

Brooks Free Library Board of Trustees

Wed. June 10 2020 at 7 pm

Griffin Room, Town Hall, 732 Main Street, Harwich

This meeting will be held VIA REMOTE PARTICIPATION.

The public can access the meeting on Channel 18 (Broadcasting Live) and online at

<http://harwich18.dyndns.org/cablecast/public/Live.aspx?ChannelID=1>

Join the meeting from a computer, tablet or smartphone: <https://global.gotomeeting.com/join/950924877>

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Agenda

1. Call to Order/Attendance
2. Approval of Minutes of Wed. March 4, 2020
3. Public Comment
4. Reports:
 - A. Chairman
 - B. Library Director
 - C. Building & Grounds Committee
 - D. Liaison from Board of Selectmen
5. Correspondence
6. Old Business:
 - A. FY21 Budget update
7. New Business:
 - A. Curbside Pickup Plan – review and discussion of current operations
 - B. Phased Resumption of Services Plan - review and discussion of current operations
 - C. Library Director annual performance evaluation – distribution of forms
 - D. Reorganization of the Board
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Town Election – Tuesday, June 30, 2020 – 11 am to 6 pm – Community Center
 - B. Library Board of Trustees –Wed., July 1 - 7 PM and Wed., August 5, 2020 - 7 PM
10. Adjournment

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 - Agenda, Minutes & Reports – will be posted on the Town website, www.harwich-ma.gov/brooks-free-library-board-of-trustees, and the 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.

Library Director's Report
June 5, 2020

COVID19 pandemic

Due to the declaration of a state of emergency by the Governor and state and local government directives in response to the COVID19 pandemic, the Library has been closed to the public since the end of the day on Friday, March 13, 2020. The Town order also mandated that all exchange of materials with the public cease. We were unable to give the public advance notice to come in and stock up on materials or to pick up items they had on hold, unfortunately. Within a few days the statewide inter-library delivery system shut down and libraries on the Cape and across Massachusetts closed. The member libraries of the CLAMS consortium all agreed to waive fines during the pandemic. Due dates on materials and the expiration dates of library cards were extended until June 30th. The Friends of Brooks Free Library has been unable to operate their Book Sale and their Books on Wheel homebound delivery program had to be suspended. All in-person programming and use of the meeting room also ceased.

Staffing:

Staff members initially worked in the building after the closure in a compressed Monday to Friday 8:30 AM to 4 PM schedule. We then worked rotational shifts of minimum staffing in the building and the remainder of the time remotely. All Town employees were directed to work from home during "Peak Weeks" in April. Rotational shifts of minimum staffing then resumed and on May 11th all Town employees were directed to return to work in Town buildings on the Monday-Friday 8:30 to 4 pm schedule. The Library Director and union staff members have continued to be paid. Substitute Library Assistants are not being paid as they did not have regular scheduled shifts.

Working in the building on a compressed schedule (no evenings or Saturdays) means the workplace is more congested since staff members who normally work different shifts are now here at the same time. We have set up additional workstations in public areas of the building for staff members who would ordinarily share the same computers and work areas. Except for my office, staff members do not have separate offices so we have also had to move people so they're not in close proximity to another staff member. This arrangement enabled us to meet the directive for all employees to return to working in the building and to work the compressed daytime schedule, but it remains inefficient. Additional phones are needed as many do not have access to the telephone and as we begin the Curbside Pickup Phase, much more of our business requires use of the telephone to schedule patrons for pickup appointments and to take requests by phone. Additional receipt printers and barcode scanners are also needed. Other solutions will be needed longer term to having staff members work in the public areas of the building before we can resume having patrons in the building. Some of the options to be considered will be limiting public access to certain areas of the building initially, implementing alternating schedules of in-building and remote work for staff members who share the same workspace, and creating some office space out of

alcoves or easily converted areas in public areas of the building, as we've been planning to do in the interior modification project currently on the Capital Plan.

Safety of Library Materials

The safety of patrons and staff members during this pandemic is our top priority so we have implemented special handling procedures for returned materials. Following guidelines from the Center for Disease Control (CDC), the federal Institute for Museum and Library Services (IMLS), New England Document Conservation Center and the Mass. Board of Library Commissioners the Library is quarantining all returned materials for at least 72 hours before they're handled by staff, checked in and made available to the next patron. Time is considered to be the most effective disinfectant. Once the quarantine period passes, no further disinfection is needed. This isolation period may be adjusted as updated guidance is received from the CDC, IMLS and MBLC. Because staff members do not have separate offices, we are wearing masks and face coverings when in the building. Disposable gloves are available for staff to use when appropriate.

Staff Activities

In-Library assignments while closed to the public:

Staff members working in the building are performing tasks such shelving and shifting materials, shelf-reading, inventorying, withdrawing, working on clean-up projects on the patron and bibliographic database, cataloging, acquisitions, serials and other technical service functions, maintaining technology hardware and software and preparing for future phases of operation.

Functions Performed in the Library and Remotely While Closed to the Public:

Whether working in the building or remotely, staff members continued to provide services to patrons such as creating new cards to allow access to our online resources, providing reference services, technology assistance, and reader's advisory services. We provided information to the public, sharing guidance from the Town, State and federal government regarding the COVID19 emergency, public health and financial and other assistance programs online through our website and social media accounts. We promoted the availability of online resources through various methods, including posting staff-created instructional videos.

Book talks, story-times, book discussion groups and other groups now meet online. A new virtual book group began meeting and other online programs were created. Training in assistive technology continued remotely. Staff members supported teachers in developing their curriculum and providing content for online learning programs. Social media posts and videos were created to fill the need for technology assistance while we're unable to offer in-person Book-a-Librarian appointments. Librarians responsible for collection development continue to review newly released titles and make selections of books, movies, audiobooks and other materials to add to the collection.

