

Library Director's Report **May 7, 2015**

Restoration of Monday Hours:

As recommended by the Selectmen, Finance Committee and Town Administrator, Town Meeting approved the FY16 budget which includes funds for the Library to re-open on Mondays beginning in Sept. The plan is for 6 days to be funded year round starting in FY17.

Trustees' Charter Change:

Town Meeting also approved the amendment to the Home Rule Charter proposed by the Board of Trustees, which clarified the Trustees' personnel authority by striking the word "professional" from Section 6-7-2 of the Charter. This amendment was based on prior legal guidance that the wording in the Charter did in fact provide the Trustees with personnel authority for all staff engaged in the library profession, so this amendment did not make a substantive change to the Charter. It was simply eliminating wording that caused periodic confusion by those who had not read the legal opinions. The amendment was supported by the Selectmen, Finance Committee, Town Administrator and By-Law/Charter Review Commission. The Selectmen will now petition the state Legislature to enact this amendment.

Rogers Groups

Town Meeting approved \$23,000 in Community Preservation Act funds for a professional conservator to assess and refinish our Rogers Groups collection.

We announced at Town Meeting that one of the 56 statues stolen in 1976, Checkers Up At the Farm, has been recovered. It was left at the Treasure Chest last year with a newspaper article about the 20th anniversary of the theft rolled up under the arm of one of the checkers players. A volunteer recognized it as a Rogers Group and brought it to the Police Station. We should have it back soon and will display it at the Circulation Desk. An article about the recovered statue will be in the Cape Cod Chronicle in the next few weeks. This statue was dirty and it appears uncared for, so the appearance lends credence to the rumors that the statues are hidden in area attics and basements. The statute of limitations on the theft has long since passed so we are hopeful that publicity from the return of this statue will encourage the return of others. We are asking anyone with a Rogers Group to contact us if they'd like to make arrangements to return the statue(s) anonymously.

Personnel:

I am working on options for staffing and scheduling plans for adding Mondays in September. Any vacancies will be advertised internally before additional regularly-scheduled part-time positions are open to the public.

Senior Library Technician Gordon Benoit is resigning at the end of May. While Gordon has worked fewer hours in the past few years, his expertise in Reference will be greatly missed.

We've hired Jack Sheedy as a substitute Circulation Assistant. Jack has previous experience in a CLAMS library, which will be extremely helpful as we head into the summer.

Personnel issues have required a significant amount of time over the last two months since your last meeting in March.

Staffing and desk coverage is expected to be tight between now and June 30th as employees with benefits use their vacation. I will also be out for medical reasons from June 4 to 12.

Interior Plans:

We have been working with interior designer Beth Williams on revised floor plans to provide more staff and storage space. She is also preparing recommendations for real Youth Services and Reference Desks, built for the intended purpose, which will function better and provide the storage needed, and for re-locating the Circulation Desk to improve the way the Circulation area functions. We're developing a short-term plan with actions that could be taken to improve efficiency and the appearance of the interior spaces as well as longer term plans to accomplish with our interior re-configuration project, which is currently on the Capital Plan for FY18. More information will be provided when the plans are more developed.

New Website:

Staff Librarian Emily Milan, Reference Librarian Jennifer Pickett and I have been working on the Library sub-site of the new Town website, evaluating and revising the proposed lay-out and adding content. The new website is expected to go live next week.

Policies and Procedures:

Meeting Room Guidelines:

As we've discussed, the parking lot is often full and there is competition for spaces. This used to occur only in the summer but as the volume of activity has increased it's become a year round problem. It's difficult to find a parking space until late afternoon on Tuesdays and Wednesdays as well as other weekday time periods and on many Saturdays, particularly when we're holding children's programs or technology workshops. We receive many complaints from patrons about the lack of parking.

I've prepared some additional rules on meeting room use to formalize conditions we already have in place. They aren't part of the Meeting Room Policy since they describe how the policy will be implemented. You don't need to vote on them but they're included in your packet for information and discussion purposes. I'd also like to make you aware that I don't plan to start any regular Library programming on Mondays except for possible after-school youth activities when Monday hours are restored in Sept. and won't be approving meetings by non-Library groups for Mondays. It's expected to be our busiest day of the week. We need time to evaluate if the additional hours help spread out patron visits and if parking availability improves before we add Monday programs or allow non-Library meetings on Mondays.

