

Brooks Free Library Board of Trustees

Wed., Nov. 13, 2019, 7pm
Thornton Room, Brooks Free Library
739 Main St., Harwich MA 02645

Agenda

1. Call to Order/Attendance
2. Approval of Minutes of Sep. 11, 2019
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. Update on the Conservation of the Rogers Groups sculptures
7. New Business:
 - A. FY21 Budget Submission - discussion and possible vote
 - B. Revised Patron Behavior Policy / Standards of Conduct - discussion and possible vote
 - C. Holiday Hours
 - D. Vote to Accept Donations
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Library Board of Trustees –Wed., Dec. 11, 2019 - 7 PM – Brooks Free Library
 - B. Library Board of Trustees –Wed., Jan. 8, 2019 - 7 PM – Brooks Free Library
10. Adjournment

Authorized posting officer

Virginia A. Hewitt

Brooks Free Library

Posted by

Town Clerk's Office

Agenda submitted electronically to Town for posting. The full packet - Agenda, Minutes & Reports – will be posted on the Town website, www.harwich-ma.gov/brooks-free-library-board-of-trustees, and the Library website, www.brooksfreelibrary.org/brooks-free-library-board-of-trustees on the Friday preceding the meeting.

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

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

Brooks Free Library Board of Trustees

Wed., Sept. 11, 2019

Thornton Room, Brooks Free Library

739 Main St., Harwich MA 02645

Minutes **DRAFT**

1. Call to Order/Attendance – The meeting was called to order at 7:05 by Chairman Mary Warde. Trustees Jeannie Wheeler, Bernadette Waystack, Joan McCarty and William Crowell and Library Director Virginia Hewitt were present.
2. Approval of Minutes of June 19, 2019 and Aug. 14 2019

Motion: to approve the minutes of June 19, 2019 and Aug. 14, 2019 (m: Joan Mccarty, s: Jeannie Wheeler). Unanimously approved.

3. Public Comment - None.

4. Reports:

A. Chairman

The Chair noted that the Mass. Board of Library Commissioners (MBLC) has begun soliciting copies of recently approved ByLaws for Board of Trustees to create a sample collection. This will be very helpful as the Board looks at reviewing and updating our ByLaws this year.

B. Library Director

In addition to the written report the Director discussed the Library's submission for the FY21-27 Capital Plan. The Trustees concurred that the \$40,000 for plans for interior modifications should be moved from FY21 to FY22 so that it will be closer in time to the work itself, which is on the Capital Plan for FY24. Ginny noted that we are no longer scheduled to meet with the Capital Outlay Committee on Sept. 26th. A new date has not yet been set.

The Library Director provided an update on the request for quotes for the Rogers Groups conservation project noting that she was hopeful that we would receive one or more quotes that would be within the available funding. The closing date for this solicitation is Sept. 20th.

The Library Director informed the Trustees that her presentation on the Library's response to July 23rd tornado at the COSTEP Resiliency Forum for Cultural Institutions on Sept. 10th went very well. We have been asked by MBLC to partner with them on a workshop for the May 2020 Mass. Library Association conference.

Ginny reported that she had attended the first meeting of the Barnstable County Complete County for the 2020 Census that morning. This will be the first census that will be completed primarily online so, as public access technology centers, libraries can play a valuable role in assisting those without Internet access at home and those without good technology skills in completing the census and we will develop plans to do so. The assistance of libraries in making the public aware of the census and promoting the importance of completing it is also important to the Census Bureau as librarians are seen as "trusted community voices."

The details on the two upcoming emergency preparedness programs for Disaster Preparedness Month and Climate Preparedness Week were discussed. On Monday Sept 23 at 6 pm Harwich Emergency Management Director Lee Culver and Barnstable County Emergency Management Coordinator Sean O'Brien will present a program on Emergency Preparedness and Response. On Thurs. Sept 26 we will host a Community Conversation on preparing for climate change and extreme weather events using the World Café model for hosting community conversations.

It was noted that the Cape Cod Commission's traffic safety of Harwich Center, scheduled for the spring 2019 and then summer 2019 has not yet occurred.

Ginny also reported that the DPW Facilities Manager has two large projects planned for the Library this fall. The first is replacement of all of our lights with LED fixtures through the Cape Light Compact. The second is replacement of the boilers and other upgrades to the HVAC system. The Town has received a \$150,000 as part of the Green Communities initiative and is utilizing it for this project.