Staff members are assigned professional development work - reading, researching and watching webinars and completing assignments to improve their knowledge and skills in a wide variety of areas. All staff members assisting in developing our plans for resumption of in-person services.

Curbside Pickup Phase

Assistant Director Emily Milan and I meet with the Town Administrator and Health Director on Wed. May 27 and received approval to implement our Curbside Pickup Plan. Staff members began calling the 100+ patrons who've had items on our hold shelves since we closed on March 13th. These patrons were scheduled for pickup appointments the week of June 1st. We began accepting new requests on June 1st. Requests will be limited to items that are available on our shelves until the inter-library loan delivery system resumes normal operations. Patrons may place requests online or call us if they're unable to place requests themselves or don't have a specific title in mind. The Friends are now resuming the Books on Wheels program, which is also great news. We do expect to resume any in-person programming this summer.

Staff members did an excellent job creating a fulfillment center operation to keep things organized. Curbside pickup is more labor intensive since patrons can't browse the collection and select materials themselves. To ensure the service was successful and we could meet the demand we've started with 3 days of curbside pickup appointments, with a mix of morning, afternoon and evening time slots and will expand that as we gain experience. We had planned to provide Saturday appointments but the Town did not approve that. They are unable to provide the daily disinfection on Saturdays that is now required by the state in order to have employees in a work place. They understand that Saturday hours are a priority for us to provide to the community as soon as possible. Other Town operations will also soon require weekend hours, too, so we should be able to get approval for Saturday hours once they find a solution for this for all Town facilities.

Our Curbside Pickup Plan is one piece of the larger Resumption of Services Plan. The larger plan is a working document that provides a framework for how phases can be structured. It will be modified in response to conditions in the community, operational considerations, advice and direction from public health authorities and library agencies. Appropriate retrofitting of work spaces and public spaces will be needed to allow the public inside the building. Adequate cleaning and disinfection services and supplies will also need to be provided by the Town to expand beyond the current phase of operations. I'm including copies of both plans in this packet. They are also posted on our webpage at www.brooksfreeibrary.org/reference/novel-coronavirus-covid-19-information/

Financial

FY20 Year-to-Date Budget

The Town Administrator implemented a spending freeze on all non-payroll expenditures not related to health and safety as of March 30th. We had been shifting resources to improve our eBook collection and add to electronic resources since patrons no longer had access to physical materials. The librarians who select for the collection have continued to review new titles and make selections but they have not placed any new orders since the spending freeze. Now that

we are providing curbside pickup service and the Town has a clearer picture of FY20 finances I will be submitting a request to spend \$5000 of the \$20,000 remaining in that budget line. The Town is in the process of creating the budget for the months of July, August and Sept., until Town Meeting occurs in Sept. I expect we will be able to resume spending on the collection on July 1st as part of the approved monthly budget we're given.

A spreadsheet showing year-to-date expenditures is included in your packet.

Monthly budgets for July, August and September

The COVID19 pandemic began before the Town was able to finalize the FY21 budget and have it approved by Town Meeting. Until Town Meeting occurs the Town is able to adopt a "1/12th budget", which, for the most part, continues the current fiscal year spending levels.

Since some Library staff members are covered by the Personnel ByLaw and the remainder are included in the Harwich Employees Association, which did not already have a signed contract for FY21, Library staff members will not receive the 2% COLA the Town had planned to provide. We will receive any step increases or longevity payments that are due. I have provided the Town Finance Director with a revised Salary and Wages budget for the FY21 "1/12th budget" using FY20 rates.

Expenses for the "1/12th budget" will be based on the FY20 appropriation plus any seasonal deviations (for ex., electric use is much higher in July and August due to air conditioning costs). The Finance Director will review prior year's history to determine what the appropriate monthly expense budget is for each line.

FY21 budget to be presented to Town Meeting

Town revenues are projected to have a significant shortfall as a result of the COVID19 pandemic and this will greatly impact the budget to be presented to Town Meeting in September. The Board of Selectmen and Town Administrator held an online meeting for all department heads last week to inform us of the situation and begin a discussion of the impact. No specifics have been provided yet but reductions could be significant enough to impact the Library hours and operations. I will do my best to minimize that and to provide you with options for your consideration.

Respectfully submitted,

Virginia A. Hewitt
Library Director

FY20 Budget Balances

6/3/2020

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$3,600.00	\$1,049.17	\$2,550.83	29%
Library Materials	\$155,750.00	\$133,418.56	\$22,331.44	86%
Electric	\$34,125.00	\$20,302.86	\$13,822.14	59%
Employee Fringe Benefits	\$280.00	\$0.00	\$280.00	0%
Gas	\$13,806.00	\$7,445.91	\$6,360.09	54%
Library Supplies	\$13,000.00	\$10,990.37	\$2,009.63	85%
Maintenance & Repair	\$5,700.00	\$2,150.36	\$3,549.64	38%
Office Supplies	\$5,650.00	\$3,383.56	\$2,266.44	60%
Professional & Tech	\$49,275.00	\$49,395.53	-\$120.53	100%
Water	\$1,026.00	\$1,018.01	\$7.99	99%
Total Library Expenses	\$282,372.00	\$229,154.33	\$53,217.67	81%
Wages & Salaries	\$713,111.21	\$629,183.29	\$83,927.92	88%
TOTAL	\$995,483.21	\$858,337.62	\$137,145.59	86%

Assistant Director's Report
June 3, 2020

Volunteer Appreciation

Each year we like to celebrate National Volunteer Appreciation Week and honor the many library volunteers who help keep things running smoothly. This year we were unable to celebrate in person or by hosting an event. However, I did send each volunteer a personal note of thanks and let them know that we look forward to inviting them back to the library soon.