We are looking at updating the Meeting Room Policy, but that isn't ready for your review.

Social Media Policy:

Staff Librarian Emily Milan has prepared a draft Social Media Policy, which is included in your packets for your review and possible vote.

Proposed Revision of the Policy on Staff Use of Technology:

Emily has also prepared a draft update of this policy, included in your packets, which makes some minor additions. It's included in your packets for your review and possible vote.

Youth Services Report:

The children's section of Harwich Reads has finished up. We had seed planting, made seed papers, discussed the Secret Garden with our homeschool book group, made a grass based craft, bird feeders, had a flower themed magic show, and generally tried to talk to the book and the play up as much as possible. A planned group discussion of the book open to the public, unlike our other successful programs, did not have anyone attend, possibly because it was also the first really nice spring weekend.

Youth Services Librarian Ann Carpenter will be continuing as co-chair of the Jane Addams Children's Book Award, a national committee that recognizes books with themes of social justice and gender equality.

April vacation programming was well attended. The Teen Library Corps helped with the Stuffed Animal Sleepover, to much acclaim. Children could drop off their stuffed animals, and then we took pictures to create a slideshow the children watched the next day. This was our third time running the program, and it gets better attended each time. Children and their parents provided a lot of positive feedback about the program.

Inter-Library Loan from Outside of CLAMS:

The Commonwealth Catalog is now live for patrons to use. Patrons are able to search and request items from Minuteman, a consortium of 43 libraries in the Metro West area and several academic libraries that are not in consortiums. The number of items our patrons have access to through the Commonwealth Catalog will grow over the coming months as the collections of other consortiums are added. As with any new system, kinks are still being worked out and more staff time has been going into resolving problems with processing and tracking incoming and outgoing loans but those problems should decrease over time.

Building Maintenance:

Electrical:

Electrical problems continue with dimming/brightening/flickering lights whenever there is light rain or moisture outside. NStar came again on April 17th and checked the transformer and neutral on the outside electrical pole. They reported the cause of the problem is not outside the building. Facilities Manager Sean Libby has been requesting quotes from several electrical companies to troubleshoot the problem on the interior and also to replace the underground conduit to the building to eliminate future problems caused by water trapped in it. We have also been attempting since last year to make arrangements for 6 wall sconce lights to be installed in dark interior aisles in the Fiction and Non-Fiction Rooms. Several rows of stacks in the Reference area have do not have working lights but Sean has been unable to get a company to come and make those repairs.

Exterior:

The Trustees Building and Grounds Committee, Facilities Manager, our Historic District Commission liaison and I met with the two architects working on the streetscape portion of the exterior assessment on April 17th. We have received drafts of the building portion and streetscape portion of the report and will be providing feedback to the architects shortly so their reports can be consolidated and finalized. We expect the reports to be extremely helpful in clearly documenting current conditions, the root cause of problems like the peeling paint and defining what work is needed.

Carpet Project

The Attorney General approved use of a national procurement cooperative for the purchase of carpet tiles and we contracted with Interfaces Flor for the purchase of the tiles.

The bid for the installation closed on April 2. Facilities Manager Sean Libby and I reviewed the bids and recommended award to the Town Engineer and Town Administrator. The Town Administrator approved our recommendation but as of this writing I haven't been notified by Town Hall that the contract has been signed by both parties. We cannot begin working with the contractor on planning and scheduling the work until the contract is fully executed. The Town Engineer was also notified of a potential bid protest, which he determined not to be valid, but I have not yet heard if we have received the Attorney General's permission to proceed.

Our original "drop dead" date to have this work completed was before April vacation. As it is already May 7th, it is going to be difficult to accomplish this project – or to have the work completed in an organized and less disruptive and stressful manner – before the summer. As mentioned above, staff vacations are already scheduled from mid-May through June 30th, as they are every year, and must be used before the summer. The volume of activity begins picking up in May and by mid-June, we're already into the summer season. Additional staff time will be required to prepare for the installation ahead of time once we have some direction from the installers and to move materials around when the installation is happening since much of the moving will be done in-house. We are tight on staffing funds this year and may not have budgeted funds to cover this.

