

Brooks Free Library Board of Trustees
Wed. June 1, 2022 at 7pm
739 Main St., Harwich MA 02645

Agenda

1. Call to Order/Attendance
2. Vote to Approve Regular Session Minutes of April 6, 2022 Trustees Meeting
3. Public Comment
4. Reports:
 - A. Chair
 - B. Library Director
 - C. Assistant Director
 - D. Review of Other Staff Reports or Information in Meeting Packet
 - E. Building & Grounds Committee
 - F. Liaison from Board of Selectmen
5. Correspondence
6. Old Business
7. New Business
 - A. Vote to Accept Monetary Donations
 - B. Discussion and Possible Vote to Amend Collection Development Policy
 - C. Requests to Carryover Vacation Time - Discussion and Possible Vote
 - D. Vote to Reorganize the Board – Chair, Vice Chair, Treasurer, Secretary, Building and Grounds, Liaison with the Friends and any other positions deemed necessary
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Annual Meeting of the Friends of Brooks Free Library - June 16, 2022 at 10 AM
 - B. Library Board of Trustees - July 6, 2022 - 7 pm
 - C. Library Board of Trustees - August 3, 2022 - 7 pm

Authorized posting officer

Virginia A. Hewitt
Brooks Free Library

Posted by

Town Clerk's Office

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

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

Brooks Free Library Board of Trustees
Wed. April 6, 2022 at 7pm
739 Main St., Harwich MA 02645

Draft Minutes

1. Call to Order/Attendance: The Chair called the meeting to order at 7:07pm. Present were L. Cebula,, W. Crowell, K. Remillard, B. Waystack and Jeannie Wheeler. Library Director Hewitt and Assistant Director Milan were also present.
2. EXECUTIVE SESSION – There was no Executive Session held during this meeting.
3. Vote to Approve Regular Session Minutes of March 2, 2022 Trustees Meeting -
Motion: L. Cebula Second: B. Waystack Passed unanimously.
4. Public Comment- No public comment.
5. Reports:
 - A. Chair - Chair J. Browne reported that she, along with Library Director Hewitt and Assistant Director Milan, met with Sandra Shannon on xxx, xxx to accept her donation of \$5000 in memory of her mother Harriet Hackford.
 - B. Library Director- In addition to her written report included in the packet, Hewitt reported that the library's State Aid award increased this year. The Board reviewed the current status of the State Aid account and discussed the possibilities for additional use of these funds for unexpected or unplanned expenses related to maintenance in addition to previously voted use of funds for the interior modification project. Hewitt also informed the Board of a recent letter of thanks from a Vital student for superior services provided by Vital Coordinator Carla Burke. Additionally, Hewitt noted ongoing issues related to the posting of the recently vacated Executive Assistant position. The Board discussed the issue and L. Cebula suggested drafting a letter of concern to the Board of Selectmen. However, appearing to be near a solution, the idea of a letter was postponed for the time being. In the meantime, B. Waystack made a motion to instruct the library director to appoint or promote a temporary Library Executive Assistant by April 15, 2022.
Motion: B. Waystack Second: L. Cebula Passed unanimously.
 - C. Assistant Director - In addition to her written report, Milan noted that the library received a dozen applications for the recent library assistant opening and that interviews are going well. She also mentioned the upcoming vacation programs, possible collaboration with the MRHS School Librarian on a new YA book awards and commented on the #IAMBFL campaign highlighting the stories of library users and volunteers.
 - D. Review of Other Staff Reports or Information in Meeting Packet
 - E. Building & Grounds Committee- Hewitt indicated that the library has a new custodian who is eagerly taking on additional maintenance projects such as painting and buffing the bathroom floors. The Chair indicated the need for the Buildings and Grounds committee to begin selecting replacement outdoor furniture which will be funded by the recent donation from Ms. Shannon.
 - F. Liaison from Board of Selectmen- not present

6. Correspondence- none
7. Old Business- none
8. New Business-
 - A. Vote to Accept Monetary Donations- A motion was made to accept monetary donations to the Library Gift Fund as follows: in memory of Jospehine Rochelle Peter and Mary Ann Wall \$100, and Susain Muir \$35 and in memory of Harriet Hackford \$5000 from Sandra Shannon.
Motion: L. Cebula Second: J. Wheeler Passed unanimously.
9. Trustee Reports and Requests for Next Meeting's Agenda- JoAnne announced that she doesn't think she can continue as Chair and asked those to consider taking the helm. Bill acknowledged Joan McCarty got the rest of his signatures.
10. Upcoming Meetings/Events
 - A. Friends of Brooks Free Library - April 21, 2022 at 10 AM
 - B. Annual Town Meeting - May 2 and 3, 2022
 - C. Library Board of Trustees - May 4, 2022 - 7 pm
 - D. Library Board of Trustees - June 1, 2022 - 7 pm
11. Adjournment : There being no further business the Chair adjourned the meeting at 8:20 p.m.
Motion: L. Cebula Second: J. Wheeler Passed unanimously.

