

Brooks Free Library Board of Trustees
Wed., March 4, 2020, 7pm
2nd Floor, Reference Area, Brooks Free Library
739 Main St., Harwich MA 02645

Agenda

1. Call to Order/Attendance
2. Approval of Minutes of Jan. 8, 2020
3. Public Comment
4. Reports:
 - A. Chairman
 - B. Library Director
 - C. Building & Grounds Committee
 - D. Liaison from Board of Selectmen
 - E. Friends of Brooks Free Library
5. Correspondence
6. Old Business:
 - A. FY21 Budget – discussion and vote on how to implement budget reduction
7. New Business:
 - A. Potential change of regular meeting date – discussion and possible vote
 - B. Review of updated job description for Library Executive Assistant – discussion and possible vote
 - C. Vote to Accept Donations
 - D. Annual requirement to acknowledge receipt of Summary of Conflict of Interest Law
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Selectmen & Finance Committee Budget Hearings - Sat. March 7, 2020 – 10:05 AM, Griffin Room at Town Hall
 - B. Library Board of Trustees –Wed., April 8, 2020 - 7 PM – Brooks Free Library
 - C. Annual Town Meeting - May 4 and 5, 2020 - 7 PM - Community Center
 - D. Library Board of Trustees - Wed., May 13, 2020 - 7 PM - Brooks Free Library
 - E. Town Elections - Tues., May 19, 2020 - Community Center
10. Adjournment

Authorized posting officer

Posted by

Virginia A. Hewitt

Brooks Free Library

Town Clerk's Office

Agenda submitted electronically to Town for posting. The full packet - 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.brooksfreeibrary.org/brooks-free-library-board-of-trustees on the Friday preceding the meeting.

** Per the Attorney General's Office: Boards/Commissions may hold an open session for topics not reasonably anticipated by the Chair 48 hours in advance of the meeting following "New Business"*

If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, contact the Library at 508-430-7562 or brooksfreeibrary@clamsnet.org.

Brooks Free Library Board of Trustees

Wed., Jan. 8, 2020, 7pm

Thornton Room, Brooks Free Library

739 Main St., Harwich MA 02645

DRAFT Minutes

1. Call to Order/Attendance: Chair Warde called the meeting to order at 7:00 p.m . JoAnne Brown, Joan McCarty, William Crowell, and Bernadette Waystack were present in addition to Library Director Virginia Hewitt and Assistant Director Emily Milan. Kathleen Remillard and Jeannie Wheeler were absent.
2. Approval of Minutes of Dec. 11, 2019: Joan McCarty made a motion to approve the minutes of December 11, 2019. The motion was seconded by JoAnne Brown and passed unanimously.
3. Public Comment: There was no public comment.
4. Reports:
 - A. Chairman- There Chair had no formal report at this time.
 - B. Library Director- In addition to her written report, Ms. Hewitt indicated that the Massachusetts Historic Commission was accepting nominations for their 2020 Preservation Award. There are several categories under which the library's recent restoration project might fall. Ms. Hewitt was considering submitting an application commending the trustees for their efforts during the exterior preservation. The deadline for submission is February 18, 2020. JoAnne Brown and Joan McCarty offered their assistance with the application. Ms. Hewitt also reviewed the Policy on Posting and Distribution of Non-library Materials with the Board and informed them that the library has received several survey and petition requests as is likely to happen this time of year as we approach Town Meeting. According to the policy, "Patrons have the right to enjoy undisturbed use of the Library. Non-passive distribution of non-Library materials, such as handing out materials or engaging or attempting to engage patrons in discussions of the non-Library event, activity, organization or issue will not be allowed." The Board discussed the need to protect library users from such activities. Ms. Hewitt also mentioned a recent Letter to the Editor entitled "Librarian worth weight in gold" which was featured in the January 2, 2020 edition of the Cape Cod Chronicle. In this letter, Ms. Colleen Baker of Harwich praises Youth Services Librarian Ann Carpenter for her extraordinary customer services and kindness. Lastly, Ms. Hewitt mentioned the record breaking attendance at the "Noon Year's Eve Party". Staff welcomed close to 90 patrons, of all ages, to ring in the "Noon Year" with hand crafted noisemakers and party hats.
 - C. Building & Grounds Committee- There was no report from the Committee at this time.
 - D. Liaison from Board of Selectmen- The liaison from the Board of Selectmen was not present.
 - E. Friends of Brooks Free Library- A representative of the Friends was not present.
5. Correspondence: There was no correspondence.
6. Old Business:
 - A. FY21 Budget - The Board discussed the progress made in the budget process as well as next steps. Ms. Hewitt is currently awaiting further direction from Acting Town Administrator Joe Powers.
7. New Business:
 - A. Vote to Accept Donations- There were no donations this month.