Elevator:

The UPS battery for elevator, damaged in the January blizzard, was replaced this month. This battery brings the carriage to the closest ground level floor (rear lobby or first floor) and opens the door when a power outage occurs so that people aren't stuck in the elevator.

Budget

The spreadsheet for the year-to-date FY15 budget is included in your packets.

Respectfully submitted,

Virginia A. Hewitt

Trustees Report from the Assistant Library Director
May 2015

Community Read:

Harwich Reads: Growing Our Community went well overall for the first town-wide read we had in Harwich. Unfortunately, the day of the kick-off was the same as a program at the Community Center for the Harwich Conservation Trust taking away some of the individuals that would have attended otherwise. In spite of the conflict, 18 patrons attended and the talk by Donna Wood-Eaton was very informative. We will definitely have her back in the future. The total attendance for attendance at the 8 programs for youth and their families was 188. The seminar offered at the Lighthouse Charter School had 6 middle school students attend. This group of students came and decorated the bulletin board with a Secret Garden theme and also helped package up seeds for the seed lending library. The total attendance at programs for adults (for which I have a count) was 386 with 13 offerings of a variety of book discussions and other programming. There were approximately 49 checkouts on our copies of Animal, Vegetable, Mineral and 22 renewals but some individuals may have taken out copies from other libraries as well.

The Harwich Junior Theater was delighted to be a part of this venture and will participate in the future should we do another one. Ninety people attended the Gala event after the final showing of The Secret Garden. Tamara Harper believed it was a successful collaboration of all the different organizations. It also provided us the opportunity to work with them on creating a discount pass for their shows that we can offer to our patrons. With a few snags in the first batch of passes, an agreement was reached to have the passes be \$5 off for each individual in a party thus eliminating the problem we had about issuing more than 1 pass to a family. This will hopefully be a collaboration that will continue in the future.

Seed Lending Library:

As part of the Community Read, the seed lending library went "on the road" to the Meet Your Farmer event and the Lower Cape Home & Garden Expo at the CC Technical School. The two events combined exposed this "collection" we have to over 300 people. We are only the second library on the Cape to have this and those who participated by taking seeds are very enthusiastic about the concept. This year, the seed lending membership grew by 76 members who took a total of 379 seed packets. With the hard work and enthusiasm of all of these individuals who come from all over the Cape, we hope to get some seeds back in the fall to continue our collection. The whole idea of a project such as this is to keep the heirloom varieties growing and producing plants that are adapted to our area after planting and saving for a few years. Hopefully, the future of heirloom variety plants in Harwich will thrive as a result!

On May 30 at 2:00 p.m. James Clafin will provide a talk on Lighthouses and Life-Saving Along

Cape Cod. For centuries, heroic men and women have guarded the treacherous yet beloved Cape Cod coastlines. From Provincetown to Chatham, Sandwich to Cuttyhunk, and many towns in between, residents have relied on the Atlantic for employment and nourishment. In 1792, as shipping increased, mariners petitioned for a sorely needed lighthouse. It was not until 1797 that the first lighthouse on Cape Cod was built at the Highlands in North Truro. This program is cosponsored by the Harwich Historical Society and offered as part of the Maritime Days offered by the Cape Cod Chamber of Commerce.

Respectfully submitted,

Suzanne Martell

VITAL

May 13, 2015

Report to the Trustees of Brooks Free Library

VITAL Instruction

One patron is currently receiving instruction in the JAWS screen reading program. Two patrons completed their JAWS instruction earlier this year.

One patron is currently receiving instruction in the Kurzweil 1000 text to speech program.

One patron is currently receiving typing instruction. Upon the completion of this instruction, he will be given instruction in the Dolphin Guide screen magnification/reading program.

BARD Downloads

Patrons interested in reading books and magazines available from the National Library Service (NLS) Braille and Audio Reading Download (BARD) website receive VITAL instruction on how to open a BARD account and how to download items from the BARD online catalog.

Downloads are performed by volunteers for those patrons unable to download materials themselves. This is now the most frequently requested VITAL service, with approximately forty-five downloads being done for patrons each month.

Speaking Engagements

Since the beginning of this year I have spoken to four Sight Loss Services support groups. Sight Loss Services, Inc. is a nonprofit agency located in Dennis. This agency provides support services to Cape Cod and Island residents with sight loss. VITAL volunteer Maryjane Whitehead assisted at each of the talks.

