

Brooks Free Library Board of Trustees
Wed. April 5, 2023 at 7pm
739 Main St., Harwich MA 02645

1. Call to Order/Attendance
2. Vote to Approve Minutes of March 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. Email from Mass. Board of Library Commissioners relaying extension of temporary provisions pertaining to Open Meeting Law to March 31, 2025.
6. Old Business
 - A. Updates on FY24 Budget and Annual Town Meeting articles
 - B. Preliminary Results of Staff Survey
7. New Business
 - A. Vote to Accept Monetary Donations
 - B. Process/Procedure for Director's Evaluation
 - C. Cancel/Re-schedule May 3 & July 5 Trustees Meeting – discussion and possible vote
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Annual Town Meeting - Mon. May 1, 2023, Tues. May 2, 2023, and potentially Wed., May 3, 2023
 - B. Library Board of Trustees – Wed., May 3, 2023 - 7 pm
 - C. Library Board of Trustees – Wed., June 7, 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. March 1, 2023 at 7 pm
739 Main St., Harwich MA 02645

1. Call to order/Attendance - 7:00 pm
Present were J. Brown, L. Cebula, J. McCarty and K. Remillard. W. Crowell, B. Waystack and J. Wheeler are traveling.
Also present were Library Director G. Hewitt and Dan Tworek from the Finance Committee
2. Vote to approve Minutes of Feb 1, 2023 Meetings -
Motion: J.McCarty Second: L.Cebula Passed by all of those who were present last month.
3. Public Comment – none
4. Reports
 - A. Chair –
Meeting with BOS and Fin Comm Saturday at 1:45 pm in the Griffin Room at Town Hall
Next month on the agenda – we will have the staff evaluate the director – L. Cebula will prepare a draft for this meeting
 - B. Library Director –
The plexiglass is down in nearly all of the Library and the self-check units are back in place.
88 children showed up for cookie decorating
Friday Sheet Fort night – limited to 50 children
Story Hour – sometimes 1 child might come with 4 adults
 - C. Review of staff reports -
No questions from Board
 - D. Building & Grounds –
Jeannie, Ginny and Sean – Discussed the upcoming maintenance needs for the Library
 - E. Liaison from Board of Selectmen – none
 - F. Liaison from the Finance Committee
Dan Tworek said that he would see us on Saturday at the scheduled meeting.
5. Correspondence
None
6. Old Business
 - A. Updates of FY 24 Budget and Budget Review for March 4 Selectmen and Finance Committee Budget Hearing – discussion and possible vote.
Ginny needs to recalculate with new numbers, new union contracts, COLA increases, \$1500 and whether that will be added to base pay
Budget includes : 2% Cola, \$4400 for retirement payouts (vacation and sick time buyback) and 72 cents per hour which will amount to about 13 K
Retirement payout – Ginny was previously told that there was money set aside for this.
This will result in a jump of about 4.2% for salary
 - B. Staff Survey – discussion and possible vote
This will be Emailed as well as in their library mailboxes
Motion to send out the staff survey
J. McCarty seconded by K.Remillard Passed Unanimously
7. New Business
 - A. Voter to Accept Monetary Donations - none
8. Trustee Reports and Requests for next Meeting's Agenda - none
9. Upcoming Meetings/Events
 - A. Board of Selectmen/Finance Committee Budget Hearings – Sat., March 4, 2023 - 1:45 be there by 1:15
 - B. Library Board of Trustees – Wed., April 5th, 2023 - 7 pm

- C. Library Board of Trustees – Wed. May 3rd, 2023 – 7 pm
- 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: K. Remillard Passed Unanimously

The meeting was adjourned at 8:10 pm

Respectfully Submitted,

JoAnne Brown

Draft

**Library Director's Report to the
Brooks Free Library Board of Trustees
for April 5, 2023 Meeting**

prepared 3.30.23 / VH

Personnel

New HEA contract

Retroactive payments totaling \$15469 have now been made to the 12 current staff members who are members of the Harwich Employees Association and 2 former staff members who worked during FY23. These funds have not yet been transferred into our FY23 budget lines.

Staffing

Six of the nine year-round Library Assistants (substitutes and regularly scheduled less than 6 hours/week) were unavailable for much or all of March. Staffing has also been affected by illness and, now that we are live with the new automated system, staff members are using vacation. Staff members have adjusted their work hours when we're unable to fill shifts or an unexpected absence occurs but it hasn't always been possible to cover all shifts. On numerous occasions we've been under the minimum staffing of 4 in the evenings. This means only two staff members are covering public service desks as employees rotate through dinner breaks, and we don't have the shift strength needed if patron behavior problems, security, or building issues arise.

Most Library Assistants will be available again in the next few weeks so this situation won't be as severe, but the ability to fill shifts remains an on-going issue. Not only is the population of community members seeking this kind of employment shrinking, those who are looking for part-time employment for financial reasons have opportunities elsewhere that provide more hours and consistent hours.