- B. Potential change of Feb. meeting date- Due to Ms. Hewitt's absence from February 12 -19, 2020, the Board discussed options for postponing or rescheduling the February Board meeting which would normally be held on the 12th. It was decided to reschedule the meeting for Saturday, February 8th at the Community Center in conjunction with the Joint Meeting of the Selectman and Finance Committee.
- 8. Trustee Reports and Requests for Next Meeting's Agenda- none
- 9. Upcoming Meetings/Events
 - A. Selectmen & Finance Committee Budget Hearings - Sat. Feb 8, 2020
 - B. Library Board of Trustees – Sat. Feb 8, 2020
- 10. Adjournment: Joan McCarty made a motion to adjourn; seconded by JoAnne Brown. There being no further business, the Chair adjourned the meeting at 7:53 p.m.

Respectfully Submitted,

Emily Milan

Library Director's Report
March 4, 2020

Administrative

Staff Safety and Security Training

The workshop on library safety on Jan. 31st went extremely well. Staff members were unanimous in their appreciation for the quality and content of the workshop as well as for the opportunity to get together for training on this very important topic.

Revised Job Description

The Town has a generic job description for Executive Assistant so they did not require a new one when our Admin Assistant was upgraded last year. Having an accurate job description is very important in recruiting and evaluating applicants and evaluating performance. The generic description really does not describe the functions performed by the incumbent of our position so we have prepared a new one, which is included in your packet. After your review we will forward to Town administration. The previous description and the generic Executive Assistant are also attached for comparison purposes.

Workers Compensation Claim

A staff member suffered a back injury moving a cart of books on Monday, Feb. 24th. Medical attention was required and a workers compensation claim filed. The doctor restricted the employee from working for 3-5 days. Fortunately the employee reports they are improving and if this continues we expect they will not suffer any long term effects and will return to work shortly.

Status Report to the Community Preservation Committee

I have been asked to report to the CPC on March 12th on the status of open projects. The only one we still have is the Rogers Group project. I know they will be happy to learn that the project is underway. The statues were picked up in December and are now being worked on at the conservator's studio. The project will take 9-10 months, so we expect them to be returned in late summer or early in the fall.

Operations

Know Your Town series

The "Know Your Town" series we've been presenting with the Voter Information Committee has been going well. Sessions have been every other Tuesday, with various department heads talking about the mission of their department, operations, sources of funding and challenges. The series continues through March.

2020 Census

We presented an information program "What You Need to Know about the 2020 Census" with the Council on Aging on Feb. 6th, covering why the Census is conducted, how the information is collected, what questions are asked, etc. The goal of the Census is to count everyone once and only once, and to count them in the right place.

The federal Census is used to apportion representation in Congress. It's also used to allocate federal assistance for education, health care, highways, transportation, social services and more. In Massachusetts \$16 million dollars in federal assistance is at stake, an average of \$2372 per person counted. Census data is also used by state and local governments to evaluate needs, allocate funding, etc. The demographic data obtained is used for planning purposes by businesses and government at all levels.

For the first time the primary method of responding to the decennial federal Census will be online. This change will create difficulties for people who do not have computers or good Internet access at home and/or do not have good technology skills. This has increased the number of people in "Hard to Count" categories so public libraries have been asked to partner with the Census Bureau to help people respond to the Census.

We have registered with the Census Bureau to be listed as "Questionnaire Assistance Center" and will be holding additional information and assistance sessions at the Library and together with the Council on Aging as well as assisting individuals with responding.

Resiliency Program in April

I have been asked to present a session at a Resiliency Forum being planned for Cape and Islands cultural heritage organizations in early April.

Building and Grounds

Heating System

Work should be completed on the new energy management system for the HVAC in the next few weeks. This work is part of a larger HVAC project that included new energy efficient boilers, which were installed last fall, and other modifications to the HVAC system. It was funded by a grant as a result of the Town's participation in the Green Communities program.