C. Building & Grounds Committee

Jeannie Wheeler noted that there are no pending issues. She also noted she will be unable to attend the October Board meeting.

D. Liaison from Board of Selectmen - None.

E. Friends of Brooks Free Library - None.

5. Correspondence - None.

6. Old Business: - None.

7. New Business:

A. Vote to Accept Donations - None.

8. Trustee Reports and Requests for Next Meeting's Agenda - None.

9. Upcoming Meetings/Events

A. Library Board of Trustees –Wed., Oct. 9, 2019 - 7 PM – Brooks Free Library

B. Trustees Annual Meeting with Board of Selectmen –Oct. 28 - 6:30 PM, Griffin Room, Town Hall

10. Adjournment

Motion to adjourn at 7:52 pm (m: Joan McCarty, s: Jeannie Wheeler). The motion passed unanimously.

Respectfully submitted,

Virginia A. Hewitt
Library Director

Library Director's Report
November 7, 2019

The October Trustees' meeting was canceled due to a storm affecting our area, so the following report is addition to the information provided in my written report for your October packet (Link to the packet on our website: www.brooksfreeibrary.org/brooks-free-library-board-of-trustees).

FY21 Budget Request

Department's FY21 budget submissions are due on November 29th. The Town Administrator's budget message states it is imperative to maintain existing service levels but that based on the Selectmen's budget messages departments should be prepared to reduce their budget submissions to a 2% increase. This will likely be difficult as the provisions of labor contracts (annual cost-of-living increases as well as increases in steps and longevity) result in salary and wage increases that exceed 2%. I am currently working on the Library's request and will provide more information at your meeting on the 13th.

Capital Outlay Plan submission

Chairman Mary Warde and I meet with the Capital Outlay Committee on Oct. 8th. They questioned whether the estimated funds would be sufficient (\$40,000 for design planning in FY22 and \$150,000 for the work in FY24). They would like to support the project and to make sure that we ask for an amount that is large enough to accomplish all the work that's needed. They requested that we obtain the assistance of the Town Engineer to review and modify the cost estimates and meet with them next spring.

Staff Safety and Security

The challenging behavior of some patrons is always a concern in public libraries. Staff members periodically deal with patrons who require additional assistance because they may not function independently, yet appear to be lacking appropriate supports, or who require additional attention because of apparent mental health issues, lack of housing or other social service needs. Normally staff members are able to compassionately provide the appropriate amount of assistance to these patrons. In recent months, however, staff members have been dealing with a series of patrons requiring additional assistance and/or unusual situations occurring so that staff resources and our ability to be resilient when dealing with these patrons was affected.

Several patrons have caused concern about the potential for violence since the beginning of the summer. The increasing violent talk from one patron in particular was creating a great deal of apprehension and stress, though he not yet violated any behavior policy, so I scheduled a meeting with Deputy Police Chief Kevin Considine and our librarians to discuss this patron's behavior as well as the broader issue of staff safety. The Deputy Chief was very interested in hearing about the types of behavior we encountered and how they might be able to assist. Before that meeting occurred, however, an alarming incident occurred and, working through the Police Harwich Dept., I issued a No-Trespass Order to this patron. The Police were extremely responsive, sending an officer immediately to take the report, delivering the No-Trespass Order in person that evening and returning to let us know the patron had been served and that he understood that he was no longer able to come here.

The issuance of this No-Trespass Order has greatly reduced the apprehension about the potential for violence from this patron, which is a relief. We will now working to provide additional staff training on de-escalation techniques and other methods to ensure the safety of staff members and patrons. We will take advantage of free training provided by the Police Dept. or other local agencies but this training could also require some expenditure of funds for a presenter who specifically deals with safety and security training for libraries.

Automatic Renewal of Items:

As discussed in my October report, CLAMS will be implementing the automatic renewal of loans for any item that's eligible to be renewed. CLAMS now has a target date of November 12th for the implementation of the automatic renewals of loans.

Mass. Library System Board

The Massachusetts Library System (MLS) was created in 2010 when the regions were consolidated. It is an independent organization funded in the state budget to provide consulting, continuing education, cooperative purchasing, delivery and other services to libraries of all types in Massachusetts. I attended MLS' annual meeting on Monday Nov. 4th where I was elected to a position on the MLS Board. This 3 year term begins in January.

