

**Brooks Free Library Board of Trustees**  
**Wed. May 5, 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/966607301>

You can also dial in using your phone.: +1 (872) 240-3212 Access Code: 966-607-301

If you have not used GoToMeeting, please visit <https://global.gotomeeting.com/install/704742757> in advance to download any needed software.

1. Call to Order/Attendance
2. Vote to Approve Minutes of March 3, 2021
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. FY22 Budget and Capital Plan
  - B. Update on Circulation Office Plans and Possible Vote to Authorize Spending from Fial Gift Account
7. New Business:
  - A. Review of Draft Plan for Inside Browsing - Spring & Summer 2021
  - B. 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 June 2, 2021, July 7, 2021
  - B. Town Meeting - Saturday May 8 2021, 10 am - MRHS field, rain date: May 15, 2021
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](http://www.harwich-ma.gov/brooks-free-library-board-of-trustees), and 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." If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, contact the Library at 508-430-7562 or [brooksfreelibrary@clamsnet.org](mailto:brooksfreelibrary@clamsnet.org).*

**MINUTES**  
**BROOKS FREE LIBRARY BOARD OF TRUSTEES**  
REMOTE PARTICIPATION ONLY

Wed. March 3, 2021 at 7 pm

**DRAFT**

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

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

1. Call to Order/Attendance

Chair JoAnne Brown called the meeting to order at 7:08 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, K. Remillard, B. Waystack, J. Wheeler, and J. Brown. The Chair noted that Library Director Hewitt and Assistant Director Milan were also present.

2. Vote to Approve Minutes of Feb. 3, 2020

MOTION: To approve the minutes of the Feb. 3, 2021 meeting. (motion: B. Waystack; second: J. Wheeler)

Roll call vote: L. Cebula – in favor, W. Crowell – in favor, K. Remillard – in favor, B. Waystack – in favor, and J. Brown – in favor. The motion passed.

3. Public Comment- None

4. Reports:

- A. Chairman - Moment of silence for Senna Fernandez, Trustee from 1998-2001.
- B. Library Director- Included in the packet. Chair asked for questions or comments. None. VH oral comments, majority of time spent on budget. With level funding there wasn't much room, and took a deeper dive this past month to make sure we have documentation for future budget years. Also spent time with COA on vaccination programs and ways of the library to assist. There was a CLAMS meeting last week. Of note, there are 50 online magazines for OverDrive. OverDrive has changed vendors for service and expanded access temporarily. Cost would almost double with a new option to select fewer titles. CLAMS Reached an agreement with OverDrive to maintain access without the major financial hike.
- C. Assistant Director- see notes

- D. Review of Other Staff Reports or Information in Meeting Packet- Chair discussed AC's flat friend program.
  - E. Building & Grounds Committee- Beth Williams, VH mentioned space planning MBLC workshop - made a point that you should never underestimate the need for storage space, meeting space or staff work areas, all three areas that were not provided sufficient space in our 1996-1998 renovation. Chair mentioned the program included resources such as an online guide that was very helpful. Also mentioned that the virtual option was nice since they are usually so far away from MBLC workshop locations. Chair encouraged the board to keep an eye for email about future programs.
  - F. Liaison from Board of Selectmen- none
5. Correspondence
6. Old Business:
- A. Update on Library Operations during COVID-19 pandemic- going well, running smoothly. Department Head meeting on Tuesday, Governor loosening restriction and health metrics. Town anticipated opening town hall by appointment in mid April. Will wait to see how that goes. Concrete planning for summer for Wednesday morning for outside storytime. No indoor programs planned for this summer.
  - B. FY22 Budget Update- reported that original cuts for level funding was restored. Will meet municipal appropriation requirements for certification as long as Harwich Port and Chase articles pass. Hearing will be held Monday March 15th during the Selectmen's meeting. Waiting for advance info the finance committee will want, Vh will email the budget package prior to that meeting.
7. New Business:
- A. Vote to Accept Monetary Donations - NONE
8. Trustee Reports and Requests for Next Meeting's Agenda- polled the trustees for reports, comments feedback from Selectmen or community members and any issues you'd like on the next agenda B. Waystack: no, J. Wheeler: no, confirmed whether Ann Cahoon delivered Cahoon painting. VH confirmed that it was delivered last week. K. Remillard: no, L. Cebula: no, W. Crowell: obvious that we are doing a good job keeping the library and minds alive, commended us, when we do open, we will hit the sidewalk running.
9. Upcoming Meetings/Events
- A. Library Board of Trustees – 7 pm on April 7, 2021, May 5
  - B. Selectmen Finance Committee budget hearings – Monday March 15th Selectmen's meeting

## 10. Adjournment

MOTION: To adjourn. (motion: W. Crowell, second: B. Waystack). Roll Call vote: L. Cebula – in favor, W. Crowell – 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 7:41 pm.