Professional Development

During the remote work phase of the library closure, I worked on creating weekly professional development assignments for staff. These assignments included a variety of tasks such as viewing webinars on reader's advisory, safety and security, and training on specific electronic resources. Each week staff completed deliverables associated with these trainings and webinars such as book lists, flyers, social media posts and other resources for patrons.

Virtual Programming

Early on during the remote work phase I worked on videos highlighting our electronic resources and contributed to the Self Care series in an effort to maintain connectedness with our users. In April, we began transitioning our book groups to the Google Meet platform and I spent a good deal of time providing remote support and training to both staff and group members. I was very impressed with our community's ability to transition to the use of technology which they were not previously familiar with. Book group attendance has continued to grow and group members are pleased with the opportunity to connect and discuss books, movies and more.

Collection Management

During both our rotational shift schedule and after the return to working in the building, staff have worked on inventory and weeding projects in the fiction collection. Many thanks to Staff Librarian Suzanne Martell for spearheading this collection management project and for directing the staff in relocation of our large print collection as well as interfiling the fiction, science fiction and mystery collections into one consolidated fiction collection. These efforts will help assist patrons with mobility issues by moving the large print collection to a more prominent position. Additionally, interfiling the three genres sections into one will assist both staff and patrons in locating materials by eliminating the need to look in 3 distinct sections.

Outreach

These past few months I have worked collaboratively with the MRMS teachers, with assistance from Youth Services Librarian Ann Carpenter, to locate classroom materials and resources such as Hoopla, OverDrive and TumbleBooks. I also worked with HES preschool teachers to provide access to our Tumblebook collection. In the coming weeks I will be joining middle school Google Meet sessions to explain how students can access electronic library materials over the summer.

Curbside Pickup Workgroup

I led several remote meetings with both small groups and the entire circulation staff to outline and plan a curbside pickup service. Our collaborative efforts resulted in a plan which entirely reimagines the library's service delivery model. Much thought was given to various delivery options and consideration of both staff and patron safety was a priority during the planning process. Concerns regarding the impacts of a delivery model on the circulation workflow were addressed and a plan was formulated. This plan was put into action on June 2nd when we ran our first session of curbside pickup for patrons who had holdson the holdshelf when the library closed back in March. The first week of curbside pickup has been very successful and staff have negotiated the challenges of this new workflow very successfully. I am proud of the teamwork that the staff have shown in addressing a very challenging situation and feel quite fortunate to work with such a hardworking and dedicated team. In addition to the curbside workgroup, I also worked with the technology workgroup to discuss and evaluate how to address technology related issues throughout the various phases of the restoration of library service to our community.

Respectfully Submitted,

Emily Milan
Assistant Director

Reference Librarian's Report
June 3, 2020

'Regular' Reference duties done remotely:

Over the past few months working from home I have been able to do a lot of the same things I once did in the building such as reading and responding to emails from staff, vendors, and patrons, placing book orders, watching live webinars, assigning dewey decimal numbers to new books, and working on various projects. A lot of collaborative work has been done by attending remote Google meet staff meetings and by working on documents together using Google drive and all of its features.

Programming:

The Evening book group has met virtually 3 times and at this week's meeting we had 2 new members. It was great to hear from some former members who had moved away from Harwich who joined our meeting by phone. I had initial doubts that our book groups could continue in this way as many of our members are older folks who are not very tech savvy but so far we have had attendance similar to our in person meetings.

Special Projects:

I continue to work with Microsearch Corp. in testing and refining our **digital historical newspaper project**. They have been sending me updates and I have been giving feedback and making suggestions. A final product should be ready to go before the end of this month. Stay tuned for more updates on this project in the near future.

The Boston Public Library is still currently in possession of our **Harwich High School yearbook** collection. They are digitizing the collection and I hope to get an update from them soon on the status of the project.

I arranged for a free trial of 5 **electronic resources from EBSCO** that are currently up on our website and they are :

Rosetta Stone (language learning program)
Hobbies and Crafts Reference Center
Home Improvement Reference Center
Legal information Reference Center
Small Business Reference Center

It is highly unusual that a company like EBSCO is offering a free trial for the public - usually you just get a free trial for staff. Statistics will be available in this trial period to

determine public usage and that data will help us determine if we want to continue with any of these resources.

In another unusual move Proquest is now offering **Ancestry.com** to home users. This is an expensive database that they have only ever offered for in-library use only.

I took the lead in organizing a **Technology Work Group** and gathered information and held virtual meetings with other staff to inform decisions about what specific technology related services to offer at various stages of our resumption of services plan. The first stage of this project had a focus on what services we could safely offer during the 'curbside phase' of library operations. Future meetings and research will focus on what we can offer in the next stages of our 'resumption of services'. We will continue to assess community needs based on the results of scientific studies now in process so that we can be sure of the best methods for the safe disinfection of devices and technology between users. We also must find ways to help novice users with devices and technology while keeping a safe social distance.

Over the past few weeks I have also been doing in-person testing of WiFi locations in town. I will be writing up my findings and making an info sheet for patrons who are looking for other places to access the internet.

...and it's still 'all about the information' to me

As the Reference Librarian I am still trying every day to stay informed and keep on top of good sources of information. Emily Carta has done a great job of helping me get a lot of information up on our website. My current favorite source of info on the virus is <https://explaincovid.org/>. Good science, simply explained. Check it out!

