

# Brooks Free Library Board of Trustees

Wednesday Oct. 21, 2015 7:00 pm

Brooks Free Library

739 Main St., Harwich MA 02645

## Agenda

1. Call to Order/Attendance
2. Approval of Minutes of Sept 9 2015 regular session
3. Public Comment
4. Reports:
  - A. Chairman
  - B. Library Director
  - C. Building & Grounds Committee
    - a) Exterior assessment – Town Engineer’s assessment of columns
    - b) Capital Outlay and CPC funding requests
    - c) Furniture for Doane Room – discussion and possible vote
  - D. Liaison from Board of Selectman
  - E. Friends of Brooks Free Library
5. Correspondence:
  - A. Thank you from Women’s Guild, St. Joan of Arc for book talk by Suzanne Martell
6. Old Business:
  - A. Request for Regular Meeting Room Use by Junior Girl Scout Troop
  - B. Vote to declare furniture as surplus
7. New Business:
  - A. FY17 Budget Message
  - B. Acceptance of Donations
8. Trustees’ Report
9. Upcoming Meetings
  - A. Next Trustees meeting – Mon. Nov. 16, 2015 at 7:15 pm, Brooks Free Library
  - B. Trustees Annual Meeting with Selectmen, Mon. Nov. 16, 2015 at 6:30 pm, Town Hall
  - C. Capital Outlay Meetings – Oct. 20, 4 pm Buildings (Sean Libby) and Nov. 3, 5 pm Library – both dates at Town Hall
10. Adjournment

**Authorized posting officer**

\_\_\_\_\_  
Virginia Hewitt

Brooks Free Library

**Posted by**

\_\_\_\_\_  
Town Clerk’s Office

Agenda submitted electronically to Town of Harwich for posting

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Minutes  
**Brooks Free Library Board of Trustees**

Wednesday September 9, 2015  
Thornton Room, Brooks Free Library  
739 Main Street, Harwich, MA 02645

**Draft**

**Call to Order:** The meeting was called to order by Chair Mary Warde at 7:02 P.M. Present were Mary Warde, Joan McCarty, JoAnne Brown, Kathleen Remillard, Library Director, Virginia Hewitt and Linda Cebula, Liaison from the Board of Selectmen.

**Approval of Minutes:** Joan McCarty made a motion to accept the August 12, 2015 minutes. Kathleen Remillard seconded. The motion carried. JoAnne Brown abstained.

**Public Comment:**

- See VITAL Report
- Assistive Technology Coordinator, Carla Burke introduced VITAL Intern, Erin Milde. Erin talked about the program and expressed a desire to volunteer once her internship ends. Ms. Burke attended a ceremony sponsored by the Massachusetts Commission for the Blind at the State House on August 5<sup>th</sup> where Brooks Free Library was awarded a *Certificate of Recognition* for the Library's commitment and exemplary partnership on behalf of the 2015 Internship Program. Commissioner Paul Saner is scheduled to visit Brooks Free Library on October 1<sup>st</sup> to learn more about the VITAL Program.

**Library Director's Report:** See Report.

- The Library will begin opening on Mondays September 15<sup>th</sup>.
- Emily Milan and Ann Carpenter did a great job hosting Channel 18 in August. Anne attended the 5<sup>th</sup> grade orientation.
- The Legos after school program was very successful.
- State funding has been cut. As a result, CLAMS budget will increase.

**Building and Grounds Committee:**

- See Draft Minutes of McGinley Kalsow Public Presentation on August 27, 2015.
- JoAnne Brown is working on CPC application. Trustees will need to submit a request to be put on the Capital Outlay Plan.
- Beth Williams will get back to JoAnne Brown regarding the furniture for the Children's Room. Trustees do not need to go out to bid if selected Vendor is on the approved list. The committee will present a plan for approval of the expenditure at a future meeting.

**Liaison from Board of Selectmen:** Budget season begins soon.

**Friends of Brooks Free Library:** No Report. Mary Warde will attend next Friends Meeting.

**Adjournment:** The meeting adjourned at 9:00 P.M. due to a lack of quorum.

Respectfully Submitted,

Kathleen Remillard, Secretary  
Brooks Free Library Trustee

Library Director's Report  
Oct. 8, 2015

**Administrative:**

Personnel:

Personnel matters have continued to occupy much of my time over the past month. After much planning over the past few months a number of actions are now occurring:

- The new Staff Librarian position was advertised internally and closed last week. Assistant Director Suzanne Martell applied, was selected and offered the position. Suzanne has accepted the position, which will provide a much needed change of pace for her after 9 years, and will allow her to work in other areas of the library profession. Technical services functions of acquisitions, cataloging and serials are being consolidated into this position to the extent possible but budget constraints mean Suzanne won't be able to totally focus on technical services. She will also provide evening coverage in Youth Services two to four evenings per week. Suzanne's previous experience in Youth Services makes this an excellent combination of duties for this Staff Librarian position. Suzanne is looking forward to this and we'll benefit from having her expertise in Youth Services as well as Technical Services.
- One task this year is to review our organizational structure, but the preparation of the FY17 budget and other assignments