OPERATIONS

New Integrated Library System (ILS) & new public catalog

We focused a great deal of effort in recent months on training staff members for Koha, the new Integrated Library System (ILS) and Aspen, the new public catalog. A number of Library Assistants were not available to complete the training due to vacation, illness, or other activities, however. The Staff Librarian (Circulation) is providing one-on-one reviews with these staff members as they return to work.

The first few weeks of March were very hectic as processes and features of the new system didn't initially work as designed. The holds system and inconsistent email notifications to patrons were of particular concern. The CLAMS staff was reacting in real time, resulting in frequent updates and changes in instructions that were difficult to keep up with. As of this writing a number of issues remain and are being worked on.

Problems with patrons being unable to access Overdrive e-books and downloadable audiobooks resulted in hundreds of calls and in-person visits from patrons, with staff members spending much of their time trying to troubleshoot and help patrons re-gain access to their accounts. After several weeks CLAMS had Overdrive stop authenticating patrons, which allowed patrons easy access to ebooks and eaudiobooks again. That suspension ends April 4th. Patrons will need to login to their accounts again the first time they use Overdrive or the Libby app after that date but we are cautiously optimistic the issues have been resolved and patrons won't experience significant problems.

Other aspects of the new ILS are still being implemented so training in those areas will continue for the next few months. Clean-up of problems in patron and item records caused by the migration also continues.

Programs

- On-going weekly or monthly programs, such as book discussion groups, Knit-Lit, story-time, etc., continued online during the pandemic, then returned in-person.
- The same is not true of one-time programs or series, such as a concerts, author talks, craft programs, magic shows, storytellers and informational talks, etc. Special programs for children and youth have returned to pre-pandemic levels. We began offering this kind of programming again for adults in the fall but had to suspend them when the Assistant Director position became vacant.
- Many libraries have a program coordinator position, but we do not. Various staff members perform this function, resulting in lack of coordination. Before resuming special/one-time adult programming, we needed to address some internal issues.
- I have been working on preparing standardized procedures for reviewing potential programs, contracting with vendors, preparing publicity and hosting procedures before we resumed/expanded adult programming.
 - I've set the following expectations for the librarian's programming team:
 - We don't have an assigned custodian on Tuesdays, Wednesdays, and Saturdays and after 2 pm on Mondays, Thursdays and Fridays, so coordinators will need to ensure we have staff available to arrange the room, clean up and return tables and chairs to the standard configuration.
 - Until we're fully staffed we'll need to select vendors that have experience presenting public programs and who can prepare for and present the program with a minimum of staff assistance.
 - Contracts and Procedures
 - The contracts used by various staff members has differed and even when standardized several years ago the contract was very basic, leaving out important details. All the information needed was not collected at the start of the process, resulting in numerous emails and phone calls and a lot of confusion over arrangements.

- This month I prepared a new standard agreement for programs. It is comprehensive, meeting the contract needs for procurement and financial purposes, and the agreement also documents all the information needed by both the vendor and the Library in one place.
 - Our programming team reviewed the draft and agreed it will resolve a lot of issues that made providing programs frustrating and inefficient. A copy is included in your packet for informational purposes.
 - I will now develop a standardized program proposal form that will start the process for those seeking to do a program at the Library.
 - As workload demands from the new system decline we will be in a good position to resume offering additional one-time programs for adults.
- New writing group
 - The Library has offered a number of volunteer-led writers groups over the years. A writers group can suffer from internal dissention when all members are not given equal opportunity to share their works and/or the feedback is too harsh, and the Library groups periodically experienced these issues. In addition, we would periodically learn that our writers group was refusing to accept new members, becoming a club using our meeting room rather than a library group open to anyone. For these reasons we've been cautious about resuming our writers group.
 - Recently, however, a community member approached me about beginning a different style of writing group, which she volunteered to help started and host. We met to discuss this proposal a few weeks ago and it looks promising. Participants will not share their own works-in-progress. Instead participants will practice the craft of writing and develop their writing skills by responding to short writing prompts. The community member has experience with this type of writing group, having participated for years in a group like this prior to moving to the Cape.
 - We're looking for like-minded community members to co-host and help flesh out the details, and will decide on a schedule. If all goes well we expect to begin offering this type of writing group in the next few months.

MEETING ROOM USE

- Full public use of the meeting room has not resumed since the pandemic. (The Meeting Room Policy and supplemental Meeting Room Use and Parking Guidelines, which provides more details for staff and meeting room users, are on our website, www.brooksfreelibrary.org. Chose the About tab and then Policies.)
- Scheduling and overseeing use of the meeting room by outside groups can be time-consuming. Room rentals is not our primary focus and we don't have positions dedicated for that purpose. We don't have custodial staff to clean up and make sure the room is ready for the next user or library program when users fail to do so.

- With the Assistant Director position vacant and our own program schedule not yet set, we haven't been actively promoting the availability of the meeting room. The room is getting some use, however, so the following update is provided:
 - The coordinator of the Nordic Walking group has been using our meeting room on a monthly basis for small group training of community members with Parkinson's or other health conditions that affect balance and mobility. It's helpful to provide this instruction indoors on a flat, stable surface, out of the elements, so conditions are optimum for learning the technique.
 - I have approved use of the meeting room for the Harwich Historical Society's Annual Meeting on Saturday, April 29th. They are very appreciative as the construction project at Brooks Academy will still be underway.
 - Other one-time room uses by small groups have occurred since the fall of 2022.

