

Brooks Free Library Board of Trustees

Wednesday, August 10, 2016 at 7 pm
Thornton Room, Brooks Free Library
739 Main St., Harwich MA 02645

Agenda

1. Call to Order/Attendance
2. Approval of Minutes of June 8, 2016
3. Public Comment
4. Reports:
 - A. Chairman
 - B. Library Director
 - C. Building & Grounds Committee
 - a) Update on Status of CPC funded Preservation Project of Exterior
 - b) Update on Furniture for Doane Room
 - D. Liaison from Board of Selectman
 - E. Friends of Brooks Free Library
5. Correspondence:
6. Old Business:
 - A. Discussion and vote on actions to implement completed agreement between Town and Harwich Employees Association re: potential changes to Assistant Director position
7. New Business:
 - A. Vote to Accept Donations
 - B. Upcoming submissions for FY18-23 Capital Plan – changes and new projects
 - C. Library Director's performance appraisal

Upcoming Meetings

- A. Community Preservation Committee -public information hearing on application process and potential funding requests – Aug. 11, 2016, 6:30 pm, Town Hall
- B. Next Trustees meeting – Sept. 14, 2016, 7 pm, Brooks Free Library

9. Adjournment

Authorized posting officer

Virginia Hewitt
Brooks Free Library

Posted by

Town Clerk's Office

Agenda submitted electronically to Town of Harwich for posting

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.

Library Director's Report August 3, 2016

Closing / Reduced Services July 26- Aug.8

Our emergency light inverter began experiencing problems on July 23 and failed completely on the 25th. Without working emergency lights we could not allow the public in the building. Facilities Manager Sean Libby worked with the manufacturer to diagnose the problem and identify the needed parts for the repair. He attempted a reboot of the system following their instructions early on June 26th, but the system did not return to normal status so the decision was made that we would need to be closed to the public, starting immediately. The part that needed to be replaced then had to be manufactured, which took several days before they shipped, and a technician was scheduled for a site visit to make the repairs on Monday, August 8th. The Library will be completely closed on the 8th – no Library in the Lobby – since power will be cut to the building during the repairs. This will also give the staff time to move everything out of the lobby, re-shelve all the materials that have been piling up, so we'll be prepared to open again for full services at 10 am on Tuesday, August 9th.

Sean and Town Administrator Christopher Clark were both involved in discussions regarding payment with the manufacturer, which normally requires an organization to pay in advance by credit card, an option which is not available to the Town. Their efforts to ensure this situation was resolved as soon as possible are much appreciated. For my part, it was wonderful to know they were handling the repairs and financial arrangements and I did not have to be involved in them. I was able to focus my time and attention on the impact on library operations.

We opened the "Library in the Lobby" on Tuesday, June 26, as we did last October, to allow patrons to pick up items they had on hold and to select from a small browsing collection in the lobby. We set up a Circulation workstation with laptops, electricity and internet in the Lobby and, since it was summer and we needed to accommodate the volume of children and families participating in the summer reading program, we set up an identical "lobby" area and Circulation station in the Children's Room using the normal closed and alarmed door on Main St. into that room. We cleared off shelves that could be moved from all over the library and moved those units to the lobby, moved the items on the hold shelves and stocked the lobby with a variety of materials. It was a lot to accomplish in a short time but staff worked quickly and we did not have to delay our opening on the 26th. Over the next few days we had to move locations and adapt operations to make it more efficient as we gained experience, but then were able to get a rhythm so that it was not as disruptive to operate this way. Our experience, both last October and in this two-week closing, is that it takes much more staff hours to be open for limited services because we are not operating in the normal efficient manner. All the needed tools are not at your disposal at the service points. We did our best to minimize the inefficiencies but you just can't duplicate the space and lay-out of the Circulation Desk in a small lobby and accessing the materials in the collection requires more running back and forth. The volume of phone calls was also much higher and required a person – and sometimes two- dedicated just to answering calls. While the volume of items checked out was reduced, self-check was not available and that usually accounts for 45 – 50% of our check-outs, so staff actually processed an increased number of check-outs, with the same incoming volume of returns and items coming in and out in inter-library loan delivery.

While some patrons expressed their dissatisfaction with being unable to use the computers or browse the entire collection, for the most parts patrons were extremely appreciative of our efforts to continue to provide what services we could. It would have been easy to close and take care of inventorying and other functions that we don't have time to do when we're open, and they understood that and expressed their appreciation. Some Harwich patrons no doubt visited other

area libraries, but many were glad to be able to pick up materials here rather than drive to another town in summer traffic.