Respectfully Submitted,

Emily Milan

Library Director's Report for June 1, 2022
Board of Trustees Meeting

May 25, 2022

PERSONNEL:

Library Executive Assistant

The Memorandum of Agreement regarding the classification and position description of our Executive Assistant was signed by the Harwich Employees Association, Chair of the Library Trustees and Chair of Select Board on April 27th. We then posted the job opening to internally, to members of the Harwich Employees Association, with a closing date of May 6th. One internal application was received.

On Thurs. May 12 we interviewed the candidate, Carey Sims. Carey has worked for us as a part-time Senior Library Technician in Youth Services for 7 ½ years, where she has received outstanding performance reviews. Prior to her career in libraries, Carey has worked as an Administrative Assistant for the federal Dept. of Education, as the office manager of a medical office, and in other administrative/accounting positions performing payroll, billing, administrative and accounting functions very similar to the functions performed by the incumbent of our position. Her experience working as a Senior Library Technician here and the Jacob Sears Library for the past 7 1/2 years also gives her the understanding of library operations which is so important in our Executive Assistant position.

Following the interview we offered the position to Carey and she accepted. In order to provide a two-week notice to her other employer, Carey's start date in this position was set as May 27, 2022. The incumbent of this position has always had some amount of time covering a public desk, so for the summer Carey will continue to alternate with the Youth Services Librarian on Fridays and Saturdays.

Vacation Carryover Requests

There have been some misunderstandings in recent years about the vacation carryover provisions of the various collective bargaining agreements and Personnel Bylaw and the procedures for documenting this, so the Town Administration is looking to standardize and formalize the procedures for documentation and approval. Since the Trustees have personnel authority for Library employees I've placed an item on your agenda for discussion and vote. It is a best practice for staff to request "up to X hours" even if they have all their vacation time approved and scheduled, in case circumstances prevent them from using it. A list of employees and requested carryover hours will be provided at your meeting.

Harwich Employees Association staff members:

Seven Library staff members in the Harwich Employees Association (HEA) are in positions where they accrue leave. The HEA contract states: "Employees may carry over up to ten (10) days of vacation leave but it must be used within the first six (6) months of the new fiscal year. Additional vacation leave may be carried over from year to year with the written approval of the Town Administrator." (Note: This is one

area where the collective bargaining agreement language needs to be clearer. Town Administration understands that for the Library employees, the Library Trustees are the approving authority.)

Personnel ByLaw staff members:

The Library Director is the only Library employee covered by the Personnel ByLaw that accrues leave. The Personnel Bylaw states: "Annual vacations with pay shall be taken in the fiscal year (July 1 to June 30) in which they are due and shall not accumulate from year to year except when vacation cannot be taken for the Town's best interest, as determined by the Town Administrator, vacation may be carried forward to the next year." (Note: this is an example of where the Personnel ByLaw is in conflict with the Town Charter, which provides the Library Trustees with personnel authority over the Library Director. The Town Administrator is aware of the Trustees' authority in this area.)

ADMINISTRATIVE

Proposed Change to Collection Development Policy

I've added an item to your agenda to consider several changes to the Collection Management Policy that are being suggested as best practices by state and national library leadership. One concerns a requirement that individuals filing a Request for Reconsideration be a resident of the library's service area, another is that the policy include information about an appeal to the Board of Trustees, which our policy currently does not include, and setting a time limit for how often a particular work will be reconsidered. A draft with the proposed changes noted is included in your packet.

Staffing Levels

Assistant Director Emily Milan and I have been performing the functions of the Executive Assistant for the past two months, so it will be a relief to soon have assistance in that area as Carey Sims starts in that position tomorrow. Initially administrative operations continued to run well but as time has gone on there has definitely been an impact. Things are not running as smoothly as we'd like, we are behind on various administrative and accounting tasks and will need to focus on getting caught up in June since the end of the fiscal year is fast approaching. Kudos to Emily for keeping invoice payments and accounting moving and doing such a great job! My divided area of responsibility was not an equal share of the workload of that position but even with that, the quality of the work product I was producing definitely began to suffer.