Respectfully Submitted,

Emily Milan  
Assistant Director

Library Director's Report for  
May 5, 2021 Board of Trustees Meeting

4.28.21

The Board of Trustees was unable to meet on April 7<sup>th</sup> due to technical problems with the Town's GoToMeeting account. The Meeting ID provided and posted on the Agenda was no longer valid when we tried to log in to the meeting.

Return to In-Person Browsing

A draft plan is included in your packet for a resumption of inside browsing. No vote is necessary as you've previously documented that I have the authority to make these operational decisions (Statement regarding Pandemics and Public Health, Natural Disasters and Other Emergencies, approved 8.5.20, is posted on the About - Policies section of our webpage. (direct link to document: [https://drive.google.com/file/d/1LcBa7-OHJDG-S2n-j4vrX7nLky3dDq\\_m/view?usp=sharing](https://drive.google.com/file/d/1LcBa7-OHJDG-S2n-j4vrX7nLky3dDq_m/view?usp=sharing))

Harwich is still in the Red "high risk" status as of this writing but if public health conditions permit our plan is to resume allowing patrons inside on May 17<sup>th</sup> with a modified schedule of open hours. In order to ensure families with school age children and those who work during the day are not excluded from the opportunity to visit the library on weekdays we plan to start our shortened schedule with afternoon and evening hours on weekdays, rather than the more common morning or early afternoon hours most libraries in our area have used when open during the pandemic.

Our plan for the initial phase of open hours is Monday through Thursday 3 pm to 7 pm and Friday and Saturday 10 am to 4 pm. If all goes well we expect to expand the Monday through Thursday hours to 1 pm to 7 pm later in this phase, hopefully before the end of the June.

Patrons will be expected to limit their visits to 15-minutes. While not ideal, we hope this very short time frame will send a message that these are "grab and go" visits. Use of the Library doubles in the summer so a quick turnover of patrons should help us avoid having to implement an appointment system, which is unpopular and inconvenient for patrons. It should also help us avoid needing to establish occupancy limits and having to monitor the number of patrons in the building or the need for patrons to line up to enter. We are starting with more limited visits in this phase and can expand the time limit later this summer if occupancy and turnover does not appear to present a problem.

Masks and face coverings will be required to enter the Library and must remain over the nose and mouth while inside the building.

Curbside pickup will still be available cannot wear a mask or who chose not to, and those who prefer to avoid indoor public spaces during the pandemic.

Public restrooms will be available and cleaned once per day.

Both the first and second floor of the building will be open and public computers will be available. Chromebooks may be checked out for use outside or to take home and Harwich residents may borrow hotspots to provide Internet access at home.

The Holds shelves have been relocated to a public area so that patrons can pick up their own holds. Items can then be brought to the Circulation Desk to be checked out or patrons can check them out themselves using the Self Check stations or the CLAMS app on their phones or devices.

All programming will continue to meet online this summer, with two exceptions:

- A weekly story-time for young children will be held outdoors in Brooks Park beginning in June, weather permitting.
- Our Knit-Lit group has been meeting online but this presents problems as part of what the group does, such as demonstrating techniques and helping less experienced knitters learn how to fix mistakes, is not able to be accomplished online. As you know, approximately one third of the members of this group have sight loss, so being able to touch and feel the projects is necessary for these members. I have therefore decided that this group can also meet in person. They have reserved the pavilion at Brooks Park and will meet weekly outdoors, weather permitting.

#### Procurement Training:

Executive Assistant Megan Green and I will be attending a 3-day procurement training program provided by the state on May 4, 5 and 6.