Location and date of talks:

Epoch of Brewster: January 14

Church of the Nazarene in Dennis: February 25

Harwich Community Center: April 7

Thirwood Place in Yarmouth: April 17

I will be speaking to the Sight Loss Services support groups that meet at the Brewster Ladies Library and at Mayflower Place in Yarmouth sometime this fall.

Aids and Appliances for the Visually Impaired Program

I have arranged for Steve Moniz, a Rehabilitation Teacher from the Massachusetts Commission for the Blind, to demonstrate aids and appliances that can be used by people with vision loss to promote independent living skills. This special program will be held on Thursday, June 25 in the Thornton Room at the Brooks Free Library from 1:30 to 3:00. In addition, assorted assistive technology from the VITAL program will be displayed, and resource material will be distributed to attendees. In cooperation with the Harwich Council On Aging, transportation for Harwich residents on the COA van will be available upon request. An announcement of this program was submitted for inclusion in the Council On Aging newsletter, and, in the coming weeks, other efforts will be undertaken to publicize the program.

Brooks/Perkins Handbook Collaboration

The Brooks Free Library, Perkins Braille and Talking Book Library, and Perkins Solutions are collaborating on a resource handbook to be distributed to every municipal library in Massachusetts. (Perkins Braille and Talking Book Library and Perkins Solutions are subsidiaries of the Perkins School for the Blind in Watertown, Massachusetts.) Our library's contribution to the handbook consists of a document I wrote describing the VITAL program, and it includes guidelines for libraries wishing to establish a similar program. Senior Library Technician Joanne Clingan wrote a section titled "The role of Library Staff" that is included in the document. The final draft of this document was emailed to the Perkins Braille and Talking Book Library on February 28, 2015, where it (along with contributions to the handbook from the Perkins Library and Perkins Solutions) is being prepared for printing.

Eastham Public Library

Debra DeJonker-Berry, Director of the Eastham Public Library, Library Trustee Mary Shaw, and Al Alfano, an Eastham Library volunteer visited Brooks Free Library on February 27 for a demonstration of the VITAL assistive technology. The Eastham Library has received a grant to purchase assistive technology and is considering providing services similar to our VITAL services. Resource information was provided to the visitors.

I have been asked to attend a Vision Awareness program that is being sponsored by the Eastham Public Library. It will be held at the Eastham Town Hall on June 12. I plan to attend and will distribute copies of our VITAL brochure and handouts publicizing our June 25 "Aids and Appliances for the Visually Impaired" special program.

Massachusetts Commission for the Blind Internship Program

On March 24 I met with representatives from the Massachusetts Commission for the Blind (MCB) to discuss the possibility of having Erin Milde, an MCB client, assigned as an intern to our VITAL program.

I am pleased to announce that Ms. Milde, who is currently receiving VITAL instruction at Brooks Free Library, and who is also a volunteer in the VITAL program, will begin a paid internship in the VITAL program on Tuesday, June 9. The Massachusetts Commission for the Blind will compensate Ms. Milde for the 120 hours of the internship. I have attached a tentative intern work schedule.

As Ms. Milde's supervisor, I will be attending opening and closing internship program ceremonies sponsored by the Massachusetts Commission for the Blind. The opening ceremony will be held on June 5 at One Ashburton Place in Boston. The closing ceremony will be held at the State House in Boston on a date yet to be determined.

I have attached a document listing the anticipated duties that Ms. Milde will be expected to perform during her internship. I will provide the training and supervision needed for Ms. Milde to perform these duties. I anticipate that some of the hours of training and supervision that I will be providing will necessarily need to be performed outside of my regularly scheduled nine hours of weekly employment. I ask that consideration be given for compensating me for these additional hours, which I anticipate will be approximately three per week.

It is expected that, upon completion of her internship, Ms. Milde will have the knowledge and experience to be able to develop and coordinate a program similar to our VITAL program. It is hoped that the skills learned, and experience gained, will assist Ms. Milde in securing employment in another library. Alternatively, she may seek employment in a different setting, using the skills she will have acquired during her internship here at Brooks Free Library.

I am quite excited to have the opportunity to work with Erin through this internship program. She is an intelligent, thoughtful person. I would like the opportunity to introduce her to you at a future Trustees meeting. I will be introducing her to our library staff and to the Friends of the Library during the month of June.