Respectfully submitted,

Jennifer Pickett, Reference Librarian

Youth Services Report

6/2/2020

Virtual Storytime

At the end of May I began a virtual storytime on Tuesdays at 10:30 using Google Meet. I have two families regularly participating, and hope to grow the program over time. The virtual storytimes are very similar to in-person storytimes, with a variety of books, songs, and fingerplays, adapted to recognize that families probably don't have maracas in their houses, but they do have spoons or other items that can be tapped together to create interesting sounds.

Summer Reading

Our summer reading program has not been finalized as of June 4th, but we will definitely be running one, though we will, obviously, be pivoting to a model that will focus on online participation. The software that we have used in the past to track student reading is able to be accessed from home, and I am working with the Harwich Elementary School to brainstorm ways we can create access for students without internet at home.

Summer Reading Special Programs

The many special programs funded by the Friends of the Brooks Free Library that typically run during the summer have all been cancelled due to the pandemic. The youth services staff have been brainstorming ways that we could safely create craft programs virtually or as take-home projects so that we will still be able to offer options for rainy days.

Virtual School Visits

When the schools first pivoted to a remote learning model, I created virtual versions of my usual school visits, where I read a picture book, and talked about books the students might like. I highlighted books that were available from our online resource Hoopla, and explained how students could access that information. As the school closures extended into a long-term solution the engagement with the videos declined, and I did not make more videos in May or June.

Harwich Elementary School

Last year the HES started a pilot program to send books home for the summer for children whose circumstances meant they were likely to have difficulty accessing the library or other book materials over the summer. This year I reached out to the school to see how we could expand and enhance that program to more grade levels and more children. As part of this initiative I combed through the book donations that had been set aside as prizes for our summer reading program and selected the titles I thought would have the highest broad interest. I then gave these books to the HES teachers, who were able to identify students who could benefit from the items. The "extra" books will be bagged and brought to the meal delivery program, where families will be able to pick up a bag of books alongside their food.

Reorganization of Library Materials

With the public out of the building, it was a perfect time to reorganize. We have moved the Early Reader section from the far back corner to the very front of the children's section in front of the children's desk. This will help highlight a popular collection, allow us to better support children who are often browsing for books on their own for the first time, and creates much better sight lines for parents trying to monitor both little kids in the playroom and their newly independent reader picking out books for themselves. The reorganization also allowed us to more evenly distribute books on the shelves to better facilitate faceout displays, and created room to expand our children's graphic novel section, an area that has seen explosive growth recently.

Respectfully submitted,
Ann Carpenter

Staff Librarian's Report
June 10, 2020

Social Media

Since the beginning of our closure, I have taken the lead in managing our social media accounts. While we were instructed to work from home I focused primarily on building our social media presence to engage our patrons. This included creating content related to the library/virtual programming, sharing Covid-19 information, creating/sharing miscellaneous content to drive up engagement, and ensuring there was a consistent tone to all published PR. I also responded to all social media interactions on Instagram and Facebook both during and outside of scheduled work hours.

I have also been working on building our Youtube Channel, as it is a perfect medium we can use to reach our patrons. Video content that I created for Facebook and Instagram was cross-posted onto our Youtube channel for easy archiving. At this time I have an ongoing Book-a-Librarian series which I developed based on frequently asked questions during in-house tech help services. I also recorded my Armchair Archivist program, and intend to go back and record other older programs that I facilitated at the library.

My ultimate goal with these various projects and posts is to bridge the communication gap between the library and our patrons so that they are aware of the work we are doing. I would like to continue to take point on all our social media engagement as we enter our next phase of reopening.

Other Activities

With the assistance of Senior Library Technician Jamie Thornton I created a new virtual book group open to adults over the age of 18. This group, called the Mind Readers, is intended to bring together lovers of film and books and has no set reading agenda. Instead, conversations focus on building recommendation lists of shows to watch or books to read. Both Jamie and I are planning to continue testing meeting days and times until we build a regular group of attendees.

I have spent a significant amount of time updating our website, brooksfreelibrary.org. Our site is built with WordPress which recently came out with a new editor (Guttenberg). Pages built with the old editor were displaying oddly, so I am in the process of overhauling every page on our site so it is updated with Guttenberg. I am also editing content to match the tone of our social media PR so there is consistency between all of our various digital platforms.

Respectfully submitted,

Emily Carta

BROOKS FREE LIBRARY PLAN FOR CURBSIDE PICKUP PHASE

Virginia Hewitt, 5.28.20

This plan for curbside pickup service is part of a larger Brooks Free Library Plan for the Phased Resumption of Services to the Public, available on the COVID 19 section of our webpage. (www.brooksfreelibrary.org/reference/novel-coronavirus-covid-19-information/). This plan is a working document, providing a framework for Library operations and services for this phase and moving forward during the COVID19 pandemic. It will be updated as needed in response to operational considerations, directives from public health authorities and guidance from the Mass. Board of Library Commissioners.

The safety of patrons and staff members during this pandemic is our top priority so we have implemented special handling procedures for returned materials during this pandemic. Following guidelines from the Center for Disease Control (CDC), the federal Institute for Museum and Library Services (IMLS), New England Document Conservation Center and the Mass. Board of Library Commissioners the Library is quarantining all returned materials for at least 72 hours before they're handled by staff, checked in and made available to the next patron. Time is considered to be the most effective disinfectant. Once the quarantine period passes, no further disinfection is needed. This isolation period may be adjusted as updated guidance is received from the CDC, IMLS and MBLC.

