

Brooks Free Library Board of Trustees
Wed. Nov. 4, 2020 at 7 pm

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/150066613>
You can also dial in using your phone. +1 (872) 240-3212 **Access Code:** 150-066-613

If you have not used GoToMeeting, please visit <https://global.gotomeeting.com/install/150066613> in advance to download any needed software.

Agenda

1. Call to Order/Attendance
2. Vote to Approve Minutes of October 7, 2020
3. Public Comment
4. Reports:
 - A. Chairman
 - B. Library Director
 - C. Building & Grounds Committee
 - D. Liaison from Board of Selectmen
5. Correspondence
6. Old Business:
 - A. Update on Library Operations during COVID-19 pandemic
 - B. Follow-up on Rockland Trust Report
7. New Business:
 - A. Vote to Accept Monetary Donations
 - B. Preparation of FY22 Budget
 - C. FY22 - 28 Capital Plan submission
8. Trustee Reports and Requests for Next Meeting's Agenda
9. Upcoming Meetings/Events
 - A. Trustees Annual Meeting with Board of Selectmen - TBD - November?
 - B. Library Board of Trustees – December 2, 2020, January 2, 2021
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 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. Oct. 7, 2020 at 7 pm

DRAFT Minutes

1. Call to Order/Attendance: Chair Brown called the meeting to order at 7:02 P.M. Linda Cebula, Bill Crowell, Kathleen Remillard, Jeannie Wheeler, Joan McCarty were present. Library Director Virginia Hewitt, Assistant Director Emily Milan and Executive Assistant Megan Green were also present. Barbara Howard and Brian Callow representatives from Rockland Trust were in attendance to present an update.
2. Report from Rockland Trust financial advisor: Rockland Trust representatives Barbara Howard and Brian Callow reviewed the report submitted to the Trustee. The full report was available in the packet. Mr. Callow indicated that the library's portfolio is a balanced 60/40 split 55/45 split. After the March downturn in the market, the portfolio was evaluated and rebalanced to ensure enough equity in the portfolio. Mr. Callow discussed how the funds were adjusted in response and what measures were taken to protect the investments. Linda Cebula asked if the balance sheet (page 12 of the report) could be given on an annual basis. The current one month summary doesn't provide much information and an annual overview showing calendar year earnings and fees would be most helpful. Ms. Cebula went on to indicate that this report does not need to be detailed by individual funds but could be commingled. Ms. Howard indicated that she could prepare and distribute that report within the next week. Treasurer Bill Crowell thanked Mr. Callow and Ms. Howard for providing the update.
3. Vote to Approve Minutes of September 2, 2020: Joan McCarty made a motion to accept minutes with the deletion of the term "acting" in front of Chair under the adjournment section. Jeannie Wheeler seconded and the motion passed unanimously.
4. Public Comment: none
5. Reports:
 - A. Chairman- The Chair had nothing to report.
 - B. Library Director- In addition to her written report, Ms. Hewitt indicated that Grab and Go inside service started on September 29th. Approximately 85-100 people have visited each day. Although there tends to be an initial rush at opening, no congestion has developed and we have yet to reach maximum capacity. Half of the visitors stay 5-10 minutes, while the other half average 10-20 minutes. Ms. Hewitt also reported that the greeter has had to offer a few mask reminders. Patrons were very happy to be able to come back inside to pick up holds and browse materials. One area of potential concern is computer use, interest is high and some patrons have complained that they want longer sessions. Many patrons are unable to use the computer independently and have expected one on one help. That isn't possible without extended close contact. Ms. Hewitt also indicated that statistical data from state reports is available in the packet, and indicated that she was happy to answer questions related to those reports. The Director also reported that the budget passed at town meeting without further reductions. Final budget represented a 1% increase over FY20. Ms. Hewitt indicated that the library can't sustain such a low increase over several years and still meet State appropriations requirements for certification. If this trend continues it may present a challenge next year.

C. Building & Grounds Committee

1. Update on retro-fitting of building for COVID19- Jeannie Wheeler praised DPW for retrofitting the building and encouraged board members to come in and see the changes. Ms. Wheeler also reported that patrons have mentioned that they are happy to be back in the library and for a few minutes felt normal. Bill Crowell also mentioned that the building exterior and landscaping has never looked better.