The past few months have also been impacted by staffing shortages - a vacancy in a full-time position, an extended medical leave, planned use of vacation time, unplanned leave due to COVID, other illnesses, etc. Many of our Library Assistants are now working increased hours at their other place of employment and not available for multiple shifts per week or same day call-in's. For the most part services to the community have not been impacted, though there were two days where I considered closing the Library due to lack of staffing. This situation is improving now that our new Library Assistants have begun orientation and training and our Executive Assistant position is about to be filled.

Office Moves

A major move took place in the past couple of months. Staff Librarian Jamie Thornton, who serves as our Technology Librarian, moved from the first floor alcove into the Cahoon Room on the second floor. Jamie works closely with the Reference Librarian and this proximity will facilitate her ability to collaborate with and support the reference and technology assistance functions. Staff Librarian Suzanne Martell, who is responsible for Technical Services, swapped places and moved downstairs to the first floor alcove. She can now provide additional backup in Circulation when needed. A full cleaning-out and organization project took place in the Cahoon Room as part of the move. DPW staff helped us by moving the desks, cabinets and other large pieces of furniture. Suzanne's alcove is not yet fully set-up; we are waiting for DPW to move several large cabinets from the Circulation office into that area so cataloging supplies can be stored out of sight. The work area is functional right now but, with the large window into the main public area of the building, it's not attractive looking for patrons to see. The move involved a major effort of multiple staff members but the operational improvements that resulted made it a good investment of our time.

Mass. Library Association (MLA) Annual Conference

The MLA annual conference was held May 23 and 24th in-person after several years of online-only conferences. The conference was in Hyannis this year, which enabled our professional librarians to attend either or both days. The workshops were informative and it was great to see colleagues and do some networking again.

FINANCIAL

Retroactive Payments for FY22 Cost-of-Living Increase

The FY22 Harwich Employees Association contract was signed in December but the 2% cost-of-living increase included in the agreement had to wait for approval of the funding at Town Meeting. With the funding approved, we prepared personnel actions documenting the amount each of the 14 employees was due based on hours worked since July 1, 2021 and then submitted the payments on the payroll for the pay period ending May 14, 2022. The total cost of the retroactive pay was \$8914.82. Those funds should be transferred our budget lines in the next few weeks.

Year-to-Date Budget Balance

A spreadsheet showing the FY22 year-to-date balance is included in your packet.

FY23 Budget

The FY23 budget passed at Town Meeting with no changes to the Library's budget.

Respectfully submitted,

Virginia A. Hewitt
Library Director

Assistant Library Director's Report for
June 1, 2022 Board of Trustees Meeting

Written 05.25.22

Administrative Work:

After the departure of Administrative Assistant Megan Green, Library Director Hewitt and I split the responsibility of all administrative work. In addition to ordering supplies, I took on the accounts payable functions' processing invoices, requesting new vendor records, and reconciling bi-weekly warrant batches. Having not served in this role in many, many years I must admit that I was less efficient in completing these tasks and therefore this took up a great deal of my time over the course of the last 8 weeks.

Staff and Professional development

In April, we advertised an opening for Library Assistants and were pleased to receive over a dozen applications. Six candidates were selected and 5 have been hired, onboarded and begun their training. One candidate rejected the job offer due to a more permanent offer for another library. In the meantime, an additional candidate has also been hired at a second library and their availability has been reduced drastically.

After the interview and hiring process was completed in April and early May, we held orientation sessions for the new hires. Included in those sessions were an overview of Brooks history, our electronic scheduling and communication resources, a building tour, disability awareness training with Assistive Technology Coordinator Carla Burke and museum pass training with Senior Library Technician Joanne Clingan. Subsequently, each new hire then began their on desk circulation training shifts.

This most recent round of interviews highlights some interesting changes in our post-pandemic labor landscape that I think are worth sharing. As on call, per diem positions the Library Assistant position used to draw a lot of retired seniors, some with library experience and some without. Pre-pandemic, the primary appeal of these positions was as an outlet for socialization more than a source of income. Many new hires appreciated the time out of the house and the mental, social stimulation of library work. However, it appears that many have reprioritized and are seeking that outlet elsewhere and not in the job market. As a result we saw a much larger number of currently employed individuals looking for additional income. This results in less availability and flexibility compared to previous rounds of new hires.