Lack of consistency in the temperature levels in the Library has been a problem while the project since the project began this fall. The control system could not be programmed until all the components were installed around the building. Temperatures have ranged from the 50's to 90's in various areas and on different days. Patrons and staff members are very appreciative that the project will soon be completed.

HVAC work caused a leak in the Reference area on Jan. 21st. The custodian discovered it before any damage was done to books in the Reference stacks. Wet carpet tiles were removed to dry and re-installed a few days later.

Lighting Project

The majority of lighting fixtures were replaced with LED lamps in November but a few areas remained to be completed. Those fixtures were installed in February.

Custodial staffing

A full-time custodian is out of work for an extended period so our custodian will be covering a shift in another building on Wednesdays for the foreseeable future. Added to Saturdays, when we don't have a custodian, there are two open days per week where we don't have custodial service. We have also not had substitute custodial service on a number of days when our

custodian is off. Some staff members have expressed concern as it is cold and flu season and illnesses are more easily spread in a heavily used building without daily custodial service. Staff members have cleaned up messes in the restroom and vacuumed high traffic areas when needed but it is not the same as having full custodial service.

Status of Grounds Work

The requested work to remove two trees damaged by the tornado, cut back trees overhanging the driveway to the upper lot and the hedge between the parking lots, and the removal of a tree and brush on the east side of the building have not yet been done.

Financial

FY21 budget reduction

The Town Administrator has recommended a budget to the Selectmen that reduces our budget by \$14,475, which is slightly more than the \$14,000 needed to limit our budget to a 2% increase. Initially this looked to be very problematic as he recommended the funds be taken from the part-time Salary and Wages line. That reduction would equate to losing 14 hours of the 22 hours per week we have had budgeted for Library Assistants. Losing 3.5 shifts of Library Assistants per week would make it difficult for us to maintain the minimum staffing per shift, set to provide quality customer service for patrons and for safety and security purposes. If that reduction had to all come from Salary and Wages we would need to reduce open hours.

Fortunately, as we have been going through the budget process over the past four months two energy conservation projects occurring this year (lighting replacement in November and HVAC improvements November – February). Applying these savings to the FY21 budget significantly reduces the amount that needs to come from Salary and Wages. I have been conservative in applying those projected savings to the FY21 budget, using only 50% of what the engineers documented for projected savings.

Documentation is included in your packet showing my recommendations on where this budget reduction should come from. The majority of the reduction is accomplished by a conservative application of projected savings for the two energy efficiency projects. Several minor reductions are also proposed and, since the overall budget is being reduced, we can reduce the line for Educational Materials (books, audiobooks, videos and other library materials for the public) and still meet the State's certification standard. This reduces the amount to come from Salary and Wages to \$3075.

To accomplish this reduction I am proposing eliminating the line for Holiday Hours (\$1488). This line provided funding for the Library to be open additional days surrounding Christmas and New Year's when the Board of Selectmen declared them as holidays. This means if the Selectmen declare additional days as holidays in FY21 we will not have funding to be open on those days, as we've done in the past. These reductions leave us with a small reduction in our substitute budget. If a staff member is out for a lengthy period or multiple staff members experience an illness or injury, we may have to adjust our use of substitutes mid-year by reducing programs, outreach activities, collaboration with other organizations, cancelling story-time or technology assistance appointments if a staff member is out sick, etc., and we do not have the funds to call in a substitute. With only a \$1587 reduction, however, I do not expect to have to do this unless unusual circumstances arise. You should know that the Town will still meet the Municipal Appropriation Requirement and other state library certification standards with this reduced budget.

I've met with both the Town Administrator and Finance Director and they support making the reductions in the manner I'm recommending. If I'd had the opportunity to meet with the Town Administrator ahead of time I believe he wouldn't have allocated the full amount of the reduction to the part-time Salary and Wages line.

State Aid to Libraries Distribution

In December we received the first half of the FY20 State Aid to Libraries funds from the Mass. Board of Library Commissioners. The Town received \$8,122.66, so the Town has distributed \$4061.33 to Brooks Free Library's State Aid Account (50%) and \$2030.67 each to the independent Chase and Harwich Port libraries (25% each.) Per your vote the Brooks Free Library State Aid Account has been designated for use in supplementing funds on the Capital Plan for the interior reconfiguration project. We now have \$67,002 saved for that project.