The Community Center Director, Carolyn Carey, was extremely accommodating and we were able to move almost all of our programs to the Community Center the first week of the closure. We found our staff stretched too thin trying to cover both locations, however, so we cancelled our three children and youth craft programs and a book discussion group but still held Creative Movement, Story-time and Mother Goose on the Loose at the Community Center the second week, in addition to the large special programs (a Magic Show and Reading to Dogs). The custodians and Community Center staff were very helpful. One program, Pre-school Yoga, on Wednesday mornings could not be accommodated so it was held at Brooks Park. The instructor and participants all enjoyed the park so much that we plan to continue to hold the program in the park, weather permitting, for the rest of the summer. In inclement weather, Pre-school Yoga will move back inside to our Children's Room.

Personnel:

Assistant Director

We recently received notification that the Town and Harwich Employees Association completed the negotiations begun in January and have finalized the agreement regarding proposed changes to the Assistant Director position. This agreement implements the changes you approved for the Grade 9 position description and establishes a Grade 8 career ladder/developmental position.

At this point Emily Milan has been serving a temporary promotion to Grade 9 Assistant Director since last October - ten months. Since she has such lengthy experience in the job and is doing an outstanding job, I am recommending that her temporary promotion be made permanent. The Trustee By-Laws delegate the authority for personnel decisions to the Library Director but since the trustees have discussed and approved the proposed changes I am bringing this to you for your approval. Emily has been accepted to a Masters in Library Science program at the University of Rhode Island and begins her coursework next month. She has selected the Leadership and Management track, which will be extremely helpful for her and will also be beneficial for us since it directly relates to the duties and responsibilities of the Assistant Director position. As previously discussed, the provisions of the permanent promotion will include the requirement that Emily complete the MLS program within a satisfactory period of time. I am recommending a four year time period. This may be an ambitious schedule, given her work responsibilities and personal demands on her time, but additional time may always be granted if unforeseen circumstances arise that preclude taking a course or more than one course a semester.

Staff Librarian

This month we hired Emily Carta as our new Staff Librarian and she started work July 11th. Emily received her Master's in Library Science from Simmons College in 2015 and she has four years' experience at the Snell Library at Northeastern University as an under-graduate and while pursuing her MLS. Emily will be working under Emily Milan, assisting with managing the circulation function, staff scheduling, maintaining our computers, providing technology assistance and programming and conducting other outreach activities. In the few short weeks that Emily has been here she has already demonstrated that the glowing recommendations we received from her supervisors at Northeastern were justified. She is friendly, organized, and eager to learn and willing to assist in whatever areas she is assigned. Her calm and professional demeanor has been reassuring to patrons and staff during the recent two week closure when we were changing and adapting operations of the "Library in the Lobby" several times a day. During the first week of reduced services, Emily Carta was assigned responsibility of preparing and backing up staff computers, installing the Windows 10 upgrade and ensuring all software and peripherals worked well

afterwards – a major project with the looming July 29th deadline. Emily C. successfully completed the project, independently resolving any difficulties that occurred. It was a great relief to be able to rely on her to get that task completed so that Emily M. could focus on other operational issues. Starting a new staff member in mid-summer is not ideal as it is more difficult to find sufficient time for training, but Emily C. has jumped right in and having now been through the emergency light closure/reduced services, she is now “battle tested.”

Other Personnel News:

We have been operating with a full-time vacancy since last September up until Emily Carta was hired. It has been difficult to cover all the open hours, with the expanded 6 days of operation, so it is wonderful to have our full-time positions filled now. Unfortunately, we now have several permanent part-time positions to fill.

Senior Library Technician Janice Nikula-Dalton , who was hired in December, resigned as of July 22. Janice came to us with prior CLAMS experience and had been working primarily in Reference, so her presence is a real loss in the middle of the busy summer. We are covering those vacant shifts by reassigning other staff members and using substitutes.

This month we hired two new substitute Circulation Assistants – Rose Bennett and Chelsea Garland. Both have been great additions to the staff, working at the Circulation Desk and in Youth Services. Even with these additions, our substitute pool has not been sufficient to cover our staffing needs this summer, but in a few weeks the volume of activity should begin to lessen and this should improve. We will also begin looking at our fall staff schedule soon and begin work to fill the vacant permanent part-time positions.