If you have any questions about the internship, or about anything that I have included in this report, please let me know and I will be happy to provide additional information.

Respectfully submitted,
Carla Burke
Assistive Technology Coordinator



Harwich Historical Society

Brooks Academy Museum

80 Parallel Street

Harwich, MA 02645



April 30, 2015

Brooks Free Library &
Brooks Free Library Board of Trustees
739 Main Street
Harwich Center, MA 02645

Dear Virginia and Mary,

I'm writing on behalf of the Harwich Historical Society to request the loan of the painting of Colonel Henry Brooks for an upcoming exhibit at Brooks Academy Museum that opens on June 21 and continues through October of this year.

“Harwich Between the Wars: Challenge and Change” chronicles the town’s difficult transition from a maritime based economy against a backdrop of sweeping transformation in America. Fashion, technology, education, tourism, and immigration are explored through photographs, art, artifacts, clothes, and audio presentations. As one of the town’s great philanthropists, Col. Brooks is an important part of this story and his portrait would be a wonderful addition to the exhibit. The portrait is currently located in the Cahoon Room and measures approximately 2x3. Brooks Academy Museum has an industry standard alarm and climate control systems.

If you have additional questions or concerns, I welcome the opportunity to discuss the project with you. The museum telephone number is (508) 432-8089; email is harwichhistoricalsociety@verizon.net.

Thank you for your consideration of this request.

Yours truly,
Desiree E. Mobed
Director



The Harwich Historical Society

Brooks Academy Museum

80 Parallel Street, Harwich, MA 92645

(508) 432-8089

www.harwichhistoricalsociety.org

e-mail: harwichhistoricalsociety@veriozon.net

INCOMING LOAN AGREEMENT

Date: _____

Loaned by: Trustees of Brooks Free Library Tele: 508-430-7562

Address: 739 Main St _____ (No P.O.Box)

City: Harwich State: MA Zip: 02645

Length of loan: Through October 2015.

Purpose of loan: Exhibit at Brooks Academy Museum – Harwich Between the Wars: Challenge and Change.

Description of Item(s) Please include insurance value:

18 X 24 Portrait of Col. Henry C. Brooks in gold frame, estimated value \$500

Credit Line: (For exhibition label, catalog or reproduction promotion):

I - We have read and agree to all the conditions above and on the second page of this agreement.

I – We certify that I – we have full authority to enter into this agreement.

Signature and Title of Lender Date

Please check if: Owner _____ or Authorized Lender: _____

Signature and Title – for Harwich Historical Society Date:

RECEIPT FOR RETURN OF ITEMS. Must be completed.

The above item(s) were returned to the Lender/owner on _____ Date

by _____ for the Harwich Historical Society. The above

item(s) were received from the Harwich Historical Society by

Signature and Title Date

The Harwich Historical Society
Brooks Academy Museum
80 Parallel Street, Harwich, MA 02645
(508) 432-8089

INCOMING LOAN AGREEMENT – CONDITIONS

1. The Harwich Historical Society will give to the objects(s) lent the same care as it does to items of its own taking precautions to protect them from fire, theft, dirt, and extremes of temperature, humidity and light. Any damage noted at the time of receipt or during the period of the loan will be immediately reported to the Lender.
2. No repairs, alterations, including un-matting or re-matting of items, or conservation treatment of loaned items shall be undertaken without written authorization of the Lender.
3. It is the responsibility of the Lender to notify the Harwich Historical Society in writing if there is a change of ownership of the item(s) lent or if there is a change in the name or address of the Lender.
4. A loan terminates on the date specified on the face of this agreement. A loan may be renewable if both the Lender and the Harwich Historical Society agree on the terms. The item(s) lent will be returned only to the Lender of record. In case of uncertainty, a claimant will be required to establish legal authority by proof satisfactory to the Harwich Historical Society.
5. When the item(s) loaned is/are returned, the Lender will be required to sign the receipt section on page one of this loan form.
6. If the Harwich Historical Society's reasonable efforts to return the item(s) lent within a reasonable period following the termination of the loan are unsuccessful, then the item(s) will be maintained at the Lender's risk for a maximum of two years. If after two years the item(s) has/has not been claimed, then and in consideration of maintenance and safeguarding, the Lender shall be deemed to have made the item(s) lent an unrestricted gift to the Harwich Historical Society.
7. Objects/paintings will be insured "wall-to-wall" by the Society under a fine arts rider covering all risks in transit and while in its possession. The Society will insure loans at the valuation noted. This amount must reflect the object's fair market value. When written valuation of the object is not given, the Society will insure invited loans at its own estimated valuation. Coverage is subject to the following standard exclusions: wear and tear; gradual deterioration; insects; vermin or inherent vice; repairing, restoration or retouching process; hostile or warlike action; insurrection; rebellion, nuclear reaction, nuclear radiation, or radioactive contamination, and confiscation by order of any government or public authority. If the Lender chooses to maintain his or her own insurance, the Society must receive a copy of the certificate or policy. Also, the Society will not accept responsibility for any errors or deficiencies in information furnished to the lender's insurers nor for lapses in insurance coverage.