FY20 Year-to-Date Budget

A spreadsheet showing expenditures through the end of Feb. is included in your packet.

Respectfully submitted,

Virginia A. Hewitt
Library Director

FY20 Budget Balances

2/27/2020

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$3,600.00	\$1,009.84	\$2,590.16	28%
Educational Supplies	\$155,750.00	\$101,039.93	\$54,710.07	65%
Electric	\$34,125.00	\$16,754.15	\$17,370.85	49%
Employee Fringe Benefits	\$280.00	\$0.00	\$280.00	0%
Gas	\$13,806.00	\$3,439.62	\$10,366.38	25%
Library Supplies	\$13,000.00	\$10,413.62	\$2,586.38	80%
Maintenance & Repair	\$5,700.00	\$1,770.81	\$3,929.19	31%
Office Supplies	\$5,650.00	\$2,865.48	\$2,784.52	51%
Professional & Tech	\$49,275.00	\$43,113.26	\$6,161.74	87%
Water	\$1,026.00	\$873.34	\$152.66	85%
Total Library Expenses	\$282,372.00	\$181,280.05	\$101,091.95	64%
Wages & Salaries	\$713,111.21	\$468,190.63	\$244,920.58	66%
TOTAL	\$995,483.21	\$649,470.68	\$346,012.53	65%

BROOKS FREE LIBRARY FY21 BUDGET REQUEST SUMMARY

2.25.20

ORIGINAL FY21 REQUEST

	FY20 Voted	FY21 Request	Difference from FY20	% of change
Expense Total	\$282,372	\$289,299	\$6,927	2.45%
Salary &Wages	\$713,111	\$740,094	\$26,983	3.78%
Total Budget	\$995,483	\$1,029,393	\$33,910	3.41%

REVISED FY21 BUDGET

	Revised FY21	Difference from FY20	% of change	Reduction from original FY21 request
Expense Total	\$277,899	-\$4,473	-1.58%	\$11,400
Salary &Wages	\$737,019	\$23,908	3.35%	\$3,075
Total Budget	\$1,014,918	\$19,435	1.95%	\$14,475

Library Director recommendation to accomplish TA budget reduction of \$14,475 for FY21 budget

2.25.2020

EXPENSE LINES

MUNIS ORG/OBJECT	TITLE OF BUDGET LINE	REDUCTION	EXPLANATION	
016102	521100	Electric	\$6,759.00	Applies 50% of projected savings due to two energy efficiency projects in FY20
016102	521200	Gas	\$1,399.00	Applies 50% of projected savings due to two energy efficiency projects in FY20
016102	524300	Maint and Repair	\$200.00	Removes \$200 from furniture replacement category (returns to level funding from FY20)
016102	530900	Prof/Tech Services	\$744.00	Eliminates \$744 increase for internet access for public. (Will use previous Technology article to fund.)
016102	558000	Other Supplies NEC (Library Supplies)	\$400.00	Removes \$200 from materials processing/protection category and \$200 from informational materials/signage category. (both categories will now be level funded from FY20.)
016102	510000	Library Materials	\$1,898.00	Budget reduction reduces amount required to meet appropriation requirement for materials

sub-total \$11,400.00

SALARY AND WAGES LINES

016101	513000	Overtime- Holiday Coverage	\$1,487.60	Eliminates funding for the Library to open on BOS declared holidays (normally days surrounding Christmas and New Year's.)
016102	511800	Reduce substitute coverage	\$1,587.40	Will manage within remaining funding for substitute hours. May necessitate reducing programs, outreach and collaboration with other departments or cancelling scheduled programs or services if staff member is off or out sick.
		sub-total	\$3,075.00	


