

**Brooks Free Library Board of Trustees**

Wed., June 19, 2019

1<sup>st</sup> Floor, Brooks Free Library  
739 Main St., Harwich MA 02645

**Agenda**

1. Call to Order/Attendance
2. Reorganization of the Board
3. Approval of Minutes of May 13, 2019
4. Public Comment
5. Reports:
  - A. Chairman
  - B. Library Director
  - C. Building & Grounds Committee
  - D. Liaison from Board of Selectmen
  - E. Friends of Brooks Free Library
6. Correspondence
7. Old Business:
  - A. Plans for Community Event Thanking Town and Community for Funds for Exterior Preservation Project
  - B. Update on inquiry re: interest in Rogers Group statue
8. New Business:
  - A. New Town Insurance Requirements for Vendors for Goods and Service Contracts
  - B. Vote to Accept Donations
  - C. Library Director annual performance evaluation
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
  - A. Library Board of Trustees –Wed., July 10, 2019 - 7 PM – Brooks Free Library
10. Adjournment

**Authorized posting officer**

**Posted by**

*Virginia A. Hewitt*

Brooks Free Library

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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](http://www.harwich-ma.gov/brooks-free-library-board-of-trustees), and the Library website, [www.brooksfreelibrary.org/brooks-free-library-board-of-trustees](http://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"*

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## Brooks Free Library Board of Trustees

Monday, May 13, 2019 - 7 pm  
Thornton Room, Brooks Free Library  
739 Main St., Harwich MA 02645

### DRAFT MINUTES

1. Call to Order/Attendance: Chair Mary Warde called the meeting to order at 7:02 p.m. JoAnn Brown, Jeannie Wheeler, Joan McCarty, Kathleen Remillard, Ann Emerson and William Crowell (7:06 p.m.) were in attendance. Library Director Ginny Hewitt and Assistant Director Emily Milan were also present.
2. Approval of Minutes of April 10, 2019: JoAnn Brown made a motion to approve the minutes of April 10, 2019. Jeannie Wheeler seconded and the motion passed unanimously.
3. Public Comment: No public comment was made.
4. Reports:
  - A. Chairman: The Chair extended her gratitude to Ann Emerson for her six years of service. Ms. Warde also brought attention to several points of interest from the Librarians' reports included in this month's packet. These highlights included the recent talks given by Reference Librarian Jennifer Pickett and Staff Librarian Emily Carta at the Council on Aging breakfasts in April, the new program being offered by Ms. Pickett and VITAL Coordinator Carla Burke at the Council on Aging, and the upcoming digitization of the Harwich High School Yearbooks.
  - B. Library Director: In addition to her written report, Ms. Hewitt mentioned that Channel 18 is going through the licensing process with Comcast and several staff members attended the recent hearing to speak about the important services provided by Channel 18 and our dependence on their services to distribute information to the community. Ms. Hewitt also noted that she recently provided CPC with a status report on the ongoing Rogers Group Restoration Project.
  - C. Building & Grounds Committee

Update on exterior furniture: Joanne Brown and Jeannie Wheeler reported having ordered exterior benches and were happy to note that they came in under budget. The benches will be assembled and installed by DPW. They also noted that Facilities Manager Sean Libby will be restoring and repainting the existing bike racks rather than purchasing new bike racks.

Update on "Open House" event for Exterior Preservation Project: The committee wants to wait for the benches to be installed and final punch list items to be complete before scheduling the event. Although they also noted that they hope to host an event by the end of June.
  - D. Liaison from Board of Selectmen: No report at this time.
  - E. Friends of Brooks Free Library: As indicated in Ms. Hewitt's written report, work on perimeter gardens to replace the grass damaged during the restoration project has begun and the final work on the meeting room, including installation of new blinds, has been completed.
5. Correspondence: none
6. Old Business:



- A. Update on FY20 Budget and Library's Town Meeting Articles: Ms. Warde reported that both the annual operating budget and the two library-related articles passed at town meeting.
- B. Update on candidates for Board of Trustees (May 21, 2019 election): William Crowell is running unopposed for another three year term on the Board. Ms. Hewitt reported that a potential candidate has stepped forward for the second vacancy. Bernadette Waystack, who has previously served on the Board, has put her name forward as a write in candidate.
- C. Update on Strategic Planning Process and Timeline: The steering committee comprised of Jeannie Wheeler, Kathleen Remillard, Virginia Hewitt, and Emily Milan will be meeting in May and will report progress at next month's meeting.
- D. Update on CPC projects:
  - a. Rogers Groups: As discussed in Ms. Hewitt's written report, an update on progress was reported to CPC and the project will be going out to bid later this month.
  - b. Harwich Oracle: Digitization of the Harwich Oracle is in process and expected to be completed by the end of June 2019.

7. New Business:

- A. Offer to sell the Library a Rogers Group statue -discussion & possible vote: Ms. Carol Hudson sent a letter, as seen in the packet, offering for sale a statue from her personal collection. The Board discussed interest in and funds for procuring more statues for the library's collection. However, with a lack of funds for such an endeavor, JoAnn Brown made a motion that the Board not pursue the purchase of the statue at this time. Jeannie Wheeler seconded and the motion passed unanimously. Ms. Hewitt was charged with informing Mrs.Hudson of the Board's decision.
- B. Town Insurance Requirements for Goods and Service Contracts: Included in this month's packet were insurance recommendations from MIIA for all town contracted vendors. Ms. Hewitt reported having discussed these recommendations with Town Finance Director Carol Coppola. In order to fully understand the implications of such requirements, Ms. Hewitt plans to meet with staff and develop a list of questions and concerns before addressing them with the Town Administrator.
- C. Vote to Accept Donations: none
- D. Friends of Brooks Free Library landscaping project: As noted previously, the landscaping project is almost complete and has greatly added to the aesthetic of the newly restored building. The Board expressed appreciation to the Friends for initiating and financing this endeavor. The final step before completion is for DPW to mulch the new beds.
- E. Draft Policy- Meetings of Non-Library Sponsored Groups - discussion & possible vote: After a brief discussion related to the implications of non-library groups meeting at the library, William Crowell made a motion to adopt the policy as written. Joan McCarty seconded the motion which passed unanimously.
- F. Library Director annual performance evaluation- Ms. Hewitt distributed copies of her self evaluation along with a checklist and form for each trustee to complete. Chair Warde asked that these forms be returned to her by the end of May with the exception

of Ms. Emerson's contribution which will be returned prior to the end of her term on May 20th.

8. Trustee Reports and Requests for Next Meeting's Agenda: Joan McCarty noted that she had spoken with Cape Cod RTA about the possibility of a bus stop at the library.
9. Upcoming Meetings/Events
  - A. Library Board of Trustees –Wed., June 12, 2019 - 7 PM – Brooks Library- At the Chair's request, the meeting was rescheduled for June 19th.
10. Adjournment- There being no further business, Kathleen Remillard made a motion to adjourn, seconded by Ann Emerson. The Chair adjourned the meeting at 8:10 p.m.

Respectfully submitted,

Emily Milan



### Personnel News:

Assistant Director Emily Milan did an excellent job managing the Library while I was away for two weeks at the end of May. Her ability to keep things running smoothly while also performing her normal duties and interviewing for new substitutes is much appreciated. She and Staff Librarian Emily Carta selected three new Library Assistants, who started work this week and have begun receiving orientation and training.

The paperwork for the reclassification of our administrative position from Administrative Assistant to Executive Assistance and the increase in hours from 30 to 35 hours has been processed and will be effective July 1<sup>st</sup>. The additional hours were added without increasing our budget request by making a compensating reduction in a vacant part-time position. These changes were approved by the Board of Trustees in November and by the Town Administrator and Board of Selectmen during the budget process.

Most of the personnel actions needed for July 1<sup>st</sup> salary changes due to step increases, new temporary appointments for substitute Library Assistants and cost-of-living increases have been submitted and approved at Town Hall. The exceptions are several positions where the employee is due a step increase on July 1<sup>st</sup> and the performance evaluation is not yet complete.