Building & Grounds Damage Oct. 16 -17 storm

A large section of gutter tore away from the building on Oct. 17th during a nor'easter that brought very high winds. The gutter has now been replaced.

Two trees were damaged also damaged in that storm. Large limbs from one tree hit the fence enclosure around the chiller, which DPW had just finished reconstructing. A small amount of damage was done to the fence but it has since been repaired. Another large truck was torn away from a tree on the parking lot side of the building that was previously damaged during the July 23rd tornado. I have submitted a work order to remove that tree and a tree at the SW corner of the building (Bank St side) that was also damaged by the tornado.

Grounds Work Orders

A canopy of trees hangs over driveway to upper parking lot, low enough that taller SUVs and trucks are hitting branches. I submitted a work order to have them cut back so vehicles are not damaged. I also followed up on earlier requests to have pine tree on east side of the building (between the Library and the Brooks family homestead) removed. It is too close and branches are up against the building. The east side of the building is very overgrown so I have also asked again to have bushes and trees cut back on that side of the building. That area is a security concern in its current state as it provides a convenient location to gather/sleep out of sight. It's also a safety issue as it is so overgrown that it would prevent firemen from easily accessing that side of the building. I've also asked again for the hedges between the parking lots to be trimmed and the overgrown area on the upper parking lot side of the hedges be cleaned up. The

hedges are so high that the upper lot provides an attractive place for people to hang out unobserved after hours and empty alcohol containers are frequently found there.

Sidewalk Repair and Tree Removal

\$90,000 was approved at May 2019 Town Meeting to repair the brick sidewalks and remove and replace the trees that are in or adjacent to the sidewalks as the final phase of the exterior preservation project. I provided the landscape architect's portion of the McGinley Kalsow's report that dealt with the sidewalk and tree replacement to the Town's procurement team, the Asst. Town Administrator and the Town Engineer, which will be used to develop the bid specifications. There is a quite a backlog for Town procurement but this project is now in the queue.

HVAC Energy Efficiency Project

Two energy efficiency projects are currently underway, managed by DPW.

- Replacement of the boilers and other HVAC work began in mid-October. Sufficient work have been done by Nov. 5th that they were able to turn the heat on. Work continues to replace water pumps for baseboard heat and the control system throughout the building. This work should result in more even temperatures throughout the building.
- Rise Engineering will be here on Tuesday, Nov. 12 to begin replacing all lighting fixtures with LED lamps. Work is expected to take a week.

Holiday Hours

The Selectmen have voted to declare half day Selectmen's holidays on Christmas Eve and New Year's Eve, both Tuesdays this year, so Town Hall and other non-public safety departments will close at Noon. Since the Library doesn't open until 10 am I'm recommending that you approve closing at 1 pm for the Library those two days so that patrons will have a 3 hour window to come in, pick up materials, use the computers, etc. Plans for children and youth programs during school vacation yet are not yet finalized but we hope to have another Noon New Year's Eve program on Dec. 31st, as we did last year. A 1 pm closing would accommodate that.

FY20 Year-to-Date Budget

A spreadsheet showing expenditures through Oct. 31st is included in your packet.

Respectfully submitted,

Virginia A. Hewitt
Library Director

FY20 Budget Balances

10/31/2019

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$3,600.00	\$645.52	\$2,954.48	18%
Educational Supplies	\$155,750.00	\$57,383.26	\$98,366.74	37%
Electric	\$34,125.00	\$9,773.13	\$24,351.87	29%
Employee Fringe Benefits	\$280.00	\$0.00	\$280.00	0%
Gas	\$13,806.00	\$186.20	\$13,619.80	1%
Library Supplies	\$13,000.00	\$6,099.18	\$6,900.82	47%
Maintenance & Repair	\$5,700.00	\$927.84	\$4,772.16	16%
Office Supplies	\$5,650.00	\$1,130.62	\$4,519.38	20%
Professional & Tech	\$49,275.00	\$42,175.61	\$7,099.39	86%
Water	\$1,026.00	\$513.62	\$512.38	50%
Total Library Expenses	\$282,372.00	\$118,834.98	\$163,537.02	42%
Wages & Salaries	\$713,111.21	\$226,446.95	\$486,664.26	32%
TOTAL	\$995,483.21	\$345,281.93	\$650,201.28	35%