Operations

Summer Activity

Since our restored Monday hours didn't begin until September last year, this is our first summer open on Mondays in 11 years. This summer had been going gang-busters, with the highest volume of check-outs, visitors and attendance at programs – up until the last week of July when we had to close the building and offer reduced services. Youth Services Ann Carpenter was often seeing 45-50 children plus 20 or more adults for story-times and other children's programs. Attendance was reduced with the move to the Community Center, but still good. We expect to see some drop in check-outs and program attendance compared to earlier in the summer for several weeks after resuming normal operations as many patrons have gone to other libraries and will continue to do so, at least in the short term.

Public Computers for Adults

For well over a decade we have used an inexpensive (\$125/year) open source software combined with a number of Windows settings we configured ourselves to control the use of the public computers. This was an excellent alternative to the \$20,000 - \$30,000 management packages available from vendors, but as time has gone we have outgrown our system. Patrons would frequently encounter difficulties opening or printing email attachments, for example, and it was difficult to determine if this was related to the system we were using. In addition, we could only try to control printing but it was not a real print management system and we were definitely not recouping all the costs. This spring KenMark, who has supplied and maintained our two public copiers at no cost to us, offered us a print vending system, OCS. KenMark paid for the installation and software configuration and on-going costs and we supplied a computer to use a print server. That system was set up and worked well. The cost of paper and toner for the public printer is no longer coming out of our budget. Printing from those computers now goes to Kenmark's new

printer/copier. They pay for the supplies and collect the fees. This new system also enabled us to provide wireless printing for users with their own laptops and devices. This new system cost us nothing except staff time to re-purpose an older computer to serve as the print server.

In June we implemented a new management system called Useful for the public computers in the Reference area. The system uses thin clients so it will centralize the management function and require less staff time to maintain. Several libraries in this region use both OCS printing and Useful and reported that the installation was quick and easy and handled by the two vendors who regularly work with each other. Unfortunately, our implementation was not so painless. Some networking issues developed, likely caused by one of the vendors, and Reference Librarian Jennifer Pickett, Assistant Director Emily Milan and I spent the better of two weeks working with the vendors to resolve the conflicts and get the public computers and print management systems working smoothly. While it was labor-intensive and frustrating, the system is now working well and patrons are pleased with the improved experience. While working on this installation we also removed an old hub, approximately 14 years old, that a prior technology firm had placed in the dropped ceiling when we paid them to run the internet cable from one side of the building to the other. Not only was this unsafe because of the age and location in the drop ceiling, it also was extremely outdated. We replaced the old hub with a modern switch that can handle the volume of traffic, placed on the Reference Desk counter, so it is no longer hidden in the drop ceiling. We were unable to obtain assistance in running new cable because of the time of year so we temporarily ran it across the ceiling ourselves, using hooks to hold the cable to the soffit. This is somewhat unsightly but it will allow us to get through the summer. This update resulted in a dramatic improvement in the speed of all the public computers and VITAL computers.

Finally, we replaced the mismatched folding tables used for the public computer workstations with the same tables we'd purchased for the meeting room. This order only recently came in, so we took advantage of being closed for the emergency lights to swap the tables. We also re-configured the lay-out of the public computers and waiting area. There is now one waiting area for patrons waiting to use the public computers instead of two separate seating areas.

Flipster

As of July 1st we are now offering our patrons a new electronic resource called Flipster. With this product we have purchased electronic access to magazines. Unlike a traditional periodical database, which allows you to search and read articles for newspapers and magazines, with Flipster you can read a full color, digital version of the magazine that looks exactly like the print edition. We are currently providing access to 59 popular magazines, covering a variety of subjects and interests.

Building Info:

Preservation Work on the Exterior

Shortly after your last meeting in June the Selectmen voted to approve the Town Engineer's recommendation to contract directly with the architects who did the assessment, which the Trustees had told them they supported. The Selectmen placed a limit of \$25,000 on the architectural services and indicated if it was above this amount it would need to follow the formal procurement process. \$25,000 is well below the estimate of \$64,000 provided in the assessment. The Facilities Manager is working with the architect to obtain more detail regarding what is included in the architectural services and a quote. The quote is expected to be lower than the estimate in the assessment since all the work is not being done, but it is likely to be well above the \$25,000 limit, so this matter will have to go back before the Selectmen to decide if they will require other bids before awarding the contract. It is currently on the Selectmen's agenda for Monday, August 8th.