FACILITIES

Roof Project

- The additional funds needed for the roof replacement is on the Capital Plan and in an article for Town Meeting. If passed by the voters the project will again go out to bid.

Fire and Security Alarm System

- The main Library phone system is a Town IP-based system that includes Town Hall and Public Safety buildings. We have three POTS (plain old telephone) lines for the fire alarm, security alarm, and elevator call button.
- Last week we began receiving trouble calls from the alarm monitoring company that the back-up line for the fire alarm and security line was not operational. The primary line for the alarms systems remains operational, as does the line for elevator call button.
- It was determined the line had been de-activated by Barnstable County IT, which is working on upgrades of Town systems. They are now working to reactivate it. This should happen by the end of the week.

FINANCIAL

FY23 Accounting

- A spreadsheet showing Year-to-Date expenditures is included in your packet.
- As noted above the \$15469 for the wage adjustments for Harwich Employees Association employees has not yet been transferred into our Salary and Wages lines.

FY24 Budget Request

- This month the Accounting Dept. transferred the \$44536 for projected pay-outs to departing staff members from our budget to a centralized fund.
- The Accounting Dept. revised our FY24 Salary and Wages lines, adding the \$12722 needed to fully fund the new HEA contract.
- I submitted our FY24 request anticipating a 2% cost-of-living increase for Personnel Bylaw (PBL). In mid-March the Selectmen finalized the FY24 PBL rates, which included an additional \$750 added to base rates to provide non-union staff with an adjustment that unions received. \$2476 will need to be added to our line to fully fund the new rates. This has not yet been occurred.
- With these changes, the final Library budget for FY24 will be:

Salary and Wages	\$819,810
Expenses	<u>\$300,400</u>
Total	\$1,120,210

- The FY24 budget will be sufficient to meet the Municipal Appropriation Requirement and ensure the Town maintains state library certification.
- I'll send you a separate packet of our final of FY24 budget documents. Please note they'll differ from what is in the warrant as the \$2476 to fully fund PBL rates has not yet been added to our line. In addition, the warrant will only show the original appropriation amounts for prior years, not the revised appropriations, so FY24 will appear to be a much larger increase than it is. The budget packet I send you will show the final appropriations for the prior year.

FY24 Articles

- The Board of Selectmen and Finance Committee have both voted to recommend Town Meeting approve the \$25,000 requested for Library hardware and software.
- As noted above, additional funds for the Library roof are in a Maintenance article.

MUNIS Update

A major update to the MUNIS accounting system will take place on April 14. The Executive Assistant and I have been working on related Town IT upgrades and now have access to a test site for MUNIS. Training will be provided on April 7th.

Respectfully submitted,

Ginny Hewitt
Library Director

Reference Librarian's report for April 2023

ILS Transition

Pre- go live (Jan and Feb) -

I spent a lot of time in January and February running reports in Sierra and downloading and saving information in Excel spreadsheets for safe keeping as we were being told that not all fields might fully migrate to the new system. I cleaned up the data as I found it but didn't have time to do a lot of global clean ups. I found hundreds of patron records that contained important notes in multiple fields that I saved. I ran reports to identify and mark patron records to retain in the system for people for example who have been banned from the library so we will retain those records in the system and so other libraries can see that important information.

I worked with Alan Caughey (senior library tech in Reference) to ensure that all of our current ILL loans (that were wiped out of the system along with currently checked out Comcat items) promptly came back to us and that we had a paper trail to track everything. We knew that the new system did not have a separate ILL module included (Sierra did) so we developed a new procedure that would give us most of the same functionality of the old module. We had to contact Clams to fix some codes to get things to work properly and in the end we decided we would have to ask all patrons to check these items in and out at the Reference desk and not downstairs at circulation to ensure that they are processed properly. Alan is working on updating our directions and forms for our new ILL process now.

Go live date (Feb 27) and beyond-

The biggest surprise on February 27 was a quick and immediate crush of patrons needing help with their Overdrive/Libby accounts. Many of these patrons did not get the word that their password changed and after a few days and a ton of phone calls, I realized that we were suddenly also helping a massive amount of folks with expired cards. Apparently we were ignoring expiration dates in the old system (a Covid policy that was forgotten about?) but the new system was in fact blocking folks with expired cards. I brought this to the attention of Clams staff and asked that we push back the expiration dates again as we could not handle helping these folks on top of everyone else at that moment. They made the decision to push expiration dates back to 9/4/2023 (I did not suggest this Labor Day date - Clams might want to re-think that decision).

I am writing this on March 29 and we were just told that another change will happen with the Overdrive accounts next Tuesday, April 4. This will be another big change that may generate a spike in help requests in addition to the massive amount of help we have been giving to people (just for Overdrive) for the past month. I have helped people in person as well as folks who have been calling from all over (like Australia) many of whom have not set foot in this library for many years. This experience caused me to question several of our policies including the current Clams wide policy that allows anyone to sign up for an eCard online and use it for 6 months before having to come into a library and show an ID and get a regular library card.

