

Brooks Free Library Board of Trustees
Wed. Feb. 3, 2021 at 7 pm

Agenda

This meeting will be held VIA REMOTE PARTICIPATION and recorded for later broadcast. The public can access the meeting online at <https://global.gotomeeting.com/join/604244965>

You can also dial in using your phone. Tel: +1 (872) 240-3311 Access Code: 604-244-965

If you have not used GoToMeeting, please visit <https://global.gotomeeting.com/install/604244965> in advance to download any needed software.

1. Call to Order/Attendance
2. Vote to Approve Minutes of Feb. 3, 2020
3. Public Comment
4. Reports:
 - A. Chairman
 - 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:
 - A. Update on Library Operations during COVID-19 pandemic
 - B. FY22 Budget Update
7. New Business:
 - A. Vote to Accept Monetary Donations
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Library Board of Trustees – 7 pm on April 7, 2021, May 5
 - B. Selectmen Finance Committee budget hearings – Library hearing TBD (Hearings will be 3.8 evening or 3.12 or 3.13 day-time)
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 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.*

MINUTES

BROOKS FREE LIBRARY BOARD OF TRUSTEES

REMOTE PARTICIPATION ONLY

Wed. February 3, 2021 at 7 pm

DRAFT

TRUSTEES PARTICIPATING: JoAnne Brown, Linda Cebula, William Crowell, Joan McCarty, Kathleen Remillard, Bernadette Waystack and Jeannie Wheeler.

ALSO PARTICIPATING: Library Director Virginia Hewitt and Assistant Director Emily Milan

1. CALL TO ORDER:

Chair JoAnne Brown called the meeting to order at 7: 02 PM. Ms. Hewitt read the following announcement:

“Pursuant to Governor Baker’s March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor’s March 15, 2020 Order imposing strict limitations on the number of people that may gather in one place, this meeting of the Brooks Free Library Board of Trustees is being conducted via remote participation. No in-person attendance by members of the public will be permitted but every effort has been made to ensure the public can adequately access the proceedings as provided for in the Order. Members of the public who would like to join the meeting live may do so using the link or phone number provided on the agenda. This meeting is being recorded and will be shown on Channel 18 and available on demand on Channel 18’s website and YouTube.”

The Chair conducted a roll call of Trustees present so they were identified to any remote participants or those watching the recording. Responding present were L. Cebula, W. Crowell, J. McCarty, K. Remillard, B. Waystack, J. Wheeler, and J. Brown. The Chair noted that Library Director Hewitt and Assistant Director Milan were also present.

2. APPROVAL OF THE MINUTES OF Jan. 6, 2020.

MOTION: To approve the minutes of the Jan. 6, 2021 meeting. (motion: B. Waystack; second: L. Cebula)

Roll call vote: L. Cebula – in favor, W. Crowell – in favor, J. McCarty – in favor, K. Remillard – in favor, B. Waystack – in favor, and J. Brown – in favor. J. Wheeler abstained due to absence. The motion passed.

3. PUBLIC COMMENT

Mrs. Brown inquired if any members of the public would like to speak. There was no response and it did not appear that any members of the public had joined the meeting online or by phone.

4. REPORTS

A. CHAIR:

No report.

B. LIBRARY DIRECTOR:

In addition to her written report, Ms. Hewitt also mentioned the recent promotion of Jamie Thornton to fill the vacant Staff Librarian position. Ms. Thornton has been with the library for over four years. Her promotion also led to a vacant Senior Library Technician position. That position was filled on a temporary basis by Pamela North, retired library director and current Circulation Assistant. Ms. Hewitt indicated that she does not plan to fill the position permanently until the Board has a clear outlook on the FY22 budget. Ms. Hewitt also shared that the Shared Streets and Spaces grant application looks promising to improve pedestrian safety in Harwich Center.

C. ASSISTANT DIRECTOR'S REPORT

In addition to the written report, Ms. Milan also expressed gratitude over the addition of Ms. Thornton to the full-time library staff. She also provided a correction to her written report indicating that a total of 28 Disconnect from Tech Kits were distributed this month.

D. BUILDINGS AND GROUNDS:

Committee member Jeannie Wheeler reported that lights in the Children's section have not been working for the last few weeks and the toggle switch needs to be replaced. She indicated that parts have been ordered. Ms. Hewitt mentioned, based on a viewing of the Capital Outlay Committee meeting, the library roof replacement project currently scheduled for FY22 has been pushed back to FY23. She further indicated that the replacement of the roof has been on the plan for some time now and that this is not the first time it is being deferred. However, Facilities Manager Sean Libby and Town Administrator Joe Powers have stated that it needs to be addressed before it becomes an issue. Ms. Cebula asked the stated reason for the project being delayed. Ms. Hewitt replied that all FY21 projects were postponed.