#### Staffing News:

We are ending our cohort system at the end of this week and staff members will be returning to work in the building as we prepare for the resumption of inside browsing. Several substitute Library Assistants who haven't worked since the start of the pandemic will be returning and we'll add a few volunteers at a time to help with shelving and other tasks. We will be doing some in-house training over the next few weeks to re-familiarize ourselves with procedures, systems and resources we have not used frequently for the past year.

#### Shared Streets Project

The Town has awarded contracts for the improvements in Harwich Center that include traffic calming measures to help decrease vehicle speed and improve pedestrian safety. At our end of the Center this will include narrowing of the travel lanes and intersections, adding a crosswalk, realigning another and adding pedestrian refuges to several crosswalks.. Work must be completed by May 31st.

Respectfully submitted,

Virginia A. Hewitt

Library Director

## FY21 Budget Balances

4/29/2021

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,845.00	\$2,593.20	\$1,251.80	67%
Library Materials	\$157,660.06	\$98,681.84	\$58,978.22	63%
Electric	\$25,741.00	\$16,253.26	\$9,487.74	63%
Employee Fringe Benefits	\$300.00	\$0.00	\$300.00	0%
Gas	\$10,601.00	\$5,891.42	\$4,709.58	56%
Library Supplies	\$13,000.00	\$11,919.18	\$1,080.82	92%
Maintenance & Repair	\$5,700.00	\$1,945.16	\$3,754.84	34%
Office Supplies	\$5,750.00	\$3,239.93	\$2,510.07	56%
Professional & Tech	\$50,725.00	\$45,264.61	\$5,460.39	89%
Water	\$1,315.00	\$853.82	\$461.18	65%
Total Library Expenses	\$274,817.06	\$186,642.42	\$88,174.64	68%
Wages & Salaries	\$730,884.71	\$561,890.65	\$168,994.06	77%
<b>TOTAL</b>	<b>\$1,005,701.77</b>	<b>\$748,533.07</b>	<b>\$257,168.70</b>	<b>74%</b>

Assistant Director's Report  
April 28, 2021

Quarterly check-ins

This past month I began the quarterly check in process with staff. Due to the cohort schedule, we are currently meeting remotely but look forward to shifting back to in person meetings in the near future.

Preparation for Re-opening

In preparation for re-opening I met with each cohort in person to discuss configuration of circulation space as we would like to include self pickup of holds and self checkout in this next phase of reopening. I also began working on the new schedule for the elimination of cohorts which will be instituted the first week of May as well as a schedule for the next phase of reopening. I also visited 6 of the open libraries to review their policies and procedures and see their plan in action. From those visits, I gained some valuable insights related to signage, staffing, and other operational concerns.

Programming

This month I began planning an upcoming series of adult programming which will convert my in-person bullet journaling workshop into a YouTube series. I hope to create a monthly drop-in virtual program as follow up to the YouTube videos.

Respectfully submitted,

Emily Milan  
Assistant Director

## Youth Services Report

April 29, 2021

### April Vacation Update

Our youth April Vacation programs were successful. We had 17 people attend the Virtual Spy School, and 12 people for the Lego Challenge. The birdseed craft, which was an offline craft you could put together at any time, had 44 children sign up to participate (with an estimated 24 adults also participating, on the assumption that the activity was being done in conjunction with an adult for most of those families), though two of the bags were not picked up as of April 27th.

### Storytime Updates

Virtual storytime continues to run on Fridays at 10:00. The Chicka Chicka Zoom Zoom program virtual program I am doing alongside Lucy Gilmore from the Children's Center has begun a new 6 week session that will run until June.

We had originally planned to do an outdoor storytime on Wednesdays beginning in May. We have had to move the outdoor storytime to Thursday mornings instead. They will begin in June, partly to make it easier to focus all of our publicity and public announcements on the planned reopening of the library in mid-May.

### Simmons Graduate Student Talk

Chris Kaufmann, a former library employee and currently working in the Yarmouth library system, is taking PhD classes as Simmons. She mentioned that a lot of library graduate students did not have experience in the field, and wanted to speak to someone currently working with youth, so I agreed to give a Zoom talk to interested students. We spoke for a little over an hour on April 27th.