Overdrive/Libby is just one issue of many that we are still dealing with related to the ILS transition. There are others that we have been told will be dealt with at another time or are just yet to be resolved. The new system put all our 'patron notes' into one field that we can not edit so the information I saved might need to be manually entered or edited at another time. We are still waiting for a new 'Metabase' system that will allow us to run more of the reports we need. Some of the item lists that Clams once created (that I heavily relied on to track popular titles) were discontinued and we were told there will be no replacement so we are trying to create what we need ourselves.

It is hard to under-estimate the impact that the ILS change has had on our staff. So many of the basic functions of our jobs involve interacting with this system- selecting items for purchase and placing book orders, cataloging digital cartridges, requesting ILL items, or just being able to quickly answer a patron's question who is standing in front of you that requires using Aspen or Koha. We are all trying to communicate frequently with each other when we run into problems to see if there is another way to do something or if we should report something to Clams that is not functioning properly. I hope that a month from now most of the bugs in the system will be resolved so we can move forward and learn more about how to customize and properly utilize all the functions of this new system. In a few months I hope to have more time to spend on other concerns such as revising the Vital room policy and re-inventing the Evening book group.

Perkins Cartridges and Collaboration with Perkins Staff

Back in December of 2022 the Perkins Braille and Talking book library made a big change in their operations and instead of keeping a vast library of pre-corded books on digital cartridges in their warehouse in Watertown, they decided to move to a download on demand model for all of their patrons (including library collections). They sent us a first batch of unlabeled, but fully loaded, cartridges in December and we immediately realized all the implications of this change that would make it very difficult for us to continue to circulate these items (a service that is well used and valuable to our community). I sent an email to Kim Charlson, director at the Perkins library, about the changes and what they meant to us as a public library. Kim set up a zoom call (Jan 19) with Carla and myself along with Kim and two other staff from Perkins. We all came up with some new procedures that worked for both parties and Kim was grateful that Brooks would be serving as a 'test library' for these new procedures.

At this time, we have implemented the new system which includes dedicated cartridges that are only used for our library that are numbered. The numbered system saves us time with regular inventories and now that we have fully implemented the cartridge records into the new ILS system we can work with Perkins to expand this new system to other libraries.

Respectfully submitted,

Jennifer Pickett, Reference Librarian

Youth Services Report
3/29/23

Monomoy Regional Middle School

I met with Emily Milan, now working as the School Librarian at MRMS, Meghan Kemp, the Youth Services Librarian at Eldredge Public Library, Adam O'shea, the principal of MRMS, and Sara Cortese, the English department chair at MRMS to discuss the middle school's summer reading plans and school-library connections. Meghan and I agreed to host a book club at our libraries during the summer for teachers and students. The book club will meet 3-4 times.

Also at this meeting we made plans for the librarians to come into every English class to talk about Overdrive/Libby, Hoopla, and other digital resources that students will have access to with their library cards. To that end, we are also in the process of working out a plan to issue a library card to as many students as possible. To ensure that incoming fifth graders will have library cards we will also be doing a card drive in conjunction with this year's fourth graders as well.

April Vacation

We are looking forward to the upcoming April Vacation programs. The Stuffed Animal Sleepover will be returning! We will also be having another Interactive Movie, this time for the movie Zootopia. Art Day and Lego Day, semi-passive programs where we leave out supplies for students to interact with in a creative, non-directed manner were quite popular in February, so we will be running those programs again for the April vacation period. We're going to have an Engineering Challenge in which students will be challenged to build a roller coaster using marbles and pipe foam.

Respectfully submitted,

Ann Carpenter
Youth Services Librarian

Report to the Trustees
March 29, 2023
Staff Librarian/Tech Services

Migration to the New System

Prior to the migration of the data to the new system, I worked on cleaning up records and weeded some areas in fiction that were too tight to fix more books. I also watched training videos and went to the training offered by CLAMS on cataloging as well as the training we did here prior to migration. I regularly attend the Bibliographic Committee meetings with other catalogers in CLAMS to share new processes I have found and to discuss and learn from others what could be improved and changed to make it easier for catalogers. We have been meeting every 2 or three months but have met every month for the last 2 so we could prepare for the new system and support each other during this transition.

Cataloging

The new ILS, Koha process for adding items and records to the system is considerably different than the old system. Even though this is the case, I have figured out a new workflow and it is as good as or even better than the old system. As time goes by, I am certain that I will discover new tasks that can be done and will work on streamlining any of those processes to make it even more efficient than it is now.

Museum Passes

I have been managing the Museum Pass program since Joanne Clingan left in August. With the help of Carey Sims, the Museum Pass Brochure was updated and I updated all of the information in the Museum Key system to reflect current information from each museum. Thanks to the Friends of Brooks Library and especially Barbara Obrig for her work on the passes, we have added 2 new local passes, The Edward Gorey House and the Cahoon Museum of American Art. The Boston Children's Museum is available again mid-April through mid-October. Go to <https://www2.museumkey.com/ui/?code=brooma02645> to see all of the passes that we offer to patrons.