Procedures for Handling of Returned Materials

- Patrons will place all items being returned into the exterior Book Drop. Items will not be handed to staff to put in the Book Drop.
- No donations of materials are being accepted. Only library materials are to be placed in the Book Drop.
- Additional rolling bins have been procured so that staff members no longer have to handle individual books, audiobooks, DVDs and other library materials when emptying the book return bins in the Book Drop Room.
- The full bin is wheeled from the Book Drop Room to the isolation area in the Meeting Room and labeled with date it's removed from the Book Drop Room.
- After the 72 hour quarantine period staff members bring the bin to a workstation where the items are then checked in. As noted above, utilizing the quarantine period eliminates the need to individually disinfect each item.

Note: CLAMS libraries have agreed to waive overdue fines during the pandemic so patrons will not incur charges caused by the quarantine of materials before check-in.

No-Contact Circulation of Library Materials (aka “Curbside Pickup”)

Curbside delivery service will more labor intensive than normal operations for several reasons. The statewide delivery service that brings items from one library to another is restarting soon but it will be weeks before the backlog is cleared and normal operations resume. Until the delivery system is back in service we will not be able to fully utilize the automated system for retrieving patron requests. Curbside pickup also requires more staff time to select items for patrons since they can't browse the collection and select materials for themselves. Initial days and hours will be limited to ensure the service is launched successfully and then expanded as we are able to do so.

- Scheduled appointments will begin June 2nd, starting with patrons who've had items on our hold shelves since before the shutdown in March.
- A mix of morning, afternoon and early evening time slots will be available.
- The initial time periods for curbside pickup are Tuesdays 3 - 7 pm, Thursdays 10 AM – 2 PM, and Fridays from 12 - 4 pm.
- Each appointment will be for a half hour window, for ex. 10 to 10:30 or 11 to 11:30. Patrons may pick up their items any time during the assigned half hour time period.
- The Town has not approved Saturday hours for curbside pickup at this time since they aren't able to provide disinfection services on Saturdays. We plan to offer Saturday service as soon as approved to do so.
- As we gain experience we'll evaluate operations and staffing requirements and the days and hours for curbside pickup will be modified and, if possible, expanded.
- We'll start accepting new requests June 1st with pickup times scheduled beginning the week of June 8th, after the backlog from the hold shelves has been cleared.
- Patrons may place requests online using the CLAMS catalog (www.clamsnet.org).
- Community members who are unable to place requests online or who don't have a specific title in mind may call the Library at (508) 430-7562 ext. 1 Monday through Friday from 10 am to 4 pm for staff assistance.
- Patrons should be prepared to leave a message if staff members are busy assisting other callers. Calls will be returned as soon as possible.
- Curbside pickup service will be limited to items available on our shelves until the delivery system resumes normal operations.
- Staff members will provide readers' advisory services to patrons, collect materials and contact patrons to schedule an appointment for curbside pickup.

- Items will be checked out, bagged, labeled with the patron's last name and placed in the staging area.
- Bags for the scheduled appointment period will be placed on tables outside the entrance on the parking lot side of the building. The building has a generous overhang so we will be able to provide this service rain or shine.
- Staff members will be available to direct patrons but pick-up will be self-service. Patrons will park their vehicles, walk to the pick-up area and collect their bag.
- Pick-up is expected to be a quick process but patrons will be asked to wait in appropriately distanced waiting spots if a line develops.
- Patrons who are unable to come to the Library due to physical limitations or those in vulnerable populations may enroll in the Books on Wheels homebound delivery service provided by the Friends of Brooks Free Library.

Note: The length of time the Library remains in curbside pickup phase will be determined by conditions in the community, our ability to handle the volume of activity, which is much higher in the summer, as well as the ability of the Town to provide cleaning and disinfection services. It is likely the Library could remain in curbside pick-up phase for weeks or months.

Brooks Free Library Plan for Phased Resumption of Services to the Public

Note: This is a working document. It provides a framework for library operations and services during the COVID19 pandemic. It will be modified periodically in response to operational conditions, directives from public health authorities and guidance from the Mass. Board of Library Commissioners.

UPDATED 5.26.2020

Brooks Free Library will not resume in-person services to the public or the exchange of library materials to, from and between patrons until authorized to do so by the Health Director and Interim Town Administrator for the Town of Harwich. Resumption of services will be predicated on the availability of cleaning and disinfection supplies, increased frequency of cleaning of high touch services, and the availability of personal protective equipment such as gloves and masks for staff members. Work environment and procedures to comply with directives of the Health Director as well as guidance and directives from the Governor, Massachusetts Dept of Public Health (MDPH), Massachusetts Board of Library Commissioners (MBLC), Center for Disease Control (CDC) and federal Institute for Museum and Library Services (IMLS), which has taken a lead role in advising libraries regarding safe practices during the COVID-19 pandemic.

The safety of patrons and staff members during this pandemic is our top priority so we have implemented special handling procedures for returned materials during this pandemic. Following guidelines from the Center for Disease Control (CDC), the federal Institute for Museum and Library Services (IMLS), New England Document Conservation Center and the Mass. Board of Library Commissioners, Brooks Free Library will quarantine all returned and incoming materials for at least 72 hours before they're handled by staff, checked in and made available to the next patron. Time is considered to be the most effective disinfectant. Once the quarantine period passes, no further disinfection is needed. This isolation period may be adjusted as updated guidance is received from the CDC, IMLS and MBLC.

SUMMARY OF PROJECTED PHASES

- Current phase

Library closed to the public. No exchange of materials. Staff members working in the building and remotely. Not accepting donations of books and other library materials. The Friends of Brooks Free Library "Books on Wheels" homebound delivery service is suspended. Electronic resources, staff created and staff curated online content and online meetings of book groups, Knit Lit, story times and other online programs are being provided to patrons. VITAL instruction continues remotely.