### Internet Connectivity Problems

We began experiencing problems with the Internet connection in the Cahoon Room, where 5 staff members work, while I was away. We would be able to restore connectivity to the workstations in the room but the problem continued to reoccur. After several days with no problems, we had limited connectivity and then no connection on June 10 and 11<sup>th</sup>. On the 11<sup>th</sup> the Town IT Coordinator brought in a consultant who has been regularly working for the Town two days a week. He correctly diagnosed the problem and after eliminating several switches connectivity was restored.

The need to improve the IT infrastructure in the building has been on our radar and we've included it in proposed interior renovation plans on the Capital Plan, so Emily M. and I have scheduled a follow up meeting with the consultant to begin developing more concrete plans to resolve a number of issues (lack of data jacks in certain areas, limited ability to share files on the staff network, etc.) This consultant has experience working with other libraries so he's aware of our needs and how we might structure the networks to improve the efficiency of staff operations and to provide enhanced services to patrons. Once the plan is developed we can begin to make improvements incrementally, as we have the funds, and we can also apply for grants and include more specifics in our Capital Plan submissions.

### Strategic Plan

The steering committee, composed of Trustees Jeannie Wheeler and Kathleen Remillard, Assistant Director Emily Milan and I, met on May 22<sup>nd</sup> to review the planning models and begin developing the framework for obtaining community input about the needs of the community. Our second meeting on June 13 was postponed when several time sensitive issues required our attention.

### Rogers Groups project

I attended the May 9 Community Preservation Committee and provided them with copies of the completed assessment and conservation treatment plan. We discussed the possibility that quotes for the work may exceed available funds. They indicated we could use our discretion on how to proceed if that occurs (doing all the priority 1 pieces first, doing all the historically owned statues first, etc.) We do not need to return to CPC for that approval unless we find the quotes are exorbitantly higher than expected. No threshold amount was set for when we would need to return to CPC before awarding a contract to do only a portion of the collection. We can use our own judgement to determine if we should hold off on awarding the contract and returning to CPC for their guidance. Committee members encouraged us to return to request additional funding in the upcoming project round if needed to finish all the statues as they would like to see the entire collection receive the conservation treatment needed.

### Update on Traffic Safety Study

The Cape Commission has been planning to conduct a traffic safety study of Harwich Center, which will include the intersections and crosswalks at Main St. and Oak St. and at the corner of Bank and Main streets that is of primary concern to the Library. I understood the study was to be conducted in the spring, but since that hasn't happened I requested an update on the timeframe. Steve Tupper from the Commission responded that they are planning to do the work this summer and report back with data and recommendations in the fall.

As I've reported previously, the Harwich Center Initiative Committee, of which I am a member, voted several months ago to take a hiatus while waiting for the results of this traffic safety study. Much of the feedback received at our Community Input Meeting in January and the three other committee meetings focused on the need for traffic calming measures and to change the configurations of the intersections to prevent serious injuries to pedestrians and improve traffic flow. No improvements can be recommended to the Selectmen until we have the recommendations from the traffic engineers at the Commission.

### New Vendor Insurance Requirements –

When we met last month the Finance Dept. had withdrawn the initial instructions about new insurance requirements for vendors providing goods and services contracts to all Town departments. Those instructions were later re-issued with a new effective date of July 1<sup>st</sup>.

I've requested a meeting with the Town Administrator to discuss the impact of these new requirements. The written instructions from the Finance Office state that any waivers to these requirements must be approved by the Town Administrator. Given the Trustees authority in the Town Charter, I've asked the Town Administrator what his position is on this. He may agree that the Trustees have independent authority in this area and you can determine what kinds of insurance and coverage amounts are required. I hope to have a response on the Town Administrator's position on this prior to your meeting.