FY15 Budget Balances
4.30.15

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$160.00	\$21.75	\$138.25	14%
Dues, Subs & Travel	\$2,325.00	\$1,225.82	\$1,099.19	53%
Electric	\$31,465.00	\$23,272.53	\$8,192.47	74%
Maintenance & Repair	\$48,555.00	\$21,191.97	\$27,363.03	44%
Library Supplies	\$13,900.00	\$6,772.48	\$7,127.52	49%
Educational Supplies	\$120,000.00	\$103,498.58	\$16,501.42	86%
Gas	\$13,369.00	\$9,074.69	\$4,294.31	68%
Office Supplies	\$4,200.00	\$5,277.94	-\$1,077.94	126%
Professional & Tech	\$42,057.00	\$39,134.15	\$2,922.85	93%
Water	\$981.00	\$676.20	\$304.80	69%
Employee Fringe Benefits	\$0.00	\$250.00	-\$250.00	
Total Library Expenses	\$277,012.00	\$210,396.11	\$66,615.90	76%
Wages & Salaries*	\$490,754.99	\$401,386.80	\$89,368.19	82%
TOTAL	\$767,766.99	\$611,782.91	\$155,984.09	80%

*Wages and Salaries Appropriated Amount revised due to monies received for 2% COLA.
\$2898.94 Received 12/23/2014.
Still expecting an estimated \$1420 to be transferred into budget

Policy on Social Media - DRAFT 5/4/15

This policy defines the acceptable use of social software by library patrons, staff, and administrators of Brooks Free Library. The online environment is becoming the meeting place of the future, thus the use of social networking sites compliments the Brooks Free Library mission of providing information services to patrons in a timely fashion, as well as creating a meeting place in our community.

Brooks Free Library offers social software tools for the professional and recreational use of staff members, patrons, and the general public. These social software tools provide a limited (or designated) public forum to facilitate the sharing of ideas and information about library and town-related subjects, events, and issues. The organization's social software is intended to create a welcoming and inviting online space where users will find useful and entertaining information and can interact with library staff, patrons and each other. Posts and comments may be moderated by Brooks Free Library staff members, administrators, and trustees. We reserve the right to remove comments that are unlawful or offensive.

Definition of Social Software

Social software is defined as any web application, site, or account that facilitates the sharing of opinions and information about library-related subjects and issues. It can include, but is not limited to, such formats as blogs, websites, wiki, and/or social network pages or posts (e.g. Facebook, Pinterest, Twitter, LinkedIn, etc.)

Responsibilities and Comment Guidelines

Brooks Free Library social forums are public forums. Users are required to stay on topic and abide by the law. It is expected that all content on Brooks Free Library sponsored social software will be respectfully presented.

Staff members and volunteers may not represent themselves with an on-line presence associated with the Brooks Free Library without the permission of the Library Director. When permission is given, content must be appropriate and professional and not include personal information or opinions that conflict with the official library positions or policies or discredit the Library's public image.

Brooks Free Library welcomes relevant comments but reserves the right to remove postings that are off topic or that violate intellectual property rights of any third party. Brooks Free Library is not responsible or liable for content posted by subscribers in any forum, discussion board, or

comment section of any social networking site. Personally identifiable information about library patrons or the general public will not be solicited or published by the Brooks Free Library. Contributors are expected to post information which, in their best judgment, will be of value to community members. Postings will be respectful of Brooks Free Library staff, trustees, patrons, contractor(s), volunteers, partners, competitors, and critics.