- Contactless Curbside Pickup

- Building re-opens for limited access and services
- Initially Limited Access to Patrons – Closed Stacks – Limited Wired Internet Stations
- Progresses to expanded access to stacks, areas of buildings, smaller programs may resume
- Normal operations. No restrictions on exchange of materials or gatherings. Social distancing not required.

BACKGROUND

Per the direction of the Town of the Harwich the Library stopped providing in-person access to the public and ceased loaning and providing materials to the public at the close of business on March 13, 2020 due to the Novel Coronavirus COVID-19 pandemic. Other libraries in CLAMS and across the state closed over the next few days. The Mass. Library System suspended its inter-library loan delivery service on March 17, 2020. No fines are being charged to patrons for overdue materials. The expiration dates of library cards and of hold on items have been extended. Items currently on hold for patrons will be waiting for them when the circulation of library materials resumes.

The Library stopped accepting donations of books, movies and other materials from the public at the close of business on March 13, 2020. The Friends of Brooks Free Library suspended their book sale operations and their homebound delivery program, Books on Wheels.

The Library Director and union staff members have continued to be paid. Substitute Library Assistants are not being paid as they did not have regular scheduled shifts.

Current Phase

Staff members initially worked in the building after the closure, then worked rotational shifts of minimum staffing in the building and the remainder of the time staff members worked remotely. The Town directed all employees to work from home for several weeks during “Peak Weeks” in April. Rotational shifts of minimum staffing then resumed and on May 11th all Town employees were directed to return to work in Town buildings. Masks or face coverings must be worn when in shared spaces in the building. Since staff members do not have separate offices, staff members are wearing masks and face coverings when in the building. Disposable gloves are available for staff to use when appropriate. Staff members share workstations so upon the return to the building we have set up new work stations in what would normally be public areas of the building.

The Director, Assistant Director and Executive Assistant continued to perform administrative, financial, personnel, planning and other functions while working onsite and remotely. Use of GSuite applications available through our CLAMS

email (Gmail) accounts provide access to word processing, spreadsheets, online file sharing and more, which has enabled staff members to easily work remotely and communicate and collaborate. Sufficient remote access to MUNIS and Sierra ensured essential functions could be completed. We have used Google Meet for regular Friday all-staff meetings and frequent online meetings of working groups or staff members collaborating on creating online content and on assigned projects.

The management team continues to research and lead planning efforts for the resumption of full library services and all permanent staff members have been actively engaged in developing this plan. It is understood the plan will be modified and adapted in response to conditions and operating needs as the plan is implemented.

In-Library assignments while closed to the public:

Staff members working in the building perform tasks such shelving and shifting materials, shelf-reading, inventorying, withdrawing, working on clean-up projects on the patron and bibliographic database, cataloging, acquisitions, serials and other technical service functions, maintaining technology hardware and software and preparing for future phases of operation.

Staff members using shared workstations have been assigned a personal keyboard to use during their shift. Using gloves will minimize the need to disinfect their workspace or keyboard during their shift.

Functions Performed in the Library and Remotely While Closed to the Public:

Whether working in the building or remotely, staff members continue to provide services to patrons such as responding to telephone messages and emails, creating accounts for new patrons, resolving issues with patron accounts, and providing reference services, technology assistance, and reader's advisory services.

The Library has continued to provide information to the public, sharing guidance from the Town, State and federal government regarding the COVID19 emergency, public health and financial and other assistance programs online through our website and social media accounts.

We continue to promote the availability of electronic and online resources for patrons and provide online assistance, including posting staff-created instructional videos.

Book talks, story-times, book discussion groups and other groups have been moved online and now regularly taking place. A new online book group and other educational online programs have been created and others are being developed.

Training in assistive technology continues as does information and referral work and preparation of curriculum for our VITAL program for patrons with sight loss.

Staff members provide support for local teachers in developing their curriculum for online learning programs.

Social media posts and videos have been created by staff members to fulfill the need for technology assistance since we are unable to offer in-person Book-a-Librarian appointments.

A Self Help series of social media posts, videos, resources and online activities has been created.

Librarians responsible for collection development continue to review newly released titles and make selections of books, movies, audiobooks and other materials to add to the collection.

Clean-up projects on the patron database and bibliographic database can also be done remotely by some staff members.

Staff members are assigned professional development work - reading, researching and watching webinars to improve their knowledge and skills in a wide variety of areas and to help plan and prepare for resumption of services during a pandemic.

Other operational notes in this phase:

Donations of library materials are not being accepted.

Delivery of mail and packages continues.

The Mass. Library System's inter-library loan service remains suspended.

Access to eBooks, downloadable audiobooks, online magazines and movies and other electronic resources has been expanded since the Library had ceased loaning physical items in March.

Wireless Internet access is available 24/7 from outside of the Library. The Library has 4 access points located in different areas of the building so patrons do not need to congregate in one location to get a good signal. Exterior tables and chairs are arranged to encourage social distancing.

Handling of Returned Materials

We have permission from the Health Director to keep the Book Drop open to accept return of materials that had been checked out before the closure. Staff members followed the traditional process of emptying the book return bins in the Book Drop Room by picking up and transferring individual books, DVDs, audiobooks and other materials from the book return bins on to book carts. The

book carts were then placed in an isolation area for 72 hours before the items were checked in. The Book Drop was closed when all Town staff were directed to work remotely during "Peak Weeks" in April.