E. LIAISON FROM THE BOARD OF SELECTMEN: Mr. Ford was not present.

5. CORRESPONDENCE:

The Chair mentioned an email from Mary Rose Quinn at the MBLC regarding state aid. She reported that the Town of Harwich meets requirements for certification and will receive our first state aid distribution. The Chair also mentioned an upcoming series of virtual events from Trustees and encouraged Board members to attend.

6. OLD BUSINESS

A. Update on Library Operations during COVID-19 pandemic: Ms. Hewitt mentioned the difficulties elderly citizens face in attempting to schedule a COVID vaccine. She reported meeting with COA Director Emily Mitchell to discuss ways that we could provide staff support to help the community in registering for vaccines. Ms. Hewitt also mentioned a statewide movement for librarians to be moved up to the end of Phase 2 with retail workers and other public facing employees. She stated that the library cannot reopen

until staff are vaccinated. She further reported that she has had in- depth discussions with Youth Services Librarian Ann Carpenter regarding in person programming for children and families this summer. It is early but at this stage she suspects we would not host the typical large group gatherings that make up the summer reading program. However, we hope to be able to provide smaller story times and outdoor programs at Brooks Park.

B. FY22 Budget Update: The Chair asked for budget update and Ms. Hewitt had none. The budget is scheduled to be presented on Monday and the Selectmen's packet may contain more information on Friday.

7. NEW BUSINESS

A. ACCEPTANCE OF DONATIONS: none

8. TRUSTEE REPORTS AND REQUESTS FOR NEXT MEETING'S AGENDA

The Chair polled the Trustees to ask if there were any items the Trustees would like to discuss or request for agenda items or information at next month's meeting. B. Waystack – none, W. Crowell – none, however he noted increased efficiency in meetings and mentioned that Rockland Trust has added the annual presentation to the Board to the calendar, J. Wheeler- none but she relayed a message from 96 year old community member who is so thankful for the library and asked that she pass on her gratitude to the staff, J. McCarty – none, K. Remillard – none, L. Cebula – none , J. Brown – none.

9. UPCOMING MEETINGS

The Chair noted the next few meetings would be on March 3, 2020 and April 7, 2021.

10. ADJOURNMENT

MOTION: To adjourn. (motion: J. McCarty, second: B. Crowell). Roll Call vote: L. Cebula – in favor, W. Crowell – in favor, J. McCarty – in favor, K. Remillard - in favor, B. Waystack – in favor, J. Wheeler- in favor, J. Brown – in favor. The motion passed unanimously and the meeting adjourned at 7:31 pm.

Respectfully submitted,

Emily Milan

Assistant Director

Library Director's Report for
March 3, 2021 Board of Trustees Meeting

Updated 2.21.21

FY22 Budget

- When submitting the FY22 budget we eliminated funding for 36/hours per week for Library Assistants for the summer and reduced funding for year-round substitute coverage in order to comply with instructions to level fund.
- Since you last met the Town Administrator has submitted his budget to the Selectmen for their review. He added funding to the two departments where level funding would have caused staffing reductions, adding \$7092 to the Library's Salary and Wages line.
- This additional funding will also assist the Town with meeting the Municipal Appropriation Requirement (MAR) needed to maintain state library certification.
 - A level funded Brooks Free Library budget was \$23,409 under the MAR.
 - If the petition article providing \$20,000 for the Chase and Harwich Port libraries passed at Town Meeting, the Town appropriation for libraries would still have been \$3409 under the MAR.
 - The restored Salaries and Wages funding will enable the Town to meet the MAR and maintain state certification if the Chase and Harwich Port article passes.
- The FY22 budget must still be reviewed by the Selectmen and Finance Committee, who may propose amendments prior to finalizing the budget.
- The Selectmen have decided to hold their joint budget hearings with the Finance Committee but to break them out over multiple days since they'll be conducted remotely. Some smaller departments will be reviewed during the March 8 Selectmen's meeting and the larger departments will be scheduled for Friday, March 12 or Saturday, March 13. I'll let you know when the Library hearing will be as soon as the schedule is finalized.

FY22 Capital Plan

I was incorrect when I told you last month the Library roof replacement had been pushed back from FY22. That was incorrect. While the discussion at the Capital Outlay sounded like the project had been moved along with a number of other facilities projects, that was not the case. It remains on the Plan for \$148,500 in FY22.