In July I sent a letter to the Historic District Historical Commission informing them that the Library was no longer responsible for managing the project and updated them on the status of the project. A copy of my letter is included in your packet.

Furniture update:

The new tables, chairs and benches for the Doane Room (Children's) arrived in June and look great. Three tables were not in the shipment and had to be manufactured again. We don't have an expected delivery date yet but the Youth Services Librarian has moved any programs that she would have used those tables for to the meeting room, and it has been nice to have the cleared floor space for the summer.

The surplus furniture was has all been given away, with the Community Center, Golf Dept., Cotuit Library, HECH Children's Center, and Hyannis Elementary all taking some of the pieces.

Administrative:

Mass. Library Association conference committee

This month I joined the committee planning for the 2017 Mass. Library Association Annual Conference, which will be held in Hyannis again in May. The monthly meetings will provide a great opportunity to network with librarians from across the state and to learn about best practices and new initiatives.

ARIS report

I am currently working to compile data on FY16 services and programs for the Annual Report and Information Survey, which is due to the Mass. Board of Library Commissioners on August 19th. This report is one of two required for communities to be certified by the MBLC and eligible to receive State Aid to Libraries. The Financial Report is due in October. I plan to have the ARIS completed by your meeting on August 10th so I will be able to share that data with you.

FY17 Expenditures:

The spreadsheet of year-to-date expenditures is included in your packet.

Respectfully submitted,

Virginia A. Hewitt
Library Director

FY17 Budget Balances
8.4.2016

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$0.00	\$160.00	0%
Dues, Subs & Travel	\$3,110.00	\$402.00	\$2,708.00	13%
Educational Supplies	\$145,000.00	\$10,336.27	\$134,663.73	7%
Electric	\$34,435.00	\$2,739.62	\$31,695.38	8%
Employee Fringe Benefits	\$655.00	\$0.00	\$655.00	0%
Gas	\$16,200.00	\$42.51	\$16,157.49	0%
Library Supplies	\$12,350.00	\$728.81	\$11,621.19	6%
Maintenance & Repair	\$5,500.00	\$0.00	\$5,500.00	0%
Office Supplies	\$5,550.00	\$138.93	\$5,411.07	3%
Professional & Tech	\$45,424.00	\$40,018.83	\$5,405.17	88%
Water	\$766.00	\$0.00	\$766.00	0%
Total Library Expenses	\$269,150.00	\$54,406.97	\$214,743.03	20%
Wages & Salaries	\$626,192.51	\$33,809.90	\$592,382.61	5%
TOTAL	\$895,342.51	\$88,216.87	\$807,125.64	10%

Youth Services Report

08/03/16

Summer Reading

The Summer Reading Program began as soon as school ended. Every time a student reads for 2.5 hours, they get a prize and a free book. As of this writing there are 357 children and 88 middle/high school students signed up for the program, more than a hundred more than last year. We will have to wait to the end of the summer to see what our actual participation rate (the number of kids who fulfill the requirements, versus the number of kids who sign up and then don't complete the program) will be. The Harwich Elementary School is partnering with us to promote summer reading this year, and we attribute much of the increase to that partnership.

Summer STEM

The Summer STEM program awards students a science related prize for every five STEM related activities they engage in. The goal is to encourage children to think of themselves as engaged with science and to realize that STEM is a part of their everyday lives, not something obscure that only "official scientists" do in a lab somewhere. In addition to the list of suggested STEM activities on the Summer STEM signup sheets, we will also have a STEM Challenge Table with a new challenge each week. Anticipated challenges include: building with gears, Squishy Circuits, Snap Circuits, Strawbees, and pattern blocks.

FY 2016 Program Attendance

We had 7,883 children and adults attend 319 children's programs and 512 middle and high school students attend 92 teen programs for a total of 8,345 people attending youth programs this year. This is the second highest attendance rate in the past five years and significantly higher than last year's participation of 7,454, despite having been closed for two weeks in October because of the electrical issues. The fruitful partnership with the Harwich Elementary School, where many teachers welcomed me into their classrooms to give weekly or monthly book talks, accounts for a bulk of the difference. Increased middle school participation was also significant, rising from 348 students last year to 512 this year with the addition of the popular weekly Middle School Makers program to the lineup of afterschool programs.

New Furniture

The new children's furniture has arrived! It looks great, and really brightens up the entire room. We are still waiting on the large craft tables, but the chairs, bench seats, and adult table have arrived. We have gotten a lot of positive feedback from the public about the changes.