TOTAL REDUCTION \$14,475.00

Brooks Free Library Expense History and FY21 Request

2.25.20 Library Director recommendations to meet goal of \$14475 reduction

Line Item		FY17 Expended	FY18 Expended	FY19 Voted	FY19 Expended	FY20 Voted	FY21 Request	Change	%	Reduction	Revised Total	Incrs fromFY20		Notes
5179	Other Fringe Benefits	0	0	393	0	280	300	20	7.1%	0	300	20	7.1%	2 pre-employment physicals- \$150 each.
5211	Electric	28,892	32,074	32,500	27,871	34,125	33,000	-1,125	-3.3%	6759	26241	-7884	-23.1%	Budget originally prepared in November reduced this line to \$33,000. This revision reduces this line further by applying 50% projected energy savings from two energy efficiency projects.(1 completed and 1 substantially completed as of 2.25.20)
5212	Gas	8,634	13,149	11,980	10,703	13,806	13,000	-806	-5.8%	1399	11601	-2205	-16.0%	Budget originally prepared in November reduced this line to \$13000. This revision reduces this line further by applying 50% projected energy savings from energy efficiency project.
5230	Water	916.85	1001	1026	\$1,034	1026	1315	289	28.2%	0	1315	289	28.2%	Adds \$300 for cost of water use for irrigation system installed summer 2019. Categories: Fire Sprinkler hookup \$273 backflow tests \$368, water usage \$674.
5243	Maint & Repair	7,691	5,450	5,600	5,659	5,700	5,900	200	3.5%	200	5700	0	0.0%	Categories: Trash \$500; Building Equip/Physical Plant \$1600; Misc. Custodial \$900, Furniture Replacement (broken/damaged) \$2700. (2.25.20 revision removes requested increase of \$200 in Furniture Replacement)
5309	Prof/ Tech Serv	46,020	47,327	47,977	47,998	49,275	51,472	2,197	4.5%	744	50728	1453	2.9%	Categories: CLAMS Membership & ILS \$43116, Website & Hosting - \$2032, Internet Access - \$2160, Library Software - \$2984, Assistive Software \$1180 (2.25.20 revision removes requested increase of \$744 for public Internet access.)
5341	Advertising	115	0	160	149.4	160	180	20	12.5%	0	180	20	12.5%	Required advertising for vacant positions.
5420	Office Supplies	5,137	5,672	5,650	5,542	5,650	5,850	200	3.5%	0	5850	200	3.5%	Added \$200 to Other for scheduling software began using in FY20. Categories: Paper \$700, toner \$3900, Misc. Consumables \$950, other \$300
5580	Other Supplies NEC (Lib Supp & Tech)	10,766	12,754	12,600	12,679	13,000	13,400	400	3.1%	400	13000	0	0.0%	Categories: Technology -\$9200, Materials proc/prot \$1900; Circ supplies \$700, Info mats/Signage-\$1500, Other \$100. (2.25.20 revision removes requested \$200 increase in Processing & Protection and \$200 increase in Informational Materials & Signage).
5730	Dues, Subscriptions & Travel	3,351	3,173	3,500	2,790	3,600	3,845	245	6.8%	0	3845	245	6.8%	Categories: Mileage \$1600, Memberships \$1345, conference/ workshops \$900
5100	Educational Supplies	145,292	149,212	152,725	155,648	155,750	161,037	5,287	3.4%	1898	159139	3389	2.2%	Materials for library collection. (2.25.20 revision due to reduction in FY21 appropriation.)
Expense Total		256,814	269,812	274,111	270,073	282,372	289,299	6,927	2.5%	11400	277899	-4473	-1.6%	Expense Total

Brooks Free Library
739 Main St., Harwich MA 02645
508-430-7562, vhewitt@clamsnet.org


From: Virginia Hewitt, Library Director

To: Joe Powers, Interim Town Administrator

CC: Library Board of Trustees
Carol Coppola, Finance Director

Subj: Effect of a reduction in FY21 budget to a 2% increase

Date: Jan. 9, 2020

The Library's FY21 budget would need to be reduced \$14,000 if directed to reduce our request to a 2% increase. Some small reductions can be made in Expenses by deferring expenses such as maintenance and paying for some operating expenses for technology from an article, although that is counter to the progress made towards insuring the budget is sufficient to cover operating expenses. Most of the Expense reduction would come from applying projected savings from energy efficiency projects currently underway. While the updates will improve efficiency there are some areas of the building that weren't being adequately heated or cooled so until the project is complete and we have use and expense history we would need to be conservative in applying projected energy efficiency savings to the budget.

The remainder of the reductions will have to come from Salary and Wages. Our FY21 budget submission implements the HEA contract and Personnel By-law; it contains no new positions and no increase in hours for existing positions. A reduction in Salary and Wages will mean the loss of staff hours. The Trustees have not yet met to consider how to implement such a reduction but I anticipate it would be accomplished by reducing the budgeted hours for Library Assistants, staff members who regularly work less than 6 hours a week and are not in the Harwich Employees Association. This would mean no union personnel would be laid off or have their hours reduced. A reduction in Library Assistant hours means a loss of staffing for desk coverage and that will impact library operations and services to the community.