D. Liaison from Board of Selectmen- No report.

6. Correspondence- Chair Brown indicated that a letter to the staff which was drafted by Ms. Brown and Ms. Remillardin gratitude for their hard work during these challenging times. Ms. Hewitt Indicated that the staff appreciated the letter very much.
7. Old Business: none.
8. New Business:
 - A. Library Director's recommendation to go fine-free - The Chair confirmed that the board had a chance to read the written report on the pros and cons of going fine free and there were no questions from the Board. Ms. Hewitt indicated that the cost of staff time to collect fines is not offset by collections so the process is not financially beneficial. She further indicated that all Cape libraries are currently waiving fines and will throughout the pandemic but replacement fees will still be charged for lost or damaged items. It will take some time for CLAMS to make the necessary systems changes to make the fine free change permanent. Joan McCarty made a motion to go fine free. Jeannie Wheeler seconded and the motion passed unanimously.
 - B. Vote to accept donation of Milton Welt painting of Exchange Building from Cahoon Family- Ms. Hewitt indicated that the Cahoon family has donated two other Milton Welt paintings which currently hang in the library. Ms. Cebula asked if the painting was dated and what processed would be followed to the painting to inventory and have it insured. Ms. Hewitt indicated that no date was available but the item will be added to the inventory of town art for insurance purposes. Jeannie Wheeler made a motion to accept the donation, Linda Cebula seconded and the motion passed unanimously.
 - C. Vote to Accept Monetary Donations - none
 - D. FY 22 - 28 Capital Plan submission - Ms. Hewitt indicated that the interior reconfiguration of the library has been on Capital Plan since 2016 as follows: \$40,000 during FY22 to develop a plan and \$150,000 in FY24 to complete the project. To date, no instruction on updating the Capital Plan has been received although it seems likely that all projects will be pushed back. Recent reconfiguration work done by CARES act went a long way to meeting the library's needs. Ms. Hewitt suggested voting to remove this project from the Capital Plan. She indicated that library leadership needs time post pandemic to evaluate changes to community and library needs. Ms. Cebula suggested pushing the project back rather than removing it entirely from the Capital Plan. Joanne Brown suggested postponing the project by 2 years. Mr. Crwell indicated agreement with a plan to postpone rather than remove. Ms. Cebula made a motion to approve the request that the interior renovation projects be moved forward two years. Bill Crowell seconded the motion and it passed unanimously.
8. Trustee Reports and Requests for Next Meeting's Agenda- A poll of the trustees indicated that there were no additional reports or requests.
9. Upcoming Meetings/Events

A. Library Board of Trustees – November 4, 2020, December 2, 2020

B. Trustees Annual Meeting with Board of Selectmen - TBD

10. Adjournment - There being no further business Jeannie Wheeler made a motion to adjourn, Joan McCarty seconded and the motion passed unanimously. The Chair adjourned the meeting at 8:10 p.m.

Respectfully Submitted,

Emily Milan

Assistant Director

Library Director's Report for
Nov. 4, 2020 Board of Trustees Meeting

10.27.20

Update on "Grab and Go Inside Hours":

- We've been offering Grab and Go Inside Hours on Tuesdays from 10 – 2 and Thursdays from 3 to 7 for four weeks and it's going very well.
- On Oct. 24 we expanded Grab and Go Inside Hours to Saturdays.
- The Library is now open for patrons to come inside for short visits, browse the collections and select materials to check out on Tuesdays 10 am to 2 pm, Thursdays 3 pm to 7 pm and Saturdays 10 am to 2 pm.
- Access continues to be limited to the first floor. The children's play area and the 2nd floor are closed but browsing collections of picture books, audiobooks, and non-fiction DVDs have been set up in the main area of the first floor.
- Approximately 100-120 patrons visit the Library during the 4 hours we've been open each Grab & Go Inside Hours day, with a high of 149 on a recent Thursday evening.
- At no time have we come close to the 30 patron limit at one time. Without seating and other things to do, turnover occurs naturally.
- Many patrons come in to pick up holds or a particular book or movie and stay 5-10 minutes. The majority stay 10-20 minutes; only a few stay the full 30 minutes.
- The usual "high" number of patrons at one time is in the 14-16 patron range, but that number quickly goes back down to 8-12 patrons in the building at one time.