July Programs

With the Summer Reading Program in full swing, we had a number of great programs. Even with the difficulties the last week of July, attendance is still up from last year, with over 1,500 people attending youth programs in July, compared with last year's 1,250. This is the highest July attendance of programs we have had in the last ten years.

Lighting Challenges

The lighting challenges we experienced put a slight damper on our children's programming. However, we were able to reschedule most of the program at the Community Center. Community response was very positive, with many people reaching out to tell me they were glad that we had rescheduled instead of just canceling, and almost everyone seemed to realize that it was a significant effort on our part. Program attendance remained relatively stable during the relocation, with only a slight dip in numbers.

Respectfully submitted,
Ann Carpenter
Youth Services Librarian

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Ginny Hewitt

From: Ginny Hewitt, Library Director

To: Greg Winston, Chairman, Historic District Historical Commission

CC: Jeannie Wheeler, Co-Chair, Building and Grounds Committee, Library Board of Trustees
JoAnne Brown, Co-Chair, Building and Grounds Committee, Library Board of Trustees
Mary Warde, Chair, Brooks Free Library Board of Trustees
Joan McCarty, Vice Chair, Brooks Free Library Board of Trustees
Jeanne Steiner, HDHC liaison to Brooks Free Library
Sean Libby, Facilities Manager
Robert Cafarelli, Town Engineer
Christopher Clark, Town Administrator
Michael MacAskill, BOS Chairman and Liaison to HDHC
Julie Kavanaugh, BOS Liaison to Brooks Free Library Board of Trustees
Robert MacCready, Chair, Community Preservation Committee

Subj: Update on Library Exterior Preservation Project

Ref: HDHC letter of Feb. 9, 2016 documenting your support for the request for Community Preservation funding to preserve the historic portions of the Library exterior

Date: July 12, 2016

The Library Trustees' Building and Grounds Committee has asked me to notify you of a change in the management of the Library exterior preservation project and provide a status update for your July monthly meeting next week.

The impact of the full centralization of building maintenance was discussed by the Board of Selectmen, Town Administrator and Library Trustees at the Selectmen's May 31, 2016 meeting. It was agreed that the Library Trustees and Library Director are no longer responsible building maintenance, including managing the exterior preservation project recently approved at Town Meeting. This means that any requests for a Certificate of Appropriateness or Non-Applicability for changes visible from a public way will be requested from the HDHC by other Town officials (i.e., Town Engineer or Facilities Manager), not the Library Trustees or Library Director. This letter is to inform you of this change as your Feb. 9, 2016 letter states a Library representative will return to the HDHC seeking any future approvals needed for this project.

To update you on the status of the project, no contract has been signed yet for the architectural services. We began the procurement process in early March, providing draft procurement

specifications detailing the architectural services needed in the hopes that the architect could be selected and a contract issued in late spring using currently available CPC funds rather than waiting until July 1st to begin work on this. After reviewing procurement regulations, the Town Engineer determined a formal procurement process was not necessary. In May he recommended to the Selectmen that the Town contract with the architects who performed the feasibility. The Trustees advised the Selectmen they were in favor of this approach, and after some discussion they left the May 31st meeting with the understanding that this was what would happen. On June 13th, however, the Selectmen approved contracting with that firm but only if the cost of the architectural services was under \$25,000. If the cost was higher than \$25,000 the Selectmen voted that a formal procurement process should be followed, with bids solicited from other firms.

This was a surprise to the Trustees since the Selectmen had previously indicated they would accept the recommendation of the Engineer, Facilities Manager, Town Administrator and Trustees. The \$25,000 limit is significantly below the estimate for architectural services provided by the consultants in their report, which historic preservationists had already indicated were not out-of-line for high quality historic preservation work. (Note: The consultant's report estimated the cost of architectural services at \$64,000. While this amount may be reduced somewhat since some preservation work has been deferred and was not included in the project, it is still likely to be well over the \$25,000 limit set by the Selectmen.) In addition, funds for the full amount of the estimate are included in the funding approved by CPC.

As of this writing it is not clear yet if the Town will be contract with the architectural firm that did the feasibility study, which will require a new vote by the Selectmen, or if the Town will do a formal procurement process and solicit bids from other firms. Until this is determined and a contract is issued for architectural services, no progress will be made on this project.

Thank you again for your support of CPC funding this project. Further details and status updates will have to be provided to you by other Town officials as the Library is not responsible for managing this project going forward.