Below are our concerns with the new requirements:

- Large organizations that present programs here, such as the Museum of Science, will have insurance, though it's yet to be determined if they'll have all the coverages listed and at the required amounts. Many of our "vendors," however, are local authors, musicians, artists, etc. who are not likely to have insurance for workers comp, general liability, sexual abuse and molestation, etc. Vendors in this category are people who are not making a living at this, so they are not incorporated. Requiring insurance – and all the levels recommended – would be an additional expense that would make them decline an invitation to provide a program here or if added to the cost of the program it would make it too expensive for us to afford. Most of these performers/presenters are paid a token amount, \$100 or so, perhaps several hundred for a musical group. A related point regarding the requirement for Sexual Abuse and Molestation insurance is program presenters are never alone with children at the Library.
- The new insurance requirements would also be difficult for another category of "vendor" - volunteers who are providing a service for the Town for free and receive some reimbursement for supplies. An example of this would be the shelving units and workstations built by the Woodworkers Group of the Chatham-Harwich Newcomers.
- The coverage amount required in the instructions are based on recommendations from MIIA, the Town's insurance provider. Some of our vendors will not have this coverage in the required amounts. For example, I've been collecting the Cyber Security insurance certificates from CLAMS and various electronic resource vendors that authenticate access through the patron database in CLAMS. All are far less than what is required in the instructions we received. We are one of 35 members in the CLAMS consortium so we can't dictate that insurance coverage must be increased 4 times more than current coverage. Other vendors, such as a digitization company performing work at their facility, may not have all the coverage listed as required. Since no other municipalities or large educational institutions they do business with are not requiring this, they may balk at agreeing to obtain coverage in the amounts required. This would limit our ability to obtain the services of a highly rated vendor.

#### Update on the Review of the Lang Fund

The Finance Director and Town Treasurer are close to completing their review of how Town has processed expenditures the Library has submitted for the Lang Fund. It appears the Town did not always transfer funds from the Lang Fund to reimburse the General Fund. I may have information on their findings for your meeting next week. If not, we should have them in July.

#### Update on Friends of Brooks Free Library activities

The Friends Annual Meeting is Thurs., June 20<sup>th</sup> at 10 AM.

The landscaping project on the parking lot side of the building and along Bank St was completed this month. The Friends paid for the design work and installation of the plantings, along with adding water lines to the garden in the parking lot island. The Harwich Garden Club has added the care of these new gardens to the beautiful parking lot island they have been maintaining for years. The efforts of both groups are much appreciated! They make a huge improvement and we receive many compliments from residents and visitors about how lovely those areas of the grounds look.

### Bench/Bus Shelter for Cape Cod RTA Bus

Trustee Joan McCarty has relayed patrons' requests for a bench and/or a bus shelter on Bank St. to the Cape Cod RTA and they are looking into it. Several patrons have been dragging chairs from the Library entrance over to Bank St as they have difficulty standing for long periods while waiting for the bus. Once CCRTA determines if the site meets their requirements and they have the funding to provide a bench or a shelter the request would follow the normal process for approval by the Town.

### After-school Bus

The Monomoy Regional School District is changing bus companies next year so we were concerned that this could impact the "community bus" which brings students from the Middle School in Chatham to the libraries and community centers in both towns. I spoke to the MRSD Business Manager today, however, and she assured me the community bus will continue. This is excellent news! This bus is heavily used by our young patrons, with 15-30 students coming to Brooks Free Library each day.

### Maintenance Update

Final payment generator is being processed as it has passed all inspections.

DPW has completed the following work this month:

- Repair inoperable windows – painted shut, unable to lock or unlock
- Repaired broken cords on windows in the historic portions of the building
- Repaired the cords to open/close and raise/lower many of the blinds
- Replaced Brooks Free Library shield sign on Main St side
- Resolved gutter/drain pipe problem at the east corner of Brooks Block, by the Main St. entrance
- Floor of front porch has been painted
- Broken windows in the original door on Main St have been replaced
- The bike racks picked up – to be scraped and painted black