The following list (not exhaustive) is grounds for removal of posts or comments from a Brooks Free Library web application:

- Personal attacks, insults, or threatening language
- Libelous and/or defamatory statements
- Private and personal information
- Materials that may violate copyright
- Comments unrelated to the content of the forum, and/or hyperlinks to material not directly related to the discussion or deemed inappropriate or offensive
- Commercial promotions or spam
- Organized political activity
- Obscene posts
- Duplicated posts from the same individual

Brooks Free Library
739 Main St., Harwich MA 02645
508-430-7562, www.brooksfreelibrary.org

Policy on Staff Use of Library Technology –

DRAFT Revision 5/4/15

Note: this proposed revision only adds a small amount of text, which is underlined so the additions are easily identified.

The Brooks Free Library provides computers, software, mobile devices, ereaders, and other technology resources to support its public mission. These resources are intended for library-related purposes, including direct and indirect support of the Library's service mission, administrative functions, library activities, and the exchange of ideas within the staff, Town departments and the community as well as the larger library community. This policy applies to the use of Library technology resources in the building itself and from remote locations by staff members and volunteers.

Staff members are expected to be proficient in the use of technology and to maintain appropriate skills in the use of the Integrated Library System, the Library's digital and electronic resources, the assistive listening system, the Internet, wireless access, email, word processing, spreadsheets, and other appropriate software and hardware. Use of this technology constitutes acknowledgement of the Library's right to monitor and inspect such use. Staff members and volunteers should have no expectation of privacy when using Library technology except as described below regarding the confidentiality of patron records. Staff members and volunteers who violate this policy may be denied access to Library technology and may be subject to penalties and disciplinary action, both within and outside the Library. The Library may temporarily suspend, block, or restrict access to an account, device, or workstation, independent of such procedures, when it reasonably appears necessary to protect the integrity, security, or functionality of Library technology or to protect the Library from liability. Suspected violations of law may be referred to appropriate law enforcement agencies.

Personal use of Library technology should be incidental and limited, and not interfere with Library operations. Staff members and volunteers are prohibited from using Library technology for personal or commercial gain, to promote a political or religious point of view, for the business purposes of other organizations, for illegal activities, to access or share sexually explicit, obscene, or otherwise inappropriate materials, for online gambling sites, for threatening or harassing behavior, to gain or attempt to gain unauthorized access to any computer, network, email or other online account, to intercept communications intended for others, to misrepresent the Brooks Free Library or a person's role at the library, to libel or otherwise defame any person, or for non-work related game playing during work hours. Staff members and volunteers may not represent themselves with an on-line presence associated with the Brooks Free Library without the

permission of the Library Director. When permission is given, content must be appropriate and professional and not include personal information or opinions that conflict with the official library positions or policies or discredit the Library's public image. Please refer to the Brooks Free Library Social Media Policy for guidelines on the use of social media. Staff members and volunteers may use the Library's public technology resources on their own time under the same conditions as other members of the public.

Staff and volunteers are expected to use Library technology in an appropriate manner, in compliance with established policies and procedures, and are prohibited from using their authorized access to perform functions they have not been authorized to perform. Staff members and volunteers are expected to use reasonable judgment in interpreting this policy and in making decisions about the use of technology resources. Questions regarding appropriate use of technology should be directed to the Library Director.

Copyright Protection and Software Licensing

Computer programs and other electronic works are valuable intellectual property. Legal protections exist for information published online, such as text, graphics, pictures, and video and audio recordings. Staff members and volunteers must respect intellectual property rights and obtain permission from the copyright holder before copying, storing, displaying, or distributing copyrighted material. Using protected works in a public setting is prohibited unless public performance rights have been secured. Library staff members and volunteers are prohibited from making or using illegal copies of commercial software, from installing copies of software on multiple computers in violation of licensing agreements, or providing copies of licensed software to patrons in violation of licensing agreements.

Email and Open Meeting Law

Caution must be used when communicating with members of the Board of Trustees by email on issues within their jurisdiction or on matters scheduled before them to avoid unintentionally violating the Open Meeting Law (Massachusetts General Laws, Chapter 39, Section 23A). All matters resulting in a decision of a public body must be done at a duly posted meeting of that body. Communication via email by members on issues to be voted on has been determined by various county district attorneys' offices as a violation of the Open Meeting Law. Repeated instances place the Board of Trustees at risk of being fined by District Attorney's Office.