New Info Desk on 1st Floor

- Staff members have been retrieving items from the closed areas of the building, but to make this process more transparent to patrons we have created a new Info Desk on the first floor.
- Located across the Circulation Lobby from the main Circulation Desk, where the online catalog computers used to be, the staff member at this station can help patrons find materials, place requests, retrieve items from closed areas and respond to reference and readers' advisory questions.
- Browsing collections of materials from the second floor have been created but we are also exploring other methods of improving access to non-fiction items while the 2nd floor remains closed.
- One option being considered is allowing short browsing periods by appointment on the second floor.

Public Computer

- One computer is available on the first floor by appointment.
- Computer users have required more monitoring to ensure compliance with the 30 minute time limit, which creates problems then the next user is waiting for their session to start. (Note: this is a frequent problem with public computers during non-COVID times as well whenever the public computers aren't managed by an automated system. Our normal Useful management system cannot easily be relocated to the first floor.)
- We have moved the responsibility for checking out the keyboard and mice to the patron and warning users their session is about to expire from Circ Desk staff to the staff member at Info Desk, and are exploring other options to assist with time management.

Cooperation with Mask Requirement

- Masks or face coverings that cover the nose and mouth are required, and community members have been very cooperative with this requirement.
- Verbal reminders and non-verbal cues to pull a mask up over the nose and mouth are sometimes required, but everyone has been cooperative.

Update on Curbside Pickup

- The Library continues to offer No-Contact Curbside Pickup on Mondays, Wednesdays and Fridays for those who want to limit their exposure to others.
- Patrons may place requests online or call the Library to place requests.
- Patrons who have opted in for email notices receive an email to let them know items are ready. They can come in to pick the items up during our Grab & Go Inside Hours or call to schedule a pickup appointment day.
- Patrons who don't receive email notices are called when an item is ready for them. They can check it out during open hours or schedule a curbside appointment.
- We are no longer scheduling blocks of time for pickup. Bagged items are placed on the pickup tables outside and are there for the full day.
- CLAMS will resume text message notifications soon so patrons who are interested may sign up using the link on the CLAMS website.

Date Set for Full Implementation of Hybrid Schedule

- "Grab and Go Inside Hours" has gone well so we have now picked a date to expand our hours for inside access.
- Beginning the week of Nov. 16th the Library will be open for inside access to the first floor during our pre-COVID normal hours of operation, which is Tuesdays and Thursdays 10 am to 7 pm and Saturdays 10 am to 4 pm.

- A staff meeting (with two options for attendance) will be held prior to implementing the new schedule - an afternoon meeting on Nov. 6th and a late afternoon/evening meeting on Nov. 9th.
- Curbside pickup will continue for full days (morning, afternoon and evenings) on Mondays, Wednesdays and Fridays.
- Barring any roll-back of restrictions locally or state-wide we expect to be able to continue this hybrid schedule through the fall and winter months.

Update on the Rogers Groups Project:

- Work on the Rogers Groups has been delayed by the pandemic. The conservator's studio is still not able to fully open.
- I have been in touch with the conservator and will formalize a written extension of the time period for completion of the work.

FY22 Budget and FY22-28 Capital Plan Submissions

No information has been received on the FY22 budget or the process or timeline for Capital Plan submissions.

Respectfully submitted,

Virginia A. Hewitt
Library Director

Youth Services Report
October 28, 2020

School "Visits"

In normal years I visit the Harwich Elementary School once a week to spend a day reading aloud to most of the classrooms and doing book talks. This year, obviously, that is not happening. However, I have been able to make arrangements to virtually visit some of the distance learning classrooms. I have weekly meetings with two second grade distance learning classes and a biweekly meeting with a first grade class. When I meet with the second graders I read a book that might be in the running for the Caldecott award. We discuss the book and the choices the author/illustrator made. In January we will vote for which book we think should win the Caldecott.

In addition, I was able to "visit" two fifth grade ELA distance learning classrooms to explain how to check out both physical and digital materials from the library. The fifth grade teacher and I are currently discussing ways we can collaborate on a weekly or monthly basis to read aloud or make book recommendations for her students.

Respectfully submitted,

Ann Carpenter
Youth Services Librarian

Staff Librarian
November 4, 2020
Report to the Trustees of Brooks Free Library

Current Activities

After receiving approval from the Library Director I recently purchased six computers through Dell for the library. Replacement of technology is a recurring expense and funds for this are available in the FY21 budget (Line 5580 Other Supplies/Library Supplies & Technology). We also have funds for technology in an article to supplement the budgeted funds. We are purchasing these six computers through the cooperative purchasing agreement of the Mass. Higher Education Consortium (MHEC).