Long term I am concerned that this shift towards a currently employed demographic could become problematic. Historically, we have been hyper-dependent on the flexibility of our Library Assistants to round out our desk coverage and provide the staffing stability that we require. As fewer and fewer applicants display this flexibility there may be a need for us to re-evaluate our staffing model to create more resilience and sustainability.

Programming

April was busy with Voter Information Committee programming which culminated with the Annual Town Meeting. Adult programming will take a brief hiatus with some NASA related programming planned for the summer. My focus now turns to outlining programs for FY 23. Although we are still in the early stages, we do have some events on the outline. We are registered to act as a participant library for National Voter Registration Day on September 20th. We are also planning a celebration of the 25th anniversary of the library renovation for February 2023.

Friends of the Brooks Free Library

On May 12th, I attended the Friends Board Meeting where we reviewed and discussed the slate of upcoming programs for FY 23. As in year's past, the First Sunday programs will include a variety of musical, educational and entertainment programs. The series will kick-off in October 2022 with a musical performance from Bourbon Sunset and wrap up in June 2023 with an educational talk with Peggy Joablonski which will cover the Cape Cod Camino.

Respectfully submitted,

*Emily Milan
Assistant Director*

Reference Librarian's Report to the Brooks Free Library Trustees
June 2022

On May 6, 2022 I returned to the library after a 6 week medical leave. Staff Librarian Jamie Thornton did a great job of stepping up into the Reference position while I was gone and Senior Library tech Alan Caughey also made a lot of progress on some statistical projects that I had assigned to him. I was happy to be welcomed back by all and truly appreciated the cards and gifts I received while I was recovering.

After catching up on a lot of unread emails and Slack messages, in the past few weeks I was able to complete a large list of possible selections for our Evening bookgroup and we will be voting on titles at our June 7th meeting that I will be running. The other bookgroups should be able to make use of this list as well so I feel it is worth the time I put into making the list. Compiling a list for our library bookgroups can be more complex than it may first appear as it can be difficult to find titles that are available in multiple formats (so they are accessible to all) as well as appropriate for public conversation, the right length, publication period, well reviewed, and easy to discuss. When I go through the selection process there are many titles that I dismiss as not matching our criteria, but I am often able to recommend many of those titles to our patrons who are leading their own groups.

I have tried to anticipate the needs of the many visitors that we expect to have in the library this summer. We moved the newspapers back up to the second floor where there is a larger public space for folks to read and interact with each other and where there are more seating choices. A table that had been placed in front of the public computers was moved to a better location downstairs, and more signs were placed in our designated 'quiet area'. The needs of people coming into the building and up to the second floor have changed over the years and this summer I expect a lot more requests for 'a place to make a zoom call' and 'a quiet place to use my laptop', and less requests for public computer use aside from printing.

In the next several weeks I will be doing an all-desks reference survey to gather information for the state annual reports. I will also be working with Alan to improve and refine all the statistical record keeping and reporting that is done in the Reference department. This will enable us to have a better way to track usage closer to real time and will also mean less work at the end of the fiscal year (June/July) when the state reports are due and when we are all busy with the summer folks.

Respectfully submitted,

Jennifer Pickett
Reference Librarian

Youth Services Report
April 26, 2022

April Vacation

It almost felt like a prepandemic vacation week! We had a great turnout at all of our programs, on par with pre-Covid attendance. The cookie decorating program attracted 55 people, and Lego Fun, usually a low-key program, surprised us with 34 people attending. We knew the magic show would be popular, and we ended up with 87 people - pushing close to our maximum room limit! The stuffed animal sleepover had 15 children participate, and while the number was small it generated a lot of positive feedback.

Summer Programming

A full slate of summer programming is planned, and the Friends of the Brooks Free Library have approved our budget for outside performers. We have reserved Brooks Park on Thursday afternoons. Almost all of our outside performers have been scheduled for those Thursdays so even if Covid conditions change and we need to move programming outside we should be able to be flexible. In addition to outside performers, we will also run a variety of special programs headed by staff members, a weekly craft project, biweekly Lego and art opportunity days, and a summer-long program for learning to code simple computer games for students in grades five and above.

Respectfully submitted,

Ann Carpenter
Youth Services Librarian

Staff Librarian
June 2022
Report to the Trustees of Brooks Free Library

Social Media/PR

The #IAmBFL story series went live in early April, and can be found here: <https://www.brooksfreeibrary.org/your-bfl-stories/> I will continue to collect stories as we get them, and they will be posted on our website and monthly on social media. The story series was a great joy to put together and I love this snapshot of our patrons.