When the \$3 million override failed in 2005 the Library was the only department to volunteer not to be included in the second, smaller override. We closed on Mondays but we reduced the negative impact by designing our new schedule so we were open longer hours on the days we were open, including four evenings per week, and by standardizing our opening and closing times. It was FY16 - ten years - before funding was provided to restore Monday hours so I expect the Trustees will be very reluctant to close a day. Fortunately it does not appear that would be necessary. Depending on the final amount we're directed to reduce our FY21 budget a minor change to open hours may be required, perhaps reducing our schedule 2- 4 hours per week. This may mean opening later or closing earlier on some days, though we are committed to maintain consistency in opening and closing times so community members can easily remember our hours. We

are also committed to maintaining access for working people, students and families who cannot use the Library during the day by maintaining our 7 pm closing time on weekday evenings. Saturday hours are also a priority. Community members who are free during the day may be inconvenienced by a slight reduction in hours but should be able to more easily adjust their schedules. Other options will also be considered such as reducing summer open hours so the September - June schedule for our year round community would not be impacted, reductions in staff-led programs and collaborative activities with the schools, Council on Aging and community organizations, and targeted services to underserved or special populations in the community.

All of these options would be unpleasant and would result in some reduction in open hours or services to the community. As we did in 2005, however, we will continue to put the needs of community members first and try to reduce the impact on hours and services as much as possible. We remain committed to providing the community with the high quality library services they have come to expect.

Generic "Executive Assistant" job description

Town of Harwich, Massachusetts

Position Title: Executive Assistant

Department: Various

Statement of Duties

Position performs highly responsible administrative services. Work includes overall administration of the department and related resources including personnel, finances, and equipment; preparing for and attending department meetings, taking and transcribing minutes, maintaining records, preparing reports and correspondence, coordinating activities, and scheduling meetings and appointments.

Essential Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Answer questions and provide information to the other departments, residents and visitors on a variety of issues.
2. Responsible for collecting, collating, editing materials, and production of the Annual Town Report from all town departments, boards, and committees; interact with printer, follow-up on proofs, and edit prior to authorizing final printing. ←
3. Prepare correspondence for the department head.
4. Perform routine clerical work e.g. answer phone, correspondence, questions etc.
5. Assist in maintaining the technical functions of the office; including coordination of repair services and assisting employees with the use of office equipment.
6. Assist in overall department administration including personnel related matters, financial administration of the department, and management of office equipment.

Supervision

Employee works under the general direction of the department head. The employee plans and prioritizes work in accordance with standard practices and experience. Policy problems or changes in procedures are discussed with the department head, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Employee has access to confidential information including personnel files, collective bargaining negotiations, lawsuits, and criminal investigations, and records.

Job Environment

This position requires examining, analyzing and evaluating facts and circumstances surrounding constituent problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Judgment is used in analyzing specific situations to determine appropriate actions. The employee is expected to weigh efficiency and relative priorities in conjunction

Town of Harwich, Massachusetts

with procedural concerns in decision making. The employee must be familiar with and observe applicable State and Federal Laws, Town By-laws, rules and regulations. The position requires total confidentiality; the employee is required to have a high level of knowledge of local, state, and federal programs affecting municipalities, in order to participate effectively on behalf of the Department Head.

Recommended Minimum Qualifications

Education and Experience

A candidate for this position should have an Associate's Degree in Business Administration or a related field, and three (3) to five (5) years of experience in a professional office setting; supervisory experience preferred; or an equivalent combination of education and experience. Notary Public preferred.

Knowledge, Skills and Abilities

A candidate for this position should have:

- Knowledge of Town By-law, regulations, policies, programs and operations;
- Strong knowledge of office management, procurement, and financial policies and procedures;
- Strong knowledge of the geographic layout of the Town and the Island;
- Skill in speedwriting or shorthand;
- The ability to work independently, multitask, and supervise others;
- Use tact and diplomacy when dealing with co-workers, town officials and the public;
- Maintain harmonious working relationships;
- Efficiently operate computers and other office equipment;
- Take and transcribe accurate minutes of meetings; and
- Have strong organization, communication, and customer service skills.

Tools and Equipment Used

Equipment operated includes automobile, hand tools, office machines, computers, and miscellaneous office equipment (postage machine, calculator, laminator, and audio recorder).