While closed for "Peak Weeks" we determined we needed to change our Book Drop procedure. Additional book return bins were needed to eliminate the need for staff members to handle individual items when emptying the Book Drop. True Book Return Bins have depressable floors to prevent damage to items dropping into the bin. Depressable floors also make it easier for staff to empty since they don't have to reach down several feet into the bin to retrieve small items at the bottom of the bin. True book return bins are extremely expensive, however, even with the available group purchasing discounts and options available to us. We researched non-traditional options and purchased 6 commercial laundry carts for a fraction of those cost. These bins will enable staff members to wheel the full bin from the Book Drop Room to the quarantine area without having to individually handle the items. The bins arrived on May 22 and we re-opened the Book Drop on May 26.

Current Procedures:

- All items will be returned using the Book Drop.
- The normal procedure of manually transferring books, audiobooks, DVDs and other library materials from the return bins to a book cart will be eliminated during the COVID-19 emergency.
- Additional rolling book return bins will be procured so returned items can be left in the bin when moved to the isolation area in the Meeting Room.
- Bins will be labeled with date they were removed from the book drop room.
- When at least 72 hours (3 days) have passed staff members will bring the bin to a workstation where the items can be checked in. Note: As described in the introduction, the time period of isolation may be changed based on guidance from the MBLC and IMLS.
- Following this isolation procedure will eliminate the need to individually disinfect each item.

Limited Resumption of Circulation of Materials (aka "Curbside Pickup")

- This is a more labor intensive process than normal operations and it is expected more staff hours will be required to provide this service.
- The number of staff members working at the same time will be limited and there may be multiple shifts per day.
- Returned materials will continue to be processed as described above.

- When the inter-library loan delivery service resumes, incoming bins of items will be quarantined for 72 hours before processing.
- Library hours will be limited enough to enable staff to accomplish tasks and to ensure congestion is not created by patrons picking up items.
- Initial hours will contain a mix of morning, afternoon, evening and Saturday sessions over fewer number of days per week. (Note: To be determined but one example would be initial hours of Tues. 10-1, Wed. 4 to 7, Thurs. 10 -1 and Sat. 10-1.)
- As experience in operating contactless curbside pick-up is gained and operations and staffing needs are evaluated, additional hours of contactless curbside pickup may be added.
- Patrons may place holds online or contact the Library by phone to place requests. Staff members will utilize readers' advisory skills to help those who do not have specific titles in mind to request.
- Selection of materials may initially be limited to Brooks Free Library items until the Mass. Library System inter-library loan delivery service resumes.
- Staff members will follow guidance from the CLAMS consortium regarding clearing of backlogs caused by the shutdown of libraries and the delivery system, filling holds and sending items in delivery.
- Staff working during pick-up hours and before or after will collect items, assemble packages, checking materials out to patrons and stage the packages in the lobby.

Notes: Specific procedures for accepting, tracking requests from acceptance through check-out and pick-up be developed by a working group of staff members.

The length of time the Library remains in contactless curbside pickup phase will be determined by conditions in the community and our ability to handle the volume of activity. It is likely the Library could remain in curbside pick-up phase for weeks or months.

Curbside Pickup Procedures:

- Staff members will retrieve the items to fulfill patrons' requests.
- Staff members will contact the patrons to schedule a time window to pick up materials.
- The Library will schedule half hour time windows where patrons will be assigned to pick up their materials.

For example: 10 – 10:30 11 – 11:30 12 – 12:30

Note: The number of patrons per time period to be determined by staff working group, to be adjusted based on experience operating curbside pickup.

- Items will then be checked out to the patron, bagged and tagged/labeled and pre-staged for pickup window sessions
- Prior to the start of the pickup window session staff members will place the packages for the upcoming session outside (specific method of tables or books carts to be determined.)
- Staff members will be available to direct patrons but the pickup service will be self-service. Patrons will exit their vehicles, enter the pickup area and collect their bag.
- Pickup is expected to be a quick process but if a line develops patrons will waiting in designated spots that provide appropriate amount of distance.
- At the end of the session, staff members would collect any packages not yet picked up and put the next session's materials out.

Other services during this phase:

Summer Reading Program

- We will not be able to hold any of the traditional Summer Reading Program group presentations or activities this year.
- The reading portion of the program can continue, though care will need to be taken to arrange things so that multiple children and families are not queueing up to obtain their prizes.

NOTE: Staff working group to develop procedures for Summer Reading Program

BARD program:

- Staff members will resume downloading BARD audiobooks onto cartridges for patrons with sight loss at the start of this phase.
- Patrons and family members/friends will come to the Library to pick up the cartridges following the same procedures for other contactless curbside pick-up.

Homebound delivery

- The Friends of Brooks Free Library may resume the Books on Wheels homebound delivery service when the Library moves to Curbside pickup, however, the start date is entirely up to the Friends and will depend on the availability of volunteer delivery drivers.
- The Books on Wheels coordinators will come in to collect and organize materials for delivery, following the same procedures for curbside delivery.
- The cloth bags normally used for this program will not be used at this time.

- Pick-up by the volunteer drivers will be arranged in the same manner as curbside pick-up.
- The Books on Wheels volunteers will collect materials being returned from program participants. The cart of returned items will be handled in the same manner as other returned materials, i.e., they will be isolated in the Meeting Room for at least 72 hours before being checked in.

Book Sale:

The Friends of Brooks Free Library book sale will remain closed.

Donations of Library Materials:

The Library will continue to advertise to residents that we cannot accept donations of books and other materials at this time.

Tax Forms

- Tax forms are always heavily in demand in the weeks and months leading up to the filing deadline and we anticipate this year will be no different.
- Patrons may call or email with requests for particular forms. If print copies are available the request will be handled like any other curbside pickup.
- We cannot absorb the cost of printing forms or instruction booklets.
- If copies are not available patrons will be provided the contact information and websites of the Internal Revenue Service and Mass. Dept. of Revenue so they can request the forms they need. (This info is already on our website.)