Technology

MobileBeacon notified us that our hotspots needed to be replaced (with a free upgrade), and with our Admin Assistant position vacant I placed the order to replace all of our hotspots. This involved connecting to each new hotspot and updating their settings so they will be easy to use for patrons and staff. We now have Franklin T10 hotspots, 5 circulating, 5 for staff use, and 2 in-house.

Professional Development

I attended the Massachusetts Library Association's 2022 Conference on Monday, May 23, and Tuesday, May 24th. Both days had a number of helpful panels and discussions. Notable sessions that I attended include "Yes, that happened!:" experiences of Low-Morale in Public Libraries, TikTiok and Libraries, Infusing resilience and trauma-informed services in public libraries, trauma-informed practices for Library services, vendor collection development misstep and recovery, and protecting digital privacy for your library and community.

Collection Development

I purchased 33 ebooks and 12 eAudiobooks. I also ordered 15 Graphic Novels. As Reference Librarian, I made two orders of nonfiction books (total of 94) to add to our collection.

Reference

My temporary promotion to Reference librarian ended on May 5th, and I am very thankful for the opportunity. I was able to meet with Carla about her plans for VITAL and ensured she accomplished one of her goals by having her train Alan and I on BARD Express. I also created a virtual version of the VITAL calendar to make scheduling easier for staff. I informed other libraries about our Confidential Corner, and I kept track of our Chronicle articles and wrote one that discusses the #IAmBFL story series and tech help available at the Reference Desk.

Future Work

I plan to replace the word processing computer printer with an HP all-in-one printer. This will allow users to print color from that station and scan multiple documents to a thumb drive.

Will work on replacing the Director's laptop, begin developing a plan for the replacement of staff technology, and work on a Librarian's Google site to better organize all of our documents.

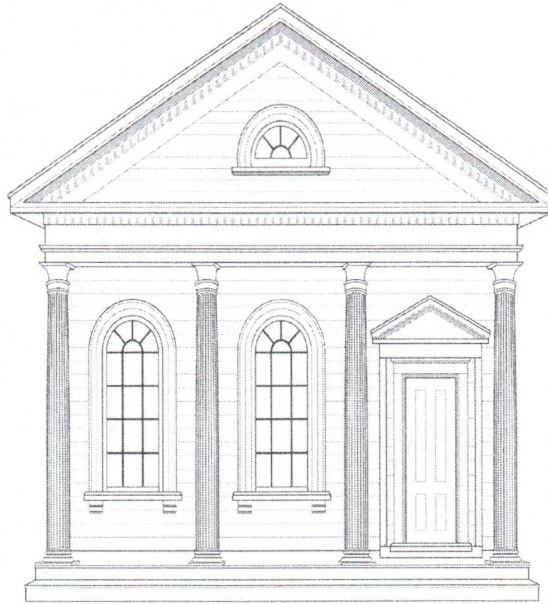
Respectfully submitted,
Jamie Thornton
Staff Librarian

FY22 Budget Balances

5.26.22

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$120.00	\$60.00	67%
Dues, Subs & Travel	\$3,524.00	\$2,384.00	\$1,140.00	68%
Library Materials	\$157,660.00	\$142,008.32	\$15,651.68	90%
Electric	\$25,741.00	\$24,101.04	\$1,639.96	94%
Employee Fringe Benefits	\$300.00	\$185.00	\$115.00	62%
Gas	\$10,601.00	\$8,035.93	\$2,565.07	76%
Library Supplies	\$13,000.00	\$8,200.55	\$4,799.45	63%
Maintenance & Repair	\$5,700.00	\$4,305.26	\$1,394.74	76%
Office Supplies	\$5,750.00	\$2,809.72	\$2,940.28	49%
Professional & Tech	\$50,973.00	\$48,305.24	\$2,667.76	95%
Water	\$1,391.00	\$678.18	\$712.82	49%
Total Library Expenses	\$274,820.00	\$241,133.24	\$33,686.76	88%
Wages & Salaries	\$741,156.89	\$627,219.10	\$113,937.79	85%
TOTAL	\$1,015,976.89	\$868,352.34	\$147,624.55	85%

To be Transferred Into Salary & Wages for HEA Retro COLA	\$8,914.82			
Revised Salaries After Transfer	\$750,071.71	\$627,219.10	\$122,852.61	84%