Lending Key

I have been working on setting up the Lending Program for the Library of Things collection so patrons may be able to request them. After a list of all of our "Things" was sent to the company, they entered all of our items and made the program available for me to edit records, images, link Youtube videos and written instructions and to prepare it to go live to the public. My hope is to have it live around May 1st to give staff enough time to learn the process before the start of the busy summer season. Having this program should make it much better for everyone and the collection will circulate even more.

Commonwealth Catalog

After the hiatus around the change to our new system, the Commonwealth Catalog is up and running and is as busy as ever. I oversee it and Pam Paine helps to process the materials on the 3 days that she works.

Periodicals

I added 12 periodicals to our collection this year to fill in gaps in subject areas of this collection. Ever since we have opened back up after COVID 19, the circulation of magazines has increased. With the new system, receiving issues is actually much easier saving time in the processing of these items.

Ordering of Fiction, Audiobooks, Music Cds, Large Print and Library of Things

I am right on track with the budget spending of all of these materials based upon what was spent last fiscal year and could easily spend more, especially in fiction if we find that there is additional funds to be spent by June. I have ordered the fiction Prepub titles through June but have been more selective lately as I am nearing the end of what I think my portion of the budget is. Since I do order Prepub in audiobooks also, we should have a steady stream of new titles each week in all of the areas including Large Print.

Respectfully submitted
Suzanne Martell
Staff Librarian

Staff Librarian
April 2023
Report to the Trustees of Brooks Free Library

Technology

I finalized the setup of a second in-library use Windows laptop. Most laptops no longer come with an internal disc drive, so I also added an in-library use external disc drive to be kept in Reference. I also set up a new color printer for staff use in the local history room.

I continue to run regular updates on all of our staff computers, which takes up some time. We had problems with the latest Dell updates which required uninstalling and reinstalling software and some troubleshooting.

I helped Carla update Fusion, the JAWS and ZoomText main client, on our VITAL computer.

I attended a training on Microsoft teams to prepare for our new phone system.

Migration

I attended multiple trainings throughout January and February in preparation for our new ILS system, and on February 8th I helped run an all-staff training on our new catalog system with Gavin. Instead of Sierra, we are now working with an ILS called Koha and our public-facing catalog is now running on Aspen, both companies under the umbrella of a software company called Bywater.

I researched the best solutions for our staff using the new catalog and addressed a number of staff concerns. This involved updating all public-facing staff computers, setting up the Circulation and Youth Services self-check stations with a scanner and receipt printer, and setting up all OPAC (catalog computer) stations.

Staff Computers: On all of the public-facing staff computers, I set up multiple ways that staff can access Koha and Aspen, and helped with a number of troubleshooting concerns.

Self-Check computers: I set up the stations using Firefox Kiosk Mode, which hides the search bar, tabs, and other controls from patrons. This also required going into the back end of Firefox to set flags that allow the receipts to print without a print dialog and adding additional staff permissions.

OPACs: I moved the circulation OPAC back to the main circulation area and updated the whitelists for these stations, and made sure patrons were able to access all the necessary functions on our new Aspen catalog.

I submitted a number of tickets and support requests with CLAMS and resolved some issues with Koha. I also troubleshooted, worked with staff, and created instructions for staff.

I attended a training on March 8th on Aspen customization, which allowed me to make changes like updating our header, adding menus, and adding book carousels to our website. I added direct links to our museum passes, eLibrary, the Commonwealth Catalog, and OverDrive.

PR

With the migration and the new catalog, I also worked to notify the public with announcements and clear steps to prepare. This included putting together various posts on our website and highlighting significant changes. Patrons needed to be notified about saving lists, that the Commonwealth Catalog was not available, that PINs were changed to the last four digits of their phone number, CLAMS app and Libby/OverDrive issues, and more. I linked to this information on all of our social media platforms, designed announcements on Canva, sent an announcement to patrons subscribed to our newsletter, and added images to our tv slideshow behind the circulation desk.

Future Work

I will continue to work with CLAMS and our staff to improve our new ILS. After meeting with the Director for my yearly evaluation, my goals for the coming year are to inventory library technology hardware and prepare a replacement plan, assist with town technology changes, develop written procedures for staff to perform basic technology tasks, and expand technology programming for the public.

Respectfully submitted,
Jamie Thornton
Staff Librarian

Staff Librarian - Circulation
March 2023 Report for
April 5th, 2023 Trustees of Brooks Free Library Meeting

Circulation

On February 27th, CLAMS, supported by ByWater Solutions, initiated use of the new Koha Open-Source Integrated Library System (ILS) and the new patron-facing CLAMS Catalog, powered by Aspen Discovery. Brooks Free Library (BFL) circulation staff received training on the use of Koha and Aspen prior to the migration of data (see Staff Development and Training below) and have adapted quickly to using the new circulation system to assist patrons in checking out, placing holds on items and checking in items. Due to the need for patrons to update their pin numbers to access their accounts in the new Aspen-driven CLAMS catalog, staff fielded hundreds of phone calls in the first weeks of the go-live date, with requests for assistance in updating accounts. BFL had informed patrons about the upcoming system change and the need to update pins (in-person during check outs, with postings in the library, and with social media posts). A large number of calls were also fielded by staff concerning issues with patron's access to Overdrive/Libby and about general questions regarding the use of the new Aspen-driven CLAMS catalog. In cases where requests became more technical, staff forwarded calls to Reference staff.