Assistant Director's Report
October 31, 2019

Staff Training

Last month Staff Librarian Emily Carta and I wrapped up our Seasonal Check-ins with circulation staff. In November we plan to follow up with each staff member to conduct a skills assessment which will help us to formulate a training plan for the winter months. This past month, in response to a specific issue, I also spent time researching our options for staff training on crisis intervention and de-escalation techniques. I have contacted the Department of Mental Health, Massachusetts Library Systems, Baystate Health and Outer Cape Health in an effort to locate an appropriate training options.

Programming

We are excited to host Phil Burt of capecodweather.net for an "Extreme Weather: Tornadoes" program on Thursday November 14th at 6p.m. Mr. Burt will be giving an educational presentation on the meteorological details of tornadoes. This program will be followed on Thursday, November 21st by a Community Conversation on how to prepare for and respond to extreme weather events The Community Conversation event will take place at 2 p.m. and requires registration. Interested individuals can register on our website or by calling the library.

Last month our Paranormal 101 program was a huge success. We are grateful to T & K Paranormal Research Society for providing a fun, entertaining presentation enjoyed by all. The members of T & K are well known and widely respected here on the Cape. Their non-profit organization has presented at numerous libraries and historical societies. In response to the excitement of the crowd, they have offered to do a free investigation of the library at our leisure.

Our music series kicked off on the 4th Saturday of October with a performance by local musician Tim Sweeney. The series line up, which resumes after the holidays in January, includes North Side Swing Band, Hey Day, Hungrytown, Jeff Snow, and Valerie Sullivan. The concerts are on the 4th Saturday of each month at 2 p.m.. The November and December events, which coincide with the holidays, have been combined to a single event which will take

place on Saturday, December 7th when the library will host a day long "Cookies and Carols" open house event.

In January we will be offering an Organization Series which will include a reboot of our popular Bullet Journaling class followed by a digital archive workshop during which we will teach participants best practices for scanning and organizing their family photos. We will end the series with a workshop offered by local professional organizer Tammy Martell. Our "Know your Town" series, in collaboration with the Harwich Voter Information Committee will also begin in January. This series will take place on the second and fourth Tuesdays of the month from 2-3 p.m. Each event will highlight different town departments in an effort to help citizens better understand the services provided and challenges faced by each department.

Online scheduling options

In an effort to streamline the scheduling process I reached out to library colleagues both on the Cape and statewide in search of an online scheduling options. I received dozens of responses resulting in recommendations for two specific products. I have registered for trials of both products and have a demo scheduled on Friday, November 8th for the most promising option. Emily Carta and I will be reviewing both products and hope to have a proposal for an online scheduling option in the coming months.

Collection Management

With the assistance of circulation staff I recently completed an inventory and weed of the large print, paperback and mystery collections. Efforts to make the DVD collection more browsable for patrons also continue. Therefore we are weeding the DVD collection as well as working towards separating the series dvds form feature films. Series DVDs will be relabeled and reclassified as multipart series and will now circulate for two weeks instead of one.

Respectfully submitted,

Emily Milan
Assistant Director

Reference Librarian's Report
November 8, 2019

Confidential Corner update:

Since the day we put up the Confidential Corner on the mezzanine in August, many books and materials have been borrowed and returned. I have been doing regular inventories and I am tracking 'circulation' on an excel spreadsheet. At this point I have bought second copies of most of the books and I am looking into a way to use the catalog to track which books are going out and how often. It's a little tricky to set this up because the books don't have barcodes and the patrons are anonymous - but we will figure it out. We now have a 'comments' box next to this resource. The book "The 30 day sobriety solution" has been taken out the most followed by books on divorce, depression, anxiety, and relationship issues.

Historical Newspapers online product:

I contacted Chuck Kelly, CEO of Microsearch Consulting, several months ago to ask him for advice on some complex file formats from our latest newspaper project and he suggested that his company could create an online database for us that would make ALL of our historic newspapers searchable online. He put together a demo database using some of our actual files and did a live webinar that both Emily(s) and I attended a few weeks ago. We were all very impressed with the demo. The online product will allow anyone from anywhere (with an internet connection) to search our entire collection of newspapers using a keyword search. They will be able to easily select specific years to search or they can search the entire collection. Currently our patrons must come into the library to search these papers and although we have written detailed directions for how to use this collection, it is not easy to search this resource without staff assistance.