### Family Fun Fair

The library participated in the Family Fun Fair on April 10th, alongside many other community organizations. We had a table jointly with the Eldredge Library. Brooks provided slime kits for 100 children and Eldredge had craft kits for another 50. Because this year the Fair was a drive by only, with families driving up in their cars to receive handouts and information packets, we were initially told to expect about 100 people. That was a massive underestimate, with over 360 people attending the event. After I frantically called Assistant Director Emily Milan to bring over whatever pre-packaged craft materials were available in the youth services closet, we were able to provide all of the families that participated with some form of take home craft.

Respectfully submitted,

Ann Carpenter  
Youth Services Librarian



Staff Librarian  
May 5, 2021  
Report to the Trustees of Brooks Free Library

Social Media/PR: I made an April Fools day post for Instagram and Facebook, and had a great response. As of writing, Instagram has almost 60 likes, and Facebook over 20 reactions and comments.



Technology: I purchased and set up three new barcode scanners, replacing older models and acting as backups if current scanners were to fail. Prepping for open hours: checked on Staff chromebooks and became familiar with Useful so I will be prepared to troubleshoot public computers. Mapped data ports throughout the building and worked with CLAMS to troubleshoot network issues.

Staff: Assisted Emily with conducting quarterly check-ins with part-time staff and made an instructional video for staff on Canva.

Professional Development: I viewed webinars on Preparing for the next wave of Pandemic-weary customers, Understanding COVID-19 Vaccines, and Compassion Fatigue in preparation for reopening. All three were extremely helpful, and made it easier to envision what opening will look like and best practices when assisting patrons and staff.

*Future work*

I will be selecting and setting up a new self-check station in preparation for open hours, make instructions for the copier, and determine other tech factors that will affect reopening.

Respectfully submitted,  
Jamie Thornton  
Staff Librarian

## Where And How Do You Get Your News?

by Jennifer Pickett

I really do feel for the regular group of folks who used to come into the library to read our newspapers every day. I miss you! I wonder how all of you managed over the last year. I hope that maybe some of you might have tried to read some of your favorite newspapers on a computer or other device – I know you still like the feel of the newspaper in your hands, but maybe for the sake of the trees or just to avoid having ink on your hands you could try a digital edition?

For several years now we have offered an “image edition” of the Cape Cod Times that looks just like the actual print newspaper. Our usage statistics for this resource have been up exponentially over the past year. It’s not hard to use and you can browse the current issue as well as past issues.

The Cape Cod Chronicle has been offering its e-Edition free for many months now. Obviously everyone at the library loves The Chronicle! As information professionals, we all understand how lucky we are to have a locally owned and operated reliable news source right here in town, and in these times, local news is highly relevant to all of us.

The Boston Globe is available in a text format for free via a state-wide library database.

This one isn’t the same as the “image edition” but you can still access most of the same articles in the headlines for free this way. The fully digital New York Times is available through the Boston Public Library with their eCard. If you don’t have an eCard from the Boston Public Library then you really need to get one as soon as possible!

They have something for everyone and you don’t need to go to Boston to get a card. Anyone who lives or works in Massachusetts can get a card online and can start using their resources right away. Take a look at the list of our favorite BPL resources on our eLibrary page at [www.brooksfreeibrary.org/elibrary/](http://www.brooksfreeibrary.org/elibrary/). This is also where you can access all the other resources I am mentioning in this article. An eCard from the BPL will now get you some of those resources that were previously in-house use only, like Valueline, Morningstar, and Ancestry.com, so it really is worth a look.

As part of our role is to offer you reliable sources for news and information, the Brooks Free Library is now bringing you the Wall Street Journal.

Yes, you can now get full access to the WSJ for free by going through our website and creating an account. This is the

same digital product that the WSJ sells to their subscribers and they only recently began to offer it to libraries

for patron use. I wish as a library we could just buy a single digital subscription to a product and then offer it to all of you for free, but alas, that is not how the digital world works.

Our subscriptions to these resources do cost significantly more than a single-user subscription so we can’t afford to buy everything. We rely on resources like the Boston Public Library and we track all of our usage statistics very carefully to make sure we are only paying for resources that get well used. I am still waiting for the “library version” of Netflix, but until then I will continue to search for the best digital news and entertainment content that we can provide. In the meantime when someone asks what your “source of information” is for whatever just came out of your mouth, please don’t say “someone posted it on Facebook.” You can do better than that.