Physical Demand

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works in a quiet to moderately noisy office setting. The employee is required to stand, walk, or reach with hands and arms up to 25% of the time; and to sit, talk or listen/hear and use hands more than 75% of the time. The employee may occasionally lift up to 25 pounds. The employee has normal vision requirements that would allow the employee to operate a personal computer.

Work Environment

Town of Harwich, Massachusetts

The work environment characteristic described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position has constant contact with the public answering inquiries and providing information. The position has constant contact with, other town departments, outside agencies, other levels of government, lawyers, and vendors. The purpose of contacts is to respond to inquiries and complaints, conduct research, make appointments, give or receive information, or explain policies and procedures. Contacts occur in person, in writing, on the telephone, and by fax.

Errors may result in delay or loss of service, monetary loss, or legal repercussions if errors are made or the incorrect information is distributed.

External and Internal applicants, as well as position incumbents who become disabled as defined under the American With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

Proposed Job Description for our position

Position Title: Library Executive Assistant

Department: Brooks Free Library

Statement of Duties

The Executive Assistant provides high level administrative support to the Library Director, Assistant Director and Board of Trustees of Brooks Free Library. Serves as the Library's officer manager, assisting the Library Director in all areas of library administration, including financial, personnel, and administrative duties. The incumbent is considered a senior level staff member and may direct the work of lower graded staff members. He/she may be in charge of the Library when senior staff members are not present.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Office Management

Personnel

Serves as confidential employee to the Director, Assistant Director and Board of Trustees for personnel matters. Maintains confidential set of Library personnel records. Prepares personnel actions for step increases, longevity, promotions, appointments, resignation, reassignments, terminations and expiration of appointments for approval of the Director, Board of Trustees and Town administration. Responsible for the administrative process of confirming job offers to new hires, preparing written documentation, completion of CORI check and pre-employment physical. Maintains calendar of anniversary dates and expiration of temporary appointments and notifies Library department heads/Assistant Director in advance of due dates. Tracks leave usage and initiates action for payment of sick leave bonus and other payments.

Purchasing

Coordinates the purchasing function, reviewing group purchase agreements and prices from other vendors to ensure the best price for goods and services while also ensuring the quality of goods and materials. Monitors stock levels and funding and places orders for office supplies, library supplies and equipment.

Payroll and Leave

Reviews timesheets and prepares weekly payroll for 22-26 staff members and yearly stipend for Trustees. Payroll is complicated by fact that some employees are full-time and part-time with benefits entitled to holiday pay, leave and other benefits. Some staff members are part-time without benefits employed under a union contract while other part-time staff serve under the Personnel Bylaw, and not entitled to holiday pay or leave benefits. Some staff hours are paid from non-appropriated fund.

Financial Services

Accounts Payable

Verifies receipt of materials, processes invoices for payment utilizing knowledge of categories within budget lines and non-appropriated funds to assign expenditures to the appropriate accounts. Enters transactions into MUNIS and maintains Library spreadsheets, which are reconciled monthly against reports from the Accounting Dept. Coordinates submissions, processes and tracks reimbursements for mileage and other expenditures of staff members and Trustees.

Tracking of Expenditures & Income

Tracks and reports balances and monthly and year-to-date budget expenditures to the Director and Trustees for salaries and wages and expenditures for budget line items, trust funds, gift accounts, State Aid to Libraries and Town Meeting articles. Also handles cash receipts and deposits.

Assists with preparation of annual library collection spending plan, assigning budgets to five professional librarians responsible for collection development. Monitors and advises selectors of status during the year

of progress to their assigned spending targets. Approval for processing of payments and tracking of expenditures to meet fiscal year targets for library materials is complicated by the nature of publishing.

Library Public Services

Provides services to the public in the Reference Department and Circulation Department as scheduled, approximately 15% of the time, as well as providing coverage on an ad hoc basis when needed due to staff shortages or the volume of Library activity. Processes circulation transactions, places holds, renews items, accepts payment for late, lost or damaged items, assists patrons with the use of electronic resources, technology hardware and software, and responds to readers advisory and reference questions. As a senior staff member, the incumbent often guides or directs lower graded staff members and serves as a resource for them in resolving complex transactions when working at a public desk.