Respectfully submitted,

Virginia A. Hewitt  
Library Director



## FY19 Budget Balances

6.13.2019

| AREA OF EXPENDITURE      | Appropriated Amt    | Spent               | Remaining Balance  | Percent Spent |
|--------------------------|---------------------|---------------------|--------------------|---------------|
| Advertising              | \$160.00            | \$0.00              | \$160.00           | 0%            |
| Dues, Subs & Travel      | \$3,500.00          | \$890.16            | \$2,609.84         | 25%           |
| Educational Supplies     | \$152,725.00        | \$146,892.69        | \$5,832.31         | 96%           |
| Electric                 | \$32,500.00         | \$26,131.89         | \$6,368.11         | 80%           |
| Employee Fringe Benefits | \$393.00            | \$0.00              | \$393.00           | 0%            |
| Gas                      | \$11,980.00         | \$10,575.43         | \$1,404.57         | 88%           |
| Library Supplies         | \$12,600.00         | \$9,368.51          | \$3,231.49         | 74%           |
| Maintenance & Repair     | \$5,600.00          | \$4,861.95          | \$738.05           | 87%           |
| Office Supplies          | \$5,650.00          | \$5,188.27          | \$461.73           | 92%           |
| Professional & Tech      | \$47,977.00         | \$47,997.51         | -\$20.51           | 100%          |
| Water                    | \$1,026.00          | \$810.26            | \$215.74           | 79%           |
| Total Library Expenses   | \$274,111.00        | \$252,716.67        | \$21,394.33        | 92%           |
| Wages & Salaries         | \$676,740.91        | \$625,169.23        | \$51,571.68        | 92%           |
| <b>TOTAL</b>             | <b>\$950,851.91</b> | <b>\$877,885.90</b> | <b>\$72,966.01</b> | <b>92%</b>    |

Assistant Director's Report  
June 5, 2019

Outreach

On May 11th I attended the Remembery Walk with a sample collection of materials dealing with Alzheimer's, dementia and memory disorders. During this event I had the opportunity to speak with many families and caregivers and to distribute information

New Library Assistants

In May we began recruiting new library assistants for the upcoming summer season. In response to our advertisement we received over 20 applications, many with prior or current CLAMS experience. Staff Librarian Emily Carta and I reviewed the applications and selected 8 candidates for interviews which were completed in May. We were very pleased to select the following three applicants: Sue Carr, Caroline Crowell-Nash and Cynthia Craig.

Massachusetts Library Association 2019 Conference

On May 20th, Senior Library Technician Joanne Clingan, Books on Wheels Volunteer Coordinator Barbara Obrig and I attended the Massachusetts Library Association's annual conference to present a workshop on our Books On Wheels program. In attendance were approximately 25-30 Massachusetts Librarians. We received wonderful feedback and answered lots of questions related to volunteer nature of our BOW program. Based on feedback and information from those in attendance, both attending our workshop and the larger conference, our BOW program is one of the larger book delivery programs in the state. Many staff directed programs are only able to serve 5-10 patrons while our volunteer led program is currently serving over 30 individuals.

Word of Mouth Marketing (WOMM)

On May 8th I attended an afternoon workshop led by Massachusetts Library System Consultant Anna Popp on word of Mouth Marketing. During this workshop we discussed the importance of creating organic word of mouth marketing campaigns that relay the importance and impact of library services and resources to the wider community turning regular users into marketing machines! In addition to these workshops, Ms. Popp runs a long term WOMM program which requires a 6 month commitment from libraries to attend several meetings in various locations and to work in small groups to develop marketing plans and strategies related to a specific service or program that their library currently offers or hope to begin offering in the near future. MLS is currently recruiting for the third cohort of libraries to participate in the long term WOMM program which will run this summer and into the Fall. They will begin recruiting at the end of the summer for the 4th cohort. I hope to apply at that time as I see marketing as one of the biggest obstacle libraries are currently facing and believe we would benefit greatly from participation.

Carroll Center Blind Employee of the Year

On June 6th I was honored to escort Vital Coordinator Carla Burke to the Carroll Center for the Blind in Newton, Massachusetts to receive the Blind Employee of the Year award. It was an honor to see Ms. Burke's hard work and dedication recognized at this level. The awards ceremony was streamed live and can now be viewed on the Carroll Center's Facebook page.

Respectfully submitted,  
Emily Milan  
Assistant Director



## Reference Librarian's Report to Trustees

June 13, 2019

### VITAL related:

Carla Burke and I held our first session of 'Living with vision loss' in a meeting room at the Community Center on June 4. It was well attended and Carla has already made follow up appointments for several people to come to the library for more Vital training. In the future we will be meeting in the same room as the Sight Loss Services support group and Carla will also be speaking at the beginning of their meetings starting in September. On July 2 the featured topic will be Magnification and on August 6 it will be Labeling methods. Carla and I filmed a spot for Ch.18 on May 21 (it is still airing and several people have already mentioned it to Carla) to help let people know about this new service. Carla and I also met with Emily Mitchell (COA Director) and Susana Keith (COA Social Services Coordinator) on May 28 we discussed ideas for this program and encouraged the COA to refer people who have friends and relatives with vision loss to attend one of these sessions.