The Facilities Manager and Town Administrator have both stressed the need to replace the roof before expensive problems develop.

The roof has been on the Capital Plan for 9 years. (I submitted it in Aug. 2012 for FY17 on the FY14-FY20 Capital Plan, which was approved at the May 2013 Town Meeting.) It has been pushed back several times and it is important that it be done in FY22.

Respectfully submitted,

Virginia Hewitt
Library Director

FY21 Budget Balances

2/27/2021

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,845.00	\$1,270.00	\$2,575.00	33%
Library Materials	\$157,660.06	\$76,575.98	\$81,084.08	49%
Electric	\$25,741.00	\$13,183.73	\$12,557.27	51%
Employee Fringe Benefits	\$300.00	\$0.00	\$300.00	0%
Gas	\$10,601.00	\$2,824.90	\$7,776.10	27%
Library Supplies	\$13,000.00	\$11,098.98	\$1,901.02	85%
Maintenance & Repair	\$5,700.00	\$1,945.16	\$3,754.84	34%
Office Supplies	\$5,750.00	\$2,680.38	\$3,069.62	47%
Professional & Tech	\$50,725.00	\$44,278.61	\$6,446.39	87%
Water	\$1,315.00	\$752.53	\$562.47	57%
Total Library Expenses	\$274,817.06	\$154,610.27	\$120,206.79	56%
Wages & Salaries	\$730,884.71	\$451,947.13	\$278,937.58	62%
TOTAL	\$1,005,701.77	\$606,557.40	\$399,144.37	60%

Assistant Director's Report
February 23, 2021

Civic Ready: On February 2nd, I received training via Zoom with Channel 18 Manager Jamie Goodwin. During our training sessions I learned how the library can use the Civic Alert system for staff and community updates.

Social Media Style Guide: Staff Librarian Jamie Thornton and I worked to produce a social media style guide which combines best practices for creation and distribution of social media posts along with capturing institutional knowledge of our audience which Staff Librarian Emily Carta documented prior to her move in January. This document serves as a guide for staff members who are assisting the marketing team with promoting library services, programs, and resources through Canva, a graphic design platform the library uses to create social media posts.

Canva Staff training: On February 9th, Staff Librarian Jamie Thornton and I reviewed the aforementioned social media guide and the Canva platform with Senior Library Technicians and provided training on the creation of social media posts. A follow-up to that training is scheduled for the first week of March where Senior technicians will demonstrate the skills they have learned and share posts they created. In the future Senior Library technicians will be asked to create stock posts for the library's social media accounts. Those posts will include staff recommendations, readers advisory, and book group posts.

Disconnect from Tech Kit: Staff Librarian Suzanne Martell and I partnered to create the March DFT kit which includes seeds and seed starting resources, as well as a seed pot craft. Response to the kit indicates that this topic is of interest to our community members. To date, 45 individuals have registered for kits. Efforts to partner with Conservation Director Amy Usowski on future seed library resources and events have been initiated.

New discussion group: In March, I will be hosting a weekly discussion group which will meet virtually. We will be discussing the book "The Four Agreements" by Don Miguel Ruiz. While there are still a few spaces left, I am pleased with the number of registrants and looking forward to an excellent discussion. Midway through the month I will be polling attendees to see if there is interest in continuing the group. The tentative selection for a second discussion group is "Turning to one another: simple conversations to restore hope to the future" by Meg Wheatley.

Know Your Town podcast: This year we are again partnering with the Voter Information Committee to host Know Your Town events but will bring the series back utilizing the Brooks Free Library podcast. This platform offers the perfect opportunity for us to meet with Department representatives by phone and record each segment remotely. Much like last year the main questions cover topics such as a general review of departmental budgets and finances, how the department works cooperatively with other town departments and how citizens can get involved and/or stay informed. We have also added a question about how each department has adapted during COVID. In addition to the questions outlined above, community members will be given an opportunity to submit questions in advance. The Voter Information committee will compile and curate community questions and provide you with those prior to your recording. Response from

department members has been positive thus far and I am in the process of scheduling the first 6 recordings.

Newsletter: In the last few years, our email newsletter has become an underutilized form of communication with library users as social media took the focus and a majority of our marketing time. In February, I published weekly editions of our email newsletters to gauge interest and was pleased that of our 550+ subscribers nearly 50% consistently opened the newsletter. Additionally, only one recipient unsubscribed from the newsletter. I will continue to focus marketing efforts in the newsletter direction and hope to create audience segments so we can target specific information to those most interested in receiving it.