Brooks Free Library

Providing access to a world of ideas in the heart of the community

Collection Management Policy

DRAFT REVISION FOR TRUSTEES 6.1.22 MEETING

Approved by Board of Trustees February 2, 2022

About the library	2
Community Demographics	3
Selection Process	4
Criteria for Materials Selection	4
Additional Considerations	5
Collection Evaluation Process	6
Methods of Evaluation	6
Deselection Process	7
Reconsideration Process	8
Appendix A: Reconsideration Form	9

About the library

Established in 1880, Brooks Free Library was the first free public library in Harwich. Founded by Col. Henry C. Brooks and originally known as the Broadbrooks Free Library, the Library is part of a broader legacy left to the town by the Brooks family. The Library has been owned and operated by the Town of Harwich since 1910 and is governed by a 7-member elected Board of Trustees.

Today the Brooks Free Library provides a complete range of library services, including access to popular materials and resources in print and electronic formats. Additionally, the library provides programming for both children and adults, public access to computers, 24/7 wireless Internet access and a comprehensive assistive technology instructional program for individuals with vision loss. The Library is the second busiest member library in the Cape Libraries Automated Materials Sharing (CLAMS) consortium.

Mission Statement: The mission of the Brooks Free Library is to promote full and equal access to information and ideas, the love of reading, the joy of learning, and engagement with the arts, sciences and humanities.

Vision Statement: Brooks Free Library provides access to a world of ideas in the heart of the community.

Address:

739 Main Street
Harwich, MA 02645

Website:

brooksfreelibrary.org

Community Demographics

The Brooks Free Library serves a year-round population of approximately 13,440 and a summer population of approximately 37,000. However, it is important to note the recent impacts Covid-19 has had on the seasonality of that population. As a result of the pandemic, community leaders have noted that many part-time, seasonal residents returned to the Cape earlier and stayed longer in 2020 and 2021. The higher than normal population in the off-season is likely a result of the many part-time residents who have elected to stay in their seasonal homes while working or attending school remotely during the pandemic. Although exact numbers of part-time residents remaining year-round have yet to be identified, anecdotal evidence suggests the increase was significant.

Based on data from the 2020 Census, the population of Harwich is relatively homogenous in terms of race and ethnicity. There is a slightly higher female population which is in line with both county and statewide data. Approximately 31.4% of the population is over the age of 65, 50.1% between the ages of 65 and 18, and 18.5% are age 18 or below¹. Some unique aspects of the Harwich community specifically, and the Barnstable County community at large, include vibrant and active Cape Verdean and Wampanoag communities which are not accurately reflected in the data.

¹ U.S. Census Bureau (2020). American Community Survey 5-year estimates. Retrieved from Quick Facts Profile page for Harwich town, Barnstable County, MA
<<https://www.census.gov/quickfacts/fact/table/harwichtownbarnstablecountymassachusetts,barnstablecountymassachusetts/POP010220>>

Selection Process

The library provides materials and services that reflect the diverse educational, informational, and recreational needs of its users. Access to content is provided through print, electronic, and multimedia materials and is intended to serve a wide-ranging audience of all ages. Librarians use a variety of resources to select materials, including professional review journals, popular print and broadcast media, Integrated Library System (ILS) reports, vendor lists, publisher catalogs, as well as patron and staff recommendations. Librarians exercise judgment relying on experience and expertise in order to make acquisition decisions.

Evaluation of a material includes the entire work, not just individual parts of the work. The primary factor for inclusion in the library collection is a material's overall contribution to the collection as a whole. Additional criteria considered when evaluating a material for inclusion are outlined below. It is important to note that each criterion carries different weight in different circumstances and no single criterion can be used to determine the value of the contribution made by any material.

Criteria for Materials Selection

- Relevance to the existing collection's strengths and weaknesses
- Mirror and window (reflecting back the interest and experiences of users as well providing insight into the interests and experiences of others)
- Level of funding for materials including factors related to price and availability from established vendors and municipal purchasing parameters
- Relevance to the library's mission and goals
- Educational, informational and recreational needs of users
- Appeal and relevance to community interests
- Authority and accuracy including high standards of quality in both content and format
- Accessibility, durability, and ease of use
- High demand titles
- Relevance to the history of Harwich or Cape Cod
- Importance as a record of the times
- Availability from another library or source (i.e. Interlibrary loan, Commonwealth Catalog)
- Space considerations

Additional Considerations

Gifts and Donations

Topics related to gifts or donations either of physical materials or financial contributions intended for material selection are covered in the *Brooks Free Library Gift and Donation Policy* approved and adopted by the Board of Trustees on October 18, 2018.