Four computers will be replacements for current staff workstations in Circulation, one will be a spare in the event of an unexpected emergency, and one is potentially slated to go to Youth Services. This purchase was prompted by a noticeable lag in Circulation computers during our daily workflow. Our current computers are unable to keep up with the demands of staff, occasionally experiencing issues powering down or coming back online after updating. While none of them have fully stopped functioning mid-task, I would like to preemptively replace them so staff are able to continue to offer the most efficient service and experience less frustration when attempting to complete other projects. It is my hope that the computers currently in Circulation can be repurposed for other means (ex: self-checkout, etc.) in the future.

Additionally, in the process of clearing out staff work areas, I identified nine broken and unfixable technology items to be recycled. These items are a mix of burnt out printers and computers. In many cases, in addition to being broken, a number of the items are also no longer compatible with any existing library technology.

Aside from examining library technology needs, I have also been focusing on maintaining the library's website. This is an ongoing project, as multiple pages require extensive updating and revision as we expand hours and adjust services.

Future Activities

I will continue to support library staff in daily tasks related to Inside service and Curbside service. Once the new computers come in for Circulation I will work on setting them up and swapping out Circulation workstations. If necessary, at that time, I will also replace the main Youth Services computer which has been experiencing power issues.

Respectfully submitted,

Emily Carta
Staff Librarian

VITAL
November 4, 2020
Report to the Trustees of Brooks Free Library

VITAL services have continued to be provided to patrons throughout the COVID-19 pandemic. These services are not currently provided in-person, but instead are being offered via telephone, Facetime, email, mail, and virtually using Google Meet. Since March of this year, 9 patrons have received assistive technology instruction and I have answered 51 reference questions. I have spoken to two Sight Loss Services support groups via conference call, and have four more such calls scheduled for this month. VITAL volunteers and I have downloaded 190 books from the Braille and Audio Reading Download (BARD) website. These books have been distributed to VITAL patrons through the Library's curbside service and its Books on Wheels home delivery program.

In April, I began making telephone support calls to VITAL patrons who are listed in the Apricot database that we use to record VITAL activity. The purpose of these calls was to check on the well-being of the patrons during the current pandemic, and to provide information about available resources, particularly those specific to COVID-19. To date I have made over 53 telephone support calls, and I will continue to call those patrons who have requested follow-up support calls.

In addition to my duties as Assistive Technology Coordinator, I also facilitate the Library's Knit Lit group. The group currently meets virtually every Wednesday for two hours using Google Meet. I follow up every meeting with an email to the entire group summarizing the meeting for the benefit of those who were unable to attend. As in past years, members of the Knit Lit group are knitting holiday gifts for the Library's Books on Wheels homebound patrons. These gifts will be included in the December 10 Books on Wheels delivery.

Respectfully submitted,
Carla Burke
Assistive Technology Coordinator

FY21 Budget Balances

10/28/2020

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,845.00	\$450.00	\$3,395.00	12%
Library Materials	\$157,660.06	\$36,377.87	\$121,282.19	23%
Electric	\$25,741.00	\$7,977.85	\$17,763.15	31%
Employee Fringe Benefits	\$300.00	\$0.00	\$300.00	0%
Gas	\$10,601.00	\$131.91	\$10,469.09	1%
Library Supplies	\$13,000.00	\$2,510.52	\$10,489.48	19%
Maintenance & Repair	\$5,700.00	\$450.47	\$5,249.53	8%
Office Supplies	\$5,750.00	\$1,328.83	\$4,421.17	23%
Professional & Tech	\$50,725.00	\$22,672.49	\$28,052.51	45%
Water	\$1,315.00	\$467.86	\$847.14	36%
Total Library Expenses	\$274,817.06	\$72,367.80	\$202,449.26	26%
Wages & Salaries	\$730,884.71	\$221,820.43	\$509,064.28	30%
TOTAL	\$1,005,701.77	\$294,188.23	\$711,513.54	29%