Phone System Issues: This month I continued to work with Town IT Director Foster Banford to make modifications to the settings within our phone system. One change implemented was to initiate scheduled on and off hours. During off hours, callers will immediately be sent to voicemail. We also worked to replace aging phones. To date, two of the three phones which were flagged for replacement have been replaced.

Library Journal Winter Summit: On February 23rd I attended Library Journal's Winter Summit. The summit included several live workshops on timely and relevant topics related to the impacts of COVID on library services and resources. While I am still processing the vast amount of information and insights gained from attendance, I feel certain that we will find ways to include these insights in upcoming staff meetings and discussion regarding the effects of the pandemic on libraries.

Respectfully submitted,

Emily Milan
Assistant Director

Youth Services Report
2/21/21

February Vacation Programs

We held three special programs for February vacation.

The first program was a Virtual Interactive Movie (think Rocky Horror Picture Show, but for kids and using Harry Potter). We had 18 people participate, and a lot of positive feedback. One family's email after the fact included the lines "Such a great idea and such wonderful and thoughtful execution!! Just so so great. Thank you again for putting this together and pulling it off so beautifully!" Another family told me "We had a great time, and appreciate all of the coordination and great detail that you put into this event!! Thank you again:)"

Our Flat Friend Sleepover (similar to the popular Stuffed Animal Sleepover program we've held in previous years, but using drawings instead of stuffed animals) was not nearly as popular as we'd hoped, with only four children participating. A link to the Flat Friend Sleepover story is here:

<https://docs.google.com/presentation/d/1Sp4th96KsxrtOIsUcS1ySZX9pTZ3zwCSIkvdCjHpBDA/edit>

By contrast, the Virtual Nailed It program vastly exceeded expectations. Nineteen families signed up, and over 30 children participated. We had an "under the sea" theme, and the response and enthusiasm was high. I've attached some pictures that a family emailed to me as part of their thank you.



Book Discussion Groups

Chatham Elementary School principal Dr. Robin Millen approached us about participating in an upcoming All Community Read book discussion/author "visit" for the Monomoy Regional School District. As part of a larger initiative they are inviting author Jal Mehta to a virtual presentation on his book Deeper Learning: The Quest to Remake the American High School and the concept of Deeper Learning in general.

The virtual presentation will be in mid-April at a date still in discussion. Ahead of the large group presentation the organizers want to host a series of small group discussions centered around the book. We have offered staff time to host at least two of these small group discussions. Reference Librarian Jennifer Pickett has bought four extra copies of the book, and the school will be providing a handful of supplemental copies as well to ensure that we have enough available. As of the last virtual committee meeting the plan was to begin advertising the program after February vacation and to distribute copies of the book the first week of March, with book discussion to take place in late March and early April leading up to the virtual visit by Dr. Mehta.

Respectfully submitted,

Ann Carpenter
Youth Services Librarian

Staff Librarian
March 3, 2020

This past month I became more familiar with the duties and responsibilities of the Staff Librarian position.

Social Media: I became an admin to the Brooks Free Library Facebook and Instagram pages, using Canva to keep our social media current. In addition, I assisted in updating and editing a social media style guide for library staff to have access to when creating social media posts, as well as co-hosted a staff training on how to use Canva, a product that we use to make our social media posts aesthetically appealing.

Technology: I edited and created a LibGuide on Zoom and Google Meet for Pine Oaks residents and staff for future use, which will also be helpful if there are any patron questions regarding virtual meeting software. I also carried out research into backup scanners and setting up Chromebooks for eventual patron and staff use. I also began setting up new hotspots, and attended a training session for “Create Lists: beyond the basics.”

Collection Development: I worked on developing our graphic novel collection by researching new and upcoming titles to add to our collection. This involved attending several webinars and looking through book reviews. In addition, I attended a training and began using OverDrive Marketplace to place an order for new ebooks and audiobooks to add to our virtual collection for the month.

Library Journal Winter Summit: On February 23, I attended the virtual Winter Summit, where I attended presentations on collection strategy and readers advisory, fighting COVID misinformation, and how COVID is changing Libraries. Each of these presentations was heavily loaded with information that I am still processing, and I am sure will be helpful to me in the future.

Future work

Once I am able to find the best barcode scanners for library use, I will be configuring them to our system so that they will be at the ready as backup scanners.

Once the staff at Pine Oaks are ready, I will select and set up a Chromebook for staff and residents to use to host virtual meetings.

Respectfully submitted,
Jamie Thornton
Staff Librarian