Electronic Resources and Assistive Technology

The incumbent assists with maintenance of the Library webpage, posts agendas, and adds content for the Library Trustees on the Library and Town webpages, and is assigned other tasks with maintaining or configuring other electronic resources purchased by the Library. The incumbent also provides administrative support and technical assistance with assistive software to the Assistive Technology Coordinator.

SUPERVISION

Incumbent works under the general direction of the Library Director, and guidance of the Assistant Director. The employee plans and prioritizes work in accordance with standard practices, formal policies and procedures. The position requires the ability to independently plan and perform duties and responsibilities, and to exercise initiative and prioritize workload. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or requirements; the methods used in arriving at the end result are not usually reviewed in detail. The incumbent is responsible for recognizing and proactively bringing potential operational, administrative, financial and policy issues to the attention of the Library Director and/or Assistant Director.

Errors in financial records can result in the Library overspending its budget, failing to adequately forecast budget needs in subsequent years, or the failure of the Library to meet state standards for Library certification. Other errors could result in inaccurate statistics for required annual reports to the state as well as local reports and poor customer service for Library users.

The incumbent functions independently in Reference and Circulation, proactively conferring with the Library department heads to ensure he/she remains current in policies, procedures and technical knowledge.

The incumbent has access to confidential information including personnel files, potential organizational changes, investigations and disciplinary actions, executive session matters and documentation. For Library operations, the incumbent has access to confidential information on patrons and is held to professional library standards to ensure the confidentiality of patron records and the intellectual pursuits of patrons.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works in a quiet to moderately noisy office setting. Work is performed in typical office and public library conditions using standard equipment and technology. Most administrative and financial duties and responsibilities are consistent throughout the year, with some exceptions for the fiscal year/budgeting cycle. Workload and duties in Library functions vary seasonally and with fluctuations in library use and operations. The work schedule may involve evening and weekend shifts. The employee has regular contact with library staff members and volunteers, patrons, employees of other Town departments,

vendors, performers and program presenters, members of the Friends of Brooks Free Library and community groups which require patience, tact and discretion. The employee has access to confidential information.

RECOMMENDED MINIMUM QUALIFICATIONS AND REQUIREMENTS

Education and Experience

A Bachelor's degree in a related field, two years of office management and accounting experience, or Associates degree in related field and 4 years of progressively responsible office management and accounting experience, or an equivalent combination of education and experience. One year public library experience preferred.

Knowledge, Ability and Skill

- Thorough familiarity with all aspects of office management, including timekeeping, payroll preparation, accounts payable, correspondence, administrative and financial recordkeeping. Ability to maintain confidentiality of reports and records.
- Efficiently operate computers and office equipment; including word processing and spreadsheets, the Internet, online catalogs, automated library systems, email, periodical databases and electronic resources.
- Thorough understanding of the provisions of the union contract and Personnel ByLaw and rules governing personnel actions and payroll.
- Incumbent will be certified to manage CORI check process, receive results and maintain confidential records relating to CORI check.
- The incumbent must be prepared, i.e., trained and knowledgeable, to step in when needed to provide competent, professional help on public desks: circulation system, eBooks, technology, readers advisory.
- Knowledge of library principles, practices and operations, requirements for state certification and annual reports, and state and town procedures and requirements.
- Ability to perform detailed work of a technical nature accurately and quickly.
- Ability to work independently, multitask, and supervise others.
- Possess a calm, friendly, professional demeanor to maintain harmonious interpersonal relationships with co-workers, volunteers, the public, and staff of other Town departments, vendors and community organizations. Must be able to diplomatically explain Library policy and procedures, as well as the authority of the Board of Trustees.

Tools and Equipment Used

Equipment operated includes computers, printers, scanners, electronic devices, typical office word processing and accounting software as well as specialized municipal accounting software and Integrated Library System software, assistive technology software and devices, automobile, hand tools, and miscellaneous office equipment.

Physical Demand

Minimal physical effort is required to perform administrative duties such as preparation of payroll, financial and personnel records, and correspondence. The incumbent operates typical equipment found in an automated library such as a computer, printer, scanner, and copy machine. The employee is frequently required to stand, walk, sit, reach, bend and use hands to operate equipment. With or without adaptive equipment, the employee must speak and hear well enough to communicate effectively with others and be able to read printed material. The employee lifts and moves boxes of books, equipment and furniture weighing up to 30 lbs.

External and Internal applicants, as well as position incumbents who become disabled as defined under the American With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.