*Jennifer Pickett is the reference librarian at the Brooks Free Library.*



**AT BROOKS FREE LIBRARY**

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BROOKS FREE LIBRARY  
COVID19 PHASED RESUMPTION OF SERVICES  
FOR SPRING AND SUMMER 2021

LIMITED INSIDE ACCESS and CURBSIDE SERVICE  
4.28.21 DRAFT

This plan is a working document, providing a framework for Library operations and services for this phase of the COVID19 pandemic. It will be updated as needed in response to operational considerations, directives from public health authorities, Town officials, The Library's Board of Trustees and guidance from the Mass. Board of Library Commissioners. Implementation of this plan is also dependent on community conditions improving.

#### CURRENT CONDITIONS IN THE COMMUNITY

- Barnstable County has been experiencing a surge in COVID-19 cases and hospitalizations in recent weeks and Harwich remains in the Red "high risk" category.
- Many community members have been vaccinated but large segments of our population have not yet. It will be months before newly eligible adults can receive the vaccine.
- The vaccines are not yet approved for those younger than 16.
- Some residents and visitors have chosen not to be vaccinated.
- The vaccines do not eliminate the risk of becoming infected.
- Fully vaccinated individuals will be less likely to suffer severe illness if they become infected but they can spread the virus to others.
- Variants of concern are also present in our area and there is concern that the vaccines are less effective against these variants.
- There is also some evidence that immunity, whether from a vaccine or from having previously been infected with COVID-19, only lasts for a period of time.

For all these reasons the Library will proceed cautiously in resuming full in-person services and may revert to prior limitations or phases if conditions warrant.

#### INSIDE ACCESS

Our target date for allowing limited inside access for patrons to browse and check-out materials is May 17, 2021. This will be a "Grab and Go" service where patrons are expected to come in for quick visits to select books, audiobooks, movies or other materials and then leave.

#### MASK REQUIREMENT

- Adults, teens and children older than age 5 must wear a mask or face covering in the Library. Those who cannot wear a mask or who choose not to wear one will be served through curbside pickup.
- Masks or face coverings must be worn and cover the nose and mouth to enter the Library and must be kept on while inside the Library.

- Staff members will provide a gentle reminder to patrons whose mask or face covering is not in place.
- Patrons should practice social distancing and remain the recommended distance from others who are not members of their household while inside the Library. As of this writing, the recommended social distance is 6-feet from others.
- Patrons who refuse to comply with mask/face covering, social distancing and occupancy and time limits and other requirements will be asked to leave.

## INSIDE BROWSING

- Initial open hours will be Monday through Thursday 3 pm to 7 pm and Friday and Saturday 10 am to 4 pm. We plan to expand weekday hours later in this phase.
- Patrons will be expected to limit their visits to 15-minutes. While not ideal, we hope this very short time frame will send a message that these are “grab and go” visits. Use of the Library doubles in the summer so a quick turnover of patrons should help us avoid having to implement an appointment system, which is unpopular and inconvenient for patrons. It should also help us avoid needing to establish occupancy limits and having to monitor the number of patrons in the building or the need for patrons to line up to enter. We are starting with shorter visits in this phase and can expand the time limit later this summer if occupancy and turnover does not appear to present a problem.
- The first and second floors of the Library will be open to patrons.
- Public restrooms will be available on each floor and will be cleaned and disinfected once per day. Additional cleaning and disinfection will not be available. Should conditions in a restroom render them unusable, it will be closed until the next daily cleaning and disinfection.
- Use of the elevator is limited to one person/group of household members at a time.
- Patrons are asked to stay to the right on the stairs and to refrain from lingering in the entry lobbies so they do not become congested.
- Patrons should not come into the Library if they are not feeling well.
- Patrons are asked to avail themselves of hand sanitizing stations located near the entrances and at other locations around the building.
- A few chairs will be available on each floor for patrons who have difficulty standing during their visit, but in general all seating and tables have been removed. A wheelchair is available for anyone with mobility problems or difficulty standing or walking.
- While everyone will enjoy the opportunity to see others again, patrons are asked to move extended conversations outside where they can socialize without time limits.
- One-on-one help with technology or electronic resources will not be available over the summer so staff members can maintain an appropriate social distance from patrons.