Circulation staff performed extremely well during the first month using Koha, making the transition to the internet-based system and troubleshooting issues that came up, including check out and hold slips that did not print clearly, printing paging lists (i.e. holds queues) which required additional formatting, and becoming familiar with adding new patrons to the system (which staff carried out starting on the go-live date). CLAMS support has generally been effective in fixing glitches in the system and/or providing guidance on questions on how to carry out specific functions, although there continue to be unresolved issues (e.g. self-check out stations are blocking checkouts with pop up messages, formatting of hold slips does not have patron name at the top of the slip, duplicate holds in the CLAMS app, etc.). On March 30, I will participate in the CLAMS PubServ meeting, at which Koha/Aspen issues will be discussed. Patrons have generally been open to the new system, despite initial frustration with having to update their pins, issues around Overdrive/Libby and adapting to the new look and functionality of the CLAMS catalog. Ongoing training will be provided to staff to ensure effective use of Koha and that correct procedures are being followed; training on Aspen/CLAMS will also be provided to patrons (see Future Work below).

Staff Development and Training

I worked with Jamie Thornton, Staff Librarian - Technology, on providing training to staff on Koha/Aspen prior to the system migration. The training (held on February 8th) included a live, online session conducted by ByWater Solutions staff, and an in-person review of Aspen Discovery/CLAMS catalog, followed by some preliminary practice using Koha. I also coordinated

staff practice with Koha, creating faux patron records for staff to enter as new patrons, then using these "patrons" to practice placing holds, checking items out/in, etc.

Patron Services

Following the migration, a number of patron emails failed to be delivered (i.e. "bounced back") - so far, there have been approximately 20 patrons with failed emails. Circulation staff reached out to these patrons to confirm/update their email addresses (or left messages requesting that patrons contact us to update their account). We will continue to monitor patron failed emails and work to correct their accounts. I have also been working to clear the holds shelves due to incorrect expiration dates being added to patron holds prior to and around the migration date (2/25). Because of the mistake, a number of holds remained on the shelves beyond the normal seven (7) business day pull date. I sent emails to the patrons affected by the incorrect date, giving them an additional courtesy week before pulling their holds. The correct pull/expiration dates are now being generated on the holds queues and we will monitor any ongoing issues with email notifications.

Circulation Communication

I began an e-newsletter for circulation staff ("Circulation Circular") this month, which I am also sending to Staff Librarians and other non-circulation staff. The newsletter will provide weekly updates, reminders, tips and a forum for questions. I also wrote a column on our Women's History Month book display for the Cape Cod Chronicle (March 23rd issue), highlighting the celebration in general and giving an overview of materials we have on display.

Future Work

Working with Jamie (and other Staff Librarians), I will work on further training on Aspen (and Koha, as needed) for staff and also on training opportunities for patrons who would like guidance on using Aspen/CLAMS catalog (and possibly other library tools, e.g. the CLAMS app).

Personal Development

I plan to participate in some of the MLS Spring 2023 Training opportunities, including sessions on incivility in the workplace and effective strategies to improve teamwork, among other trainings that are available.

Respectfully submitted,
Gavin Williams
Staff Librarian

FW: Open Meeting Law Update from the Division of Open Government

Deedy, Maura (BLC) <maura.deedy@state.ma.us> Thu, Mar 30, 2023 10:22 AM
Reply-To: "Deedy, Maura (BLC)" <maura.deedy@state.ma.us>
To: "trustees-announce@mblc.state.ma.us" <trustees-announce@mblc.state.ma.us>, "public library directors (mls-pubdir-discussion@mblc.state.ma.us)" <mls-pubdir-discussion@mblc.state.ma.us>

Hello Everyone,

We wanted to share that Governor Healey has signed into law a supplemental budget which will extend the temporary open meeting provisions to March 31, 2025. Please read below for more information and guidance from the Attorney General's office.

Warmly,
Maura Deedy

Maura Deedy (she/hers)
Library Advisory Specialist
Massachusetts Board of Library Commissioners

From: Attorney General's Division of Open Government <OpenMeeting@mass.gov>
Sent: Thursday, March 30, 2023 10:01 AM
To: Lonergan, James (BLC) <james.lonergan@mass.gov>
Subject: Open Meeting Law Update from the Division of Open Government

Open Meeting Law Update from the Division of Open Government

On March 29, 2023, Governor Healey signed into law a supplemental budget bill which, among other things, extends the temporary provisions pertaining to the Open Meeting Law to March 31, 2025. Specifically, this further extension allows public bodies to continue holding meetings remotely without a quorum of the public body physically present at a meeting location, and to provide "adequate, alternative" access to remote meetings. The language does not make any substantive changes to the Open Meeting Law other than extending the expiration date of the temporary provisions regarding remote meetings from March 31, 2023 to March 31, 2025.