I ordered 2 new tables that have reinforcing beams for the Vital area from Kenmark to replace the bowed ones that have the Vital computers and the very heavy OPTELEC on them. I was just notified that they will be delivered and set up tomorrow (June 14). I have also been working with Peter Demetriades of Kenmark in regards to the tables we bought from them several years ago that now have peeling veneer on the sides. Peter is working the the manufacturer to try to get those tabled replaced - these tables are currently used in the meeting room and for the public computers on the second floor of the library.

### Pre-planning event:

I attended the pre-planning event on June 10th, organized by Robbin Kelley, Cemetery Administrator. I had a table for displaying some of the resources we have relating to planning a funeral, grief, estate planning, etc. and I was able to talk to people during the lunch hour when they visit the various tables of the vendors and speakers. This is the third year I have attended this event and it is always informative to listen to the various speakers. This year the speakers included (among others) a professional organizer, a hospice staff, and two members of the Harwich police department. I also had the chance to talk to Amy Walinski of the Harwich police department about a patron that I had some concerns with. She was very willing to give us assistance and I expressed a desire to have more ongoing communications with them in the future.

### Harwich Oracle update:

The project to digitize the Harwich Oracle will be completed within the next several weeks. I have been in constant contact with Michael Monahan of NE Micrographics who mailed me a hard drive a few weeks ago with the first round of scanned files (from the microfilm). The quality of the scans looked great and he went forward with digitizing the paper copies of the newspaper. He expects to be giving us a complete product before the end of June and will return the original newspapers to us the first week of July.

Respectfully submitted,  
Jennifer Pickett  
Reference Librarian

Youth Services Report  
June 4,2019

School Visits

I completed the last of my school visits on May 31st. Over the course of the school year I had regular visits to all of the first, second, third, and fourth grade classrooms, and one preschool classroom. I visited the school 34 times during the school year and shared 2,285 books with the students.

Summer Reading Program

We are all set for the Summer Reading Program. The official program will begin on June 17th, which is the last day of school for the Monomoy School District. As in past years, every time a student reads (or is read to) for 2.5 hours they will receive a free book and a small prize. The time of 2.5 hours was chosen because it means that reading for about 20 minutes a day - the recommended amount of reading by experts to prevent a "summer slide"- means that the student will complete the challenge in only one week. Students can, of course, complete the challenge as many times as they wish - if they want to come in for a free book every single day, they can!

The books we use as prizes are donations that we have been collecting all throughout the year, so they do not cost the library any money. We appreciate that the Friends of the Brooks Free Library allow us to take the paperbacks that could otherwise be sold in their bookstore. Children can choose from our very wide selection of titles. This year I am especially pleased that we had a record number of high quality nonfiction and graphic novels donated.

In the past we have used cheap little toys from places like Oriental Trading Company. After a very successful pilot program last year, we have converted all of our prizes to Maker Kits. Students will be able to choose from a variety of kits, such as a Slime Making Kit or a Catapult Kit or Balloon Rocket Kit. These kits are generally made of commonly available items such as spoons or elastic bands, so they remain inexpensive. They are much more interactive than our traditional prizes, however, and are designed to be engaging and stimulating. Many have follow-up questions or challenges to extend the student's fun/learning.

Special Summer Event Calendar

We have a huge number of special programs during the summer. Last year we extended our traditional six week program (all of July, first two weeks of August) to be seven weeks (all of July, first three weeks of August.) This year we have extended the special events out further to cover all of July, all of August, and the last week of June. We have done this largely by increasing the number of staff-run programs, so we did not substantially increase the amount paid out to performers. The Summer Calendar is generously funded by the Friends of the Brooks Free Library.

Respectfully submitted,  
Ann Carpenter  
Youth Services Librarian