Patron Requests

Patron requests for purchase are fulfilled when they meet our general guidelines for selection specifically as it relates to meeting the needs and interests of a wide variety of community members. Requests for materials that were not recently published or do not meet the library collection's goals may be fulfilled for the patron by borrowing from another CLAMS Library or by requesting an interlibrary loan using the Commonwealth Catalog.

Self-Published Materials

The Library will accept a single copy of a self-published book for inclusion in the Local Author Collection if it is written or illustrated by a local author or is about the Harwich area. The Library may also acquire self-published books if they fit the scope of the Library's collection and meet the selection criteria. As with the rest of the collection, materials are de-selected and withdrawn when circulation reports indicate very little to no patron activity or interest over time.

Collection Evaluation Process

Library staff evaluate the collection on a continual and ongoing basis in order to ensure that the collection provides materials which reflect the diverse educational, informational, and recreational needs of its community members. Access to content is provided through print, electronic, and multimedia materials and is intended to serve a wide-ranging audience of all ages. Librarians use a variety of resources to evaluate the collection including but not limited to Integrated Library System (ILS) reports, list checking, environmental scans, and diversity audits.

Methods of Evaluation

Integrated Library System (ILS) Reports

Circulation statistics are used to obtain quantitative data related to the use of materials in order to provide a snapshot of collection usage and determine areas of heavier use. Quantitative data is useful in both collection development as well as allocation of the materials budget.

List Checking

Librarians also use a method called list checking to ensure that the collection is current and keeps up with trends. Such lists include best sellers and award winners among others. This method helps to identify collection gaps as well as strengths.

Environmental Scans

Environmental scans of the library's collection and its usage within the building allow staff to obtain qualitative data. This is of particular use in regards to print newspapers and magazines which are often utilized in the library building and, therefore, do not generate circulation statistics. Additionally, environmental scans assist librarians in determining which areas of the collection are most heavily utilized, identifying areas of the collection that may need deselection to make room for newer titles, and considering the most efficient use of the collection space.

Diversity Audit

To ensure that the library collection acts as both a "mirror and a window" (reflecting back the interest and experiences of users as well providing insight into the interests and experiences of others), diversity audits are also employed. Diversity audits seek to ensure that the library's collection is representative of the full spectrum of human experience and interest.

Deselection Process

To maintain a collection that is current, reliable, in good condition, well used, and which relates to the needs and interests of library users, materials are evaluated on an ongoing basis utilizing a systematic approach.

The library staff relies heavily on item usage statistics (circulation statistics) when evaluating materials in the collection. Additionally, staff utilize the MUSTIE method of evaluation. These six criteria are found in *CREW: A Weeding Manual for Modern Libraries*, maintained by the Texas State Library & Archives Commission <https://www.tsl.texas.gov/ld/pubs/crew/index.html>. The guidelines in the CREW manual represent a common universal practice among libraries. The library withdraws materials which no longer meet the selection criteria outlined in the sections above or when they meet any of the MUSTIE criteria for deselection.

MUSTIE criteria:

- Misleading or factually inaccurate material
- Ugly or unusable material that is beyond mending or rebinding
- Superseded--the material has been superseded by a new or updated item
- Trivial--the item does not have merit in context of the library's collection
- Irrelevant to the needs and interests of the library's community
- Elsewhere--the material can easily be obtained from another library

With the permission of the Library's elected Board of Trustees, the library may transfer withdrawn items to the Friends of Brooks Free Library who sell withdrawn materials at their book sale. Revenue from the sale of withdrawn materials supports future collection development as well as library programs. Staff also store withdrawn juvenile and young adult materials to be used as prizes in the annual summer reading program. De-selected materials may be offered to other town departments, libraries, schools, colleges or non-profit institutions. Outdated or unusable materials with no remaining value are discarded, donated to charity, and/or recycled when possible.

Reconsideration Process

In the interests of protecting the individual's right to have access to materials, **in adopting this policy** the Library's elected Board of Trustees has voted to support the American Library Association's Library Bill of Rights², ~~and the Freedom to Read Statement³ and Freedom to View Statement⁴.~~ **ADD FOOTNOTE AND CHANGE NUMBERS** Brooks Free Library does not promote particular beliefs or views. Rather, the library provides a resource for a diversity of opinions, traditions, viewpoints, and beliefs. Many materials included in the collection address topics which are important, complex, and, at times, controversial. Therefore, the collection may include materials which could be viewed by some as including unpopular and unorthodox ideas.