TOWN OF HARWICH
FOR PERIOD OF 9/01/2020 TO 9/30/2020

<i>Principal</i>	<i>Name</i>	<i>Beginning Balance 8/31/2020</i>	<i>Additions</i>	<i>Withdrawals</i>	<i>Fees</i>	<i>Interest Received</i>	<i>Market Value Change from 8/31/2020</i>	<i>Market Value 9/30/2020</i>	<i>Accrued Interest</i>	<i>Total Market Value 9/30/2020</i>
<i>Library Trust Funds</i>										
	Col James Egan Fund	2,636.24			-0.83	10.16	-27.13	2,618.44	5.42	2,623.86
	Catherine W Douglas Trust Fund	2,470.76			-0.78	9.52	-25.43	2,454.07	5.08	2,459.15
	John & Isabell Whiting Fund	4,350.44			-1.37	16.76	-44.78	4,321.05	8.94	4,329.99
	Garland Trust Fund	934.10			-0.29	3.60	-9.61	927.80	1.92	929.72
8,060.00	Caroline B Kaveny Memorial Fund	15,178.74			-4.77	58.48	-156.23	15,076.22	31.20	15,107.42
5,000.00	John R Lyman Memorial Fund	5,649.07			-1.77	21.76	-58.14	5,610.92	11.61	5,622.53
1,000.00	Bruce T Hopson Memorial Fund	2,227.32			-0.70	8.58	-22.93	2,212.27	4.58	2,216.85
2,500.00	John H & Mildred B Paine Memorial	10,089.66			-3.17	38.87	-103.85	10,021.51	20.74	10,042.25
5,000.00	George W Nickerson Fund	9,187.51			-2.89	35.39	-94.56	9,125.45	18.88	9,144.33
1,200.00	Howard Mitchell Trust Fund	28,329.92			-8.90	109.14	-291.58	28,138.58	58.23	28,196.81
	Charles & Sara Reid	7894	0.00		0.00	0.00	0.00	0.00	0.00	0.00
	Margaret Harder	1853	27,025.24		-8.49	104.12	-278.16	26,842.71	55.55	26,898.26
	Linda Fall Memorial Fund	7770	2,343.81		-0.74	9.03	-24.12	2,327.98	4.82	2,332.80
560,000.00	Howard W Lang Memorial Trust	695,256.44	-989.91		-218.50	2,678.52	-7,155.88	689,570.67	1,426.92	690,997.59
	Total - Library Funds	805,679.25	-989.91	0.00	-253.20	3,103.93	-8,292.40	799,247.67	1,653.87	800,901.54

FY21 Summary of State Aid, Article, and Gift Funds

Account 1240 Brooks Free Library State Aid		Current Balance	Status
10/28/2020		\$71,105.78	Town of Harwich meets certification standards for FY21 and is eligible for FY21 distribution of State Aid to Libraries funds. Should receive approval from MBLC at Dec. or Jan meeting.

10/28/2020

Annual Town Meeting Articles	AT M	Article #	Org/Object	Original Amount	SOY FY21 Balance	Current Balance	Status/Responsible
Carpet	2014	23	01610A2/614023	\$112,000.00	\$4,000.00	\$4,000.00	Fac Mgr. Will order inventory of replacement tiles
Library Maintenance/Flooring	2013	31	01610A2/613031	\$25,000.00	\$25,000.00	\$25,000.00	Fac Mgr to replace restroom floors
DPW article Facility Maintenance - sidewalk repair and tree replacement	2019	12	01610A2/619012	\$90,000.00	\$90,000.00	\$90,000.00	Town Engineer. Site visit 10.22.20
Technology Hardware & Software for Brooks Free Library	2019	28	01610A2/619028	\$21,322.55	\$20,160.52	\$20,160.52	Library Director. Used to supplement Town budget for technology
Total remaining in Library articles:						\$139,160.52	
CPC Rogers Statues	2015	31	80271292/15031	\$23,000.00	\$19,850.00	\$19,850.00	Library Director. Conservation work in process.
Total remaining in CPC articles:						\$19,850.00	
Total remaining in articles to benefit the Library:						\$178,860.52	

Library Gift Accounts	Org	SOY FY21 Balance	Current Balance	Status
Fial Gift Account	15046102	\$53,639.74	\$53,639.74	For building interior renovation/design
Library Gift Account	15056102	\$6,380.95	\$6,943.14	Vital portion = \$1,365.51, Library portion = \$5,577.63