Wireless Internet access - will continue.

Loans of Library laptops and devices:

- The Library will resume loaning Chromebooks, laptops and other devices to patrons for patrons to use at home or outside the building when procedures and supplies are in place to safely do so.
- Staff work group to evaluate options and develop written procedure for circulation and disinfection of devices.
- Appointments to check out devices would be scheduled following the same time periods for curbside pickup of other items.
- Patrons will return devices in-person, not through the Book Drop.
- Set procedure/good instruction sheet to provide quick orientation/how to use device basics for patrons not familiar with Chromebooks

Printing and Fax Service - Will not be available during this phase.

Limited in-house access/closed stacks

Patrons may come in to the central area ("Circ lobby") of the 1st floor for in-house check-out of materials. The stacks will be closed.

Sessions of Access

To control the length of time patrons stay the same time session windows as Curbside Pickup will be utilized.

For example: 10 – 10:30, not open to patrons 10:30 – 11

11 – 11:30, not open to patrons 11:30 -12

12 - 12:30, not open to patrons 12:30 to 1

- 30 or 45 minute sessions will be considered
 - The half hour in between sessions provides time to ensure all patrons have left (normally it may be 5-10 minute after "closing" before all patrons have exited)
 - Provide some hours for scheduled contactless curbside pick-up for vulnerable patrons
 - Initial open hours per day may be limited but as hours are expanded the Library will consider a longer mid-day session full hour closure to allow disinfection of high touch surfaces.

Requirements and Procedures:

- The number of patrons permitted in the building to be based on the guidance and direction of the Health Director.
- Hanging acrylic panels will be installed to protect staff at public desks.
- All returns to be placed by patrons into the exterior Book Drop. Returned materials will not be accepted at the Circulation Desk.
- Self Pick-up of Holds will be discontinued to provide more separation between staff members working behind the Circulation Desk and in Circulation area.
- Stanchions, caution tape, signage or other methods will be used to limit access to other areas of the building.
- The "registration desk" will be moved to block aisle going to Youth Services and Youth Services staff will provide services from that desk.
- The elevator will be locked to the lobby and 1st floor, preventing patrons from accessing the basement, Mezzanine and 2nd floor. The central stairwell door leading down to the basement will be locked.

- Patrons will be required to wear a mask or face covering while in the building and while waiting in line to enter.
- Hand sanitizer stations to be provided by the Town.
- Limited hours will continue, to be expanded as conditions warrant.
- No seating will be provided. Patrons may only conduct business and leave.
- Restrooms will not be available for the public.
- Newspapers will not be available during this phase.
- Patrons may request and check out magazines.
- To prevent congregating only one OPAC will be available from the first floor OPAC station.
- If possible the second OPAC may be relocated to another area of the Circulation lobby.
- Vinyl keyboard covers needed for OPACs and Self Check stations. To be swapped out during the day and disinfected.
- The Library will not be able to move to Phase 4 until sufficient daily custodial service is provided. Custodian to clean and disinfect before opening and at the end of their shift (likely to be mid-day if current custodial schedule is maintained).
- Protocol to be determined for disinfection of high touch surfaces will be based on guidance from the Town Health Director for custodians with library staff supplementing daily and mid-day disinfection by a custodian.
- No in-person programming of any kind, including small group assistance or instruction, will occur in this phase.
- Staff members may attempt to provide assistance to patrons with their devices if able to do so while maintaining social distance. Staff members may not touch patron's devices.
- Staff members and patrons to remain at least 6 feet apart at all times.
- Some type of temporary low-cost self-installed partition/privacy fencing or screening requested by staff to create a barrier around staff picnic table to create a separate area where they can eat lunch. (Note: not fully enclosed fence – but barrier that signs can be hung on designating it as Reserved for Staff)
- Patrons may not to come to the Library if they are not feeling well. This expectation will be publicized on the website, social media, and through the use of signage. Patrons who display signs of illness will be told they

need to leave. If medical attention is necessary or they are waiting for a ride home the patron should be isolated from others. This may be outside the building during warmer months or if that is not an option the Meeting Room will be utilized to isolate the patron.

Access to Technology

Some method of providing access to technology for community members using wired public work stations, limiting the number of patrons and ensuring they are physically separated. Note: Staff work group to evaluate options, recommend method of providing access and developing procedures. Procedures to be determined and will be based on ability to purchase supplies and equipment and to disinfect keyboards between use.

Options for in-house use of technology:

Create an area for in-house use of Chromebooks or Useful stations on the 1st floor while maintaining appropriate distance, or allow 1 or 2 patrons at a time to have scheduled use of Useful stations on 2nd floor.

Require sign-ups to schedule use.

Vinyl keyboard covers needed or other options for ensuring use of keyboards is provided safely.

No fax services during this phase.

Expanding access, programs and services

Various stages will be needed to gradually resume allowing access to all areas of the building, to allow patrons to stay for increasing periods of time, to expand access to technology, resume in-person technology assistance, in-person Reference services. It is expected that programming will begin with one-on-one assistance and small group programs and progress from there.

The timeline for resumption of services and programs cannot be determined months in advance. Plans will take into consideration conditions in the community as well as staff's ability to handle the volume of activity, monitor patron compliance with public health requirements and library procedures designed to ensure the health and safety of patrons and staff. It will also depend heavily on the Town's ability to provide sufficient cleaning and disinfection services. We will look to public health authorities, the Mass. Board of Library Commissioners and the Mass. Library System for guidance as well as review and evaluate the experience of other libraries in designing safe methods of providing services.

Normal operations – restrictions lifted