Public Records Requirements of Electronic Records

Certain documents, whether in electronic or paper format, depending on the substance and content of the record, may be deemed a public document. The Massachusetts Office of the Secretary of State has ruled (with the concurrence of the Attorney General's Office) that certain email correspondence are public documents in accordance with the definition of a "Public Record" as identified in Massachusetts General Laws, Chapter 4, Section 7, and Chapter 66, Section 10. In almost every instance, communication involving a matter pending before a deliberative body is a public document that must be

produced upon request. Repeated instances of failing to save email or electronic records on substantive matters incur the risk of violating the Public Records Laws of Massachusetts and possible fines by District Attorney's Office.

Privacy and Confidentiality:

In a library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf. The Library recognizes the confidentiality of patron registration and circulation records in accordance with Massachusetts General Law Chapter 78, Section 7, which states "That part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record."

Staff members and volunteers will regularly have access to confidential information such as the identity of individuals using the Library, their personal information and intellectual pursuits. Under no circumstances may staff or volunteers disseminate confidential information except when necessary for conducting library business. Procedures for responding to law enforcement inquiries concerning confidential information on the identity of public computer users and their intellectual pursuits is established in the "Brooks Free Library Policy and Procedures in Response to the USA Patriot Act of 2001," approved by the Board of Trustees on July 12, 2006.

Management of Technology Resources Provided for the Public:

The Appropriate Use Policy approved by the Board of Trustees governs use of Library technology resources provided for public use. The Library Director will establish supplemental procedures for managing patrons' use of computers. Staff members are responsible for managing the use of public computers and technology resources and for enforcing compliance with established policies and library procedures.

Approved by Brooks Free Library Board of Trustees July 9, 2008

Draft changes are underlined ha/em 4/30/15

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Meeting Room Availability and Parking Guidelines

Community members seeking to use the Library often face competition for the limited number of parking spaces. These guidelines have been developed to supplement the Meeting Room Policy approved by the Library Board of Trustees and ensure consistency when evaluating whether room requests can be accommodated. Please refer to the Meeting Room Policy for information on the restrictions and conditions on use of the Meeting Room and the priority list for approving requests.

Use By Non-Library Groups

The Meeting Room Policy allows use of the Thornton Room by community groups when such use would not impact library operations. As the volume of Library activity has grown, it has become more difficult to accommodate non-Library groups during our open hours without impacting Library operations. In addition, we regularly schedule meetings of our own book groups, writers groups, activity and discussion groups and after-school youth programs in the meeting room as well as special one-time events such as author talks, musical performances, cultural events, educational lectures and craft activities. With 900 – 1000 Library programs offered per year, there is often limited time available for non-Library groups to use the Meeting Room.

The following guidelines have been developed for approving room requests from non-Library groups:

- To ensure sufficient parking for Library patrons during the busy summer period, non-Library groups will not be allowed to use the Meeting Room from mid-June through Labor Day.
- There will also be regular time periods from September through mid-June when a high volume of activity is expected, such as on the first day of the week or when Story Times are scheduled, that the Thornton Room will not be available to non-Library groups. These restricted periods will be evaluated and revised periodically as Library needs and program schedules change.
- Meetings with expected attendance of 1 – 7 attendees may be allowed under conditions specified in the Meeting Room Policy.
- Meetings with expected attendance of 8 - 12 attendees may be allowed under conditions specified in the Meeting Room Policy if the sponsor agrees that attendees who are physically able to walk from off-site parking will not park on-site. No more than 7 vehicles per non-Library meeting may be parked on-site during Library hours. Additional public parking is available across Main St at Brooks Park and behind Town Hall. The meeting sponsor is responsible for notifying attendees and monitoring compliance with this requirement. Failure of attendees to abide by this agreement will result in denial of future meeting room requests.
- Meetings with expected attendance of more than 12 will not allowed during Library hours.

Use By Library-Sponsored Groups

Coordinators of Library-sponsored groups and events are asked to inform attendees of the above guidelines and encourage them to observe these restrictions if they are physically able to park off-site. This will assist us in not having to limit the number of community members that can participate in book groups, writers groups, Knit-Lit, craft groups and other Library activities.