Language or subjects that may be offensive to some community members do not disqualify material which, in its entirety, is judged to be of value to the collection. Furthermore, the library does not label controversial material or restrict its use in any way. The library recognizes parents and legal guardians as the parties responsible for the reading and viewing habits of children. Therefore, the selection of material for the collection is not restricted by the possibility that children may obtain or view materials their guardians consider inappropriate.

From time to time, ~~individuals~~ **patrons** may take issue with materials that do not support their personal tastes or views. Concerns about materials in the library's collections may be directed to any staff member. ~~and library users may fill out a 'Reconsideration Form' (Appendix A). The Reconsideration Form is available on the library's website or from any of the library's public service desks.~~ **A concerned patron who is dissatisfied with earlier informal discussions with staff will be offered a packet containing the Collection Management Plan, which includes the Request for Reconsideration form, the Library Bill of Rights and the American Library Association's Freedom to Read and Freedom to View statements. This policy Collection Management Plan and the Reconsideration Form is are** available on the library's website or from any of the library's public service desks.

In accordance with the requirements for state library certification residents of any certified Massachusetts municipality are welcome to borrow/utilize Brooks Free Library materials and resources on the same basis as residents of the Town. Requests for Reconsideration, however, will only be accepted from individuals who are residents of the Town of Harwich. The concerned patron must certify that they have read, viewed, seen or heard the material in its entirety, have reviewed the Brooks Free Library Collection Management Policy, the Library Bill of Rights and the Freedom to Read and Freedom to View Statements of the American Library Association, and must fully complete and sign the Brooks Free Library Request for Reconsideration Form. The Library will not respond to anonymous complaints made by phone, email or other means of communication or an unsigned Request for Reconsideration form. Concerned patrons filing a Request for Reconsideration should be

² <https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/intfreedom/librarybill/lbor.pdf>

³ <https://www.ala.org/advocacy/intfreedom/freedomreadstatement>

⁴ <https://www.ala.org/advocacy/intfreedom/freedomviewstatement>

aware that contents of the form and identity of the patron submitting the request for reconsideration are not considered confidential. An item will only be considered for removal once every two years. Access to challenged material shall not be restricted during the reconsideration process.

Once submitted the Request for Reconsideration form will be reviewed by the Reconsideration Committee, which consists of the Library Director and all material selectors. The Committee will review the information submitted on the reconsideration form and the material in question to consider whether its inclusion in the collection followed the selection criteria in the Collection Management Plan . The Committee will follow the operational guidelines for Reconsideration Committees⁵ as outlined by the American Library Association. The Library Director will send a written response to the concerned patron within 15 business days, informing the patron of the Committee's decision and the reasons for the decision.

~~Once submitted the Reconsideration Form will be reviewed by the Collection Management Committee which include the Library Director and all material selectors. A response will be issued within 15 business days.~~

If the concerned patron is not satisfied with the decision, a written appeal may be submitted within 10 business days to the Board of Trustees. The Library Board will consider the appeal at their next regularly scheduled meeting. (Note: If the appeal is received after the posting deadline the Board will consider it at their next regularly scheduled meeting.) The concerned patron will be notified when and where the meeting will be held.

In considering the Request for Reconsideration appeal the Board of Trustees will review the selection criteria in the Collection Management Plan and consider other appropriate information, including guidance from the American Library Association, professional reviews and recommendations, comments from Library staff, and comments from the concerned patron. The Board of Trustees reserves the right to limit the length of public comments. The decision of the Board of Trustees will be final.

⁵ <https://www.ala.org/tools/challengesupport/selectionpolicytoolkit/committees>

Appendix A: Reconsideration Form

**Brooks Free Library
Request for Reconsideration of Library Materials**

The Brooks Free Library Trustees have provided this form for you to voice concerns about specific library materials. Please return the completed document to the Library Director. You can expect a written response within 15 business days.

Name: _____ Date: _____

Address: _____

City/Town: _____ State: _____

Phone #: _____

Type of material you would like to be reconsidered (circle one):

Book
Movie
Audio

Digital Resource
Newspaper
Magazine

Other: _____

Title: _____

Author/Producer: _____

Have you read the selection criteria in Collection Management Plan? _____

What brought this material to your attention?

Have you examined the entire resource? If not, what sections did you review?

What are your concerns about this material? (use reverse side if necessary)

What action are you requesting be taken?

Patron Signature

Date