Additional guidance on holding remote and hybrid meetings is available on the [Attorney General's website](#).

In partnership,

The Attorney General's Division of Open Government

FY23 Budget Balances

Updated 3.29.23

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,524.00	\$1,126.65	\$2,397.35	32%
Library Materials	\$162,942.00	\$119,814.86	\$43,127.14	74%
Electric	\$27,475.00	\$21,566.78	\$5,908.22	78%
Employee Fringe Benefits	\$370.00	\$720.00	-\$350.00	195%
Gas	\$8,867.00	\$6,977.92	\$1,889.08	79%
Library Supplies	\$13,000.00	\$5,016.01	\$7,983.99	39%
Maintenance & Repair	\$5,700.00	\$819.69	\$4,880.31	14%
Office Supplies	\$5,750.00	\$2,036.48	\$3,713.52	35%
Professional & Tech	\$50,973.00	\$46,447.47	\$4,525.53	91%
Water	\$1,402.00	\$375.35	\$1,026.65	27%
Total Library Expenses	\$280,183.00	\$204,901.21	\$75,281.79	73%
Wages & Salaries	\$758,150.00	\$527,127.71	\$231,022.29	70%
TOTAL	\$1,038,333.00	\$732,028.92	\$306,304.08	71%

BROOKS FREE LIBRARY
739 Main St, Harwich MA 02645
www.brooksfreelibrary.org

PROGRAM AGREEMENT

This agreement made on _____, by and between _____ and the Brooks Free Library. The total compensation agreed upon is \$_____ and is payable to (*Legal Name on W-9*):_____.

Program Details

Brooks Free Library engages the vendor to conduct the program identified below:

Program Name: _____

Brief Description of program: _____

Program Location: Brooks Free Library, 739 Main St., Harwich MA 02645

Thornton Room Doane Room Other: _____

Date(s): _____ Time(s): _____ Length: _____

Age group targeted: _____

Set-up time required prior to program start time: _____

Arrival time at Library (minimum 15 minutes prior to program) _____

Potential dates for programs postponed due to severe weather, natural disasters or other unforeseen circumstances: _____

Vendor Information

Presenter/Entertainer Name: _____

Company Name: _____

Address: _____

Email: _____ Phone: _____

Library Contact Information

Library Director: Virginia Hewitt, 508-430-7562 ext 8, email: vhewitt@clamsnet.org

Coordinating Staff Member (vendor's point of contact for program arrangements):

_____ *name and contact info* _____

Billing/Payments: Executive Assistant Carey Sims, 508-430-7562, ext. 6, email: brooksaccounting@clamsnet.org

Program Cost

As noted below, the Library cannot pay separately for supplies, equipment and mileage. All charges are to be included in the vendor's Program Proposal.

Flat rate for program - Total Due: \$ _____

For craft or activity programs, cost per attendee \$ _____ with a cap of _____ attendees. Maximum cost _____

The Library may request the vendor provide a second program immediately following the first for popular children's programs so youngsters are not turned away.

Vendors, please note if you would be interested in providing a second program immediately following the program if requested _____ (yes or no)

Charge for the additional same-day program \$ _____

Payment

to be paid by Invoice

A completed W-9 must be provided by vendor upon execution of this Agreement. Failure to provide this in advance may result in a delay in receiving payment from the Town of Harwich. Invoices will be submitted for payment immediately following the program. Vendors should expect to receive a check from the Town of Harwich two weeks after the program.

to be paid by the Friends of Brooks Free Library, with check provided in person at completion of the program

Program Arrangements

Equipment:

The Library has agreed to provide:

laptop projector wired microphone wireless microphone

lecturn whiteboard other: _____

Internet access

Vendor provided technology and audio/visual equipment:

The vendor states they will provide their own equipment _____ (yes or no)

The vendor requests staff assistance to set up their technology and/or A/V equipment _____ (yes or no). Please describe assistance needed: _____

Other notes re: equipment:

In accordance with the Library's Assistive Listening System policy the vendor must agree to utilize the Library's assistive listening system when it is available.

Staff assistance is not available to unload or setup supplies and equipment, assist in presentation of the program or clean-up and load supplies and equipment following the program unless specifically agreed to below.

A microwave, stove and small refrigerator are available in the adjacent staff room. Limited use of kitchen facilities may be available if such use does not interfere with use by staff members. Please note below if use of these facilities is requested.

Supplies

The Library cannot provide supplies, print materials or make photocopies for the program. Vendors should perform all such tasks themselves prior to arriving for the program and include the costs in the quote provided in the program proposal given to the Library. No additional costs can be added after execution of this Agreement.

Attendance Limits

Room occupancy in the Thornton Room is 98. The room has 75 seats. The Library may limit the number of attendees to a lower number if deemed appropriate. In no case will the number of attendees be allowed to exceed occupancy limits. The vendor agrees to abide by the Library's determination of the maximum number of attendees.