- No food or drink may be brought in or consumed inside the Library.
- Current and back issues of magazines will be available for check-out. Newspapers will not be available.

#### CHECK-OUT and CHECK-IN PROCEDURES

- Patrons may browse the collections on the first and second floor to select materials.
- Patrons should pick up items on hold from the designated Hold Shelf area.
- Items may be brought to the Circulation Desk for check-out or patrons may check them out themselves using the Self-Check stations or the CLAMS mobile app on their device.
- Returned materials will continue to be deposited in the exterior book drop before entering the building. No return bins/slots will be available at the Circulation Desk.
- All returned material and items arriving in delivery will continue to be quarantined before being checked in and made available to the next patron or returned to the shelf.
- A staff member or volunteer may serve as a greeter during the initial weeks or busy periods to inform patrons about time limits and the mask requirement and to provide information on available services.

#### PUBLIC COPYING, COMPUTERS AND PRINTING

- Several computers will be available for short sessions for patrons who are able to use them independently. One-on-one assistance will not be available this summer.
- Patrons will be able to print from the public computers. Printing costs 15 cents per page for black and white and 40 cents for color copies. The printer does not take bills larger than \$1 and does not take debit or credit cards so patrons should come prepared with \$1 bills and coins.
- Wireless printing from patrons' devices is not available.
- Free wireless Internet access continues to be available 24/7 outside in the parking lot and in the areas adjacent to the Library.
- Exterior seating for patrons is available on the parking lot side of the building and on the front porch along Main St.
- Patrons with a library card may check out a Chromebook or laptop for use outside the Library or to take home.
- Harwich residents with a library card may check out hotspots for wired Internet access to take home.
- The photocopier is located on the Mezzanine. The charge for copying is 15 cents per page. The copier does not have a card reader so patrons should come prepared with \$1 bills or an appropriate amount of coins.

- Fax and wireless printing services will not be available, though staff members can provide information on nearby locations where these services are available.

#### CURBSIDE PICKUP

- Curbside pickup will continue to be available for those who cannot wear a mask or who chose not to and those who do not wish to be exposed to others during the pandemic.
- Patrons will call 508-430-7562 to schedule a pick-up appointment and items will be checked out, bagged, labeled and placed outside for them on the selected pick-up day.
- Patrons are asked to wear a mask while in the pick-up area as a courtesy to others using the area.

#### STANDARDS OF CONDUCT

- As always, patron behavior must comply with our Standards of Conduct Policy.
- Patrons are expected to be polite and courteous with each other and staff members as many are feeling a great deal of anxiety when in public spaces/serving the public during these trying times.
- Questions on procedures and limitations are welcome, provided they are asked in a courteous, respectful manner.
- Rude or aggressive behavior, badgering or harassing staff members because of dissatisfaction with the limitations on services or arguing or attempting to debate whether such measures are necessary will not be tolerated.

#### PROGRAMS

- A weekly in-person story time for children will be held outside at Brooks Park, weather permitting. Participants must follow directions for registration and social distancing.
- Knit-Lit will meet weekly, weather permitting, at the Brooks Park pavilion.
- Book discussion groups and all other programming will remain virtual this summer. Patrons may join these programs online or call in to participate.
- To the extent that VITAL instruction and other technology assistance is able to take place it will be conducted remotely.

#### FINES AND PAYMENTS

- All CLAMS Libraries went fine-free at the start of the pandemic when library operations were limited and materials were not able to be returned and checked in. This continued when operations resumed so that patrons were not penalized for the quarantine period on returned materials. Some CLAMS libraries have permanently eliminated overdue fines over the past year but others have begun charging fines again.

- The Brooks Free Library Board of Trustees voted to eliminate overdue fines last fall.. Older fines may still show on patrons' accounts as system clean-up work is still in progress but patrons are not expected to pay them. Fines may show on overdue items patrons currently have checked out but they are automatically waived on items returned at Brooks Free Library when the materials are checked in by staff members after the quarantine period and will disappear from your account.
- Patrons should ask if fines are charged when they borrow materials in-person at other libraries so they aren't surprised later.
- Materials that are not returned after a period of time will be charged for the replacement cost of the item. Replacement costs will also be charged for damaged materials.