Our collection includes the Cape Cod Republican, The Harwich Independent, The Central Cape Press, and The Harwich Oracle and covers a time period from 1872 to 2005. There are many gaps in the collection but it is an amazing resource and I feel it would be widely used if it were made available online. The total cost of this project is comparable to the cost of other online resources/databases and is very reasonable when compared to what other libraries are spending for processing and hosting costs on similar searchable newspaper databases. We hope to have contracts signed and this project completed in a short period of time and I will update everyone when that happens.

Technology/Machines:

I met with Ken Pedicini (of Kenmark) on October 24 to discuss our current concerns and issues with the machines and software that he loans to us to try to find some solutions to our current problems and/or find a better way to meet our needs here at the library. Ken currently provides the library with a print server system. He provides us with the physical printer for the public that is located upstairs connected to Useful computers as well as the software that is loaded on our printer server computer. Ken uses OCS software and support (he pays them except for

upgrades and installations). Ken also provides us with a color copy machine that is heavily used by the staff and public. Ken collect the coins and bills that patrons put into the machines and he provides us with ink and paper. Both of these machines and systems are not the newest technology and have repeatedly failed over the past several years. We spend a large amount of staff time and energy helping our patrons with these machines and/or troubleshooting the machines and reporting malfunctions.

These are some of the needs I feel that have at the library that are not currently being met and I shared these needs with Ken:

1. Debit and Credit cards accepted at both machines - copy machine and printer - these days nobody carries cash and so patrons are annoyed when they are told we can't take their cards. They then often go to Main Street market (the nearest ATM) which charges surcharges and then come back with a twenty dollar bill. We have to keep a lot of cash on hand because we are giving people change for their twenties every day.
2. We need to offer fax services. Most libraries offer fax services and our patrons are still requesting this - daily in the summer. Newer copy machines have faxing built into them and are easy to use.
3. There are newer printers that can eliminate the need for a 'printer server' computer and we could use one of these upstairs. Despite all the signs I have posted thousands of patrons a year need help with the printing from our computers and the step they usually miss is the need to select their job on the printer server computer. Newer machines include this step on the printer itself saving staff time and causing less patron frustration
4. More reliable and easier to use wireless printing. The patrons who mostly use the wireless printing function are using it because they can not pull up their information on our public computers. In most cases they come in with something they need to print on their phone and they don't know any of their passwords so they can not access whatever it is on another computer. Our current system for wireless printing often fails (even when the patrons are getting help from staff and have followed the directions correctly). Newer printers allow the patron to just find and add the printer directly from their phone and then print without having to 'register' and provide an email etc.

I am not sure if Ken will be able to provide us with any of the above - he made no promises to me - but follow up on these issues will be necessary. We help hundreds of people a year with these functions and our patrons have come to depend on us to provide reliable service and help. I feel these needs are not going away as more and more people do not own printers/copiers and come here specifically for these needs. I have looked into other companies and print management systems and most of them are very expensive so it might be worth our time to try to come to some other arrangement with Kenmark if possible.

Respectfully submitted,

Jennifer Pickett
Reference Librarian

Youth Services Report
November 6, 2019

Halloween Parade

Despite the unpleasant weather, we had a strong turnout for the annual Halloween Parade, with nearly 100 people participating. Kat Szmit from the Cape Cod Chronicle attended the event to take photographs, and several of the pictures were published in the 11/7/19 edition of the newspaper.

HES School Council

This year I am continuing my second term on the Harwich Elementary School Council as a community representative. As a member of the school council and the local youth librarian, I wrote a letter of support for the school to use as they pursue funding for the new playground at the school. In the letter I referenced the developmental needs for learning through play.

Imagination Station

The Imagination Station in the Doane Room has been switched from its former theme of "ice cream parlour" to a new theme of "pizzeria". In addition, we have implemented new, specifically crafted signage that uses the Every Child Ready to Read themes of Sing/Play/Write/Read/Talk to encourage parents to interact with their children while using the pizzeria play items.

Respectfully submitted,

Ann Carpenter
Youth Services Librarian