Craft or activity programs where the Library agrees to pay per attendee will be capped at a number agreed to in advance.

Parking

The Library may reserve one parking space for the vendor if the program occurs during the summer or at other busy times.

Room set-up for the Thornton Meeting Room

A custodian is not available to assist with room setups at the start of a program so it is important vendors specify what room arrangements they require in advance.

After reading descriptions of room configurations provided at the end of this Agreement vendors will note the room set-up needed for this program:

Further description of room arrangements if needed: _____

Other arrangements requested by vendor and agreed to by the Library:

ADDITIONAL TERMS AND CONDITIONS

1. Program presenter/vendor is an independent contractor and is not an employee of Brooks Free Library or the Town of Harwich.
2. Agreed set-up, commencement and ending times shall be adhered to by both parties.
3. Aside from authors conducting author talks, who may sell their books, vendors cannot use the Library program to promote their business or for current or future financial gain such as meeting potential clients or maintaining contact with clients.
4. The vendor may not collect donations or charge admission fees for the program.
5. Brooks Free Library reserves the right to make in-house announcements and/or sponsorship announcements prior to and/or following the program.
6. The vendor is required to maintain a safe environment for all participants. The vendor will provide a sufficient number of personnel to ensure the program can be safely conducted and agrees to not block egress routes, use open flames or hazardous materials and to comply with building occupancy limits and fire codes.
7. Vendors are required to comply with acceptable standards of behavior and conduct. (See Brooks Free Library Standards of Conduct and other applicable policies.)
8. At least two months prior to the program or upon execution of this Agreement the vendor shall provide Brooks Free Library with relevant marketing materials.
9. Brooks Free Library may use the vendor/presenter's name, picture, photographs, or likenesses in advertising flyers, website announcements, social media posts and press releases for television, radio and newspaper releases publicizing the program.

10. The Library reserves the right for staff members or others acting on behalf of the Library to take photographs or record video with or without audio of the program to be used for promotional or archival purposes.
11. The vendor will inform the Library as soon as possible if it becomes necessary to replace essential personnel for the program and the Library reserves the right to cancel under such circumstances.
12. The vendor must notify the Library of program cancellation at least 30 days prior to date of the program. When severe weather, natural disaster or other unanticipated circumstances occur after the 30-day window, the vendor will notify the Library as soon as possible they are unable to present the program on the agreed upon date. The decision on whether or not to re-schedule the program will be solely up to the Library.
13. The Library reserves the right to cancel or postpone the program due to severe weather, natural disaster or other circumstances. Notification will be made to the vendor as soon as possible when a decision is made to cancel or postpone a program.
14. Loss or damage to Library property must be paid by the vendor.
15. The Library/Town of Harwich assumes no liability for loss or damage to property not belonging to the Library. The vendor participates at their own risk and assumes all risk of damage or loss to their merchandise, personal property, and personal effects.
16. The vendor releases and discharges the Library/Town of Harwich and its Trustees, officers, employees and agents from any and all claims, causes of action, losses or other damage resulting from, arising out of, or relating in any way to the program.
17. The vendor shall indemnify the Library/Town of Harwich and its Trustees, officers, employees and hold them harmless from losses, damages, or claims in connection with their program.

Signatures

Vendor/Presenter Name

Library Program Coordinator Name

Vendor/Presenter Signature

Library Program Coordinator

Date Signed:_____

Date Signed:_____

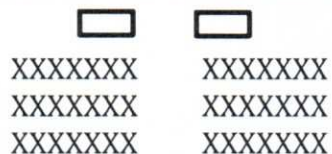
Library Director or authorized designee

Date Signed:_____

Please return this signed Agreement and a completed Form W-9: Request for Taxpayer Identification Number and Certification via email to brooksaccounting@clamsnet.org or mail to Brooks Free Library, 739 Main St., Harwich MA 02645

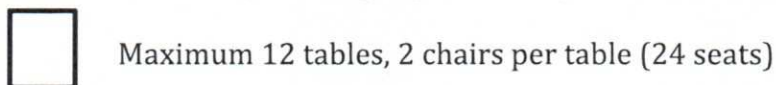
Options for Room Arrangements for the Thornton Room

Audience style – generally used for lectures and presentations, with one or two tables at the front of the room and chairs in rows facing the front of the room



Children's Audience Style – same as above with the half of the room closer to the stage left open for children to sit on the floor. Several rows of chairs provided in the back half of the room for parents and caregivers.

Conference style – tables set up in a large open rectangle with participants facing in



Activity Style –single tables placed around the room with chairs for attendees on one or more sides of each table

Classroom Style - One or two tables at the front of the room for the presenter. Single tables around the room with chairs on one side of the table facing the front of the room. Maximum 10-11 tables for attendees (20-22 participants), depending on whether one or two tables is needed at the front of the room.

FOR OFFICE USE ONLY

W-9 received: _____ Entered into MUNIS _____

Invoice Rec'd Date: _____ Verified with Program Coordinator _____

Date: Submitted to Town for payment _____ Warrant _____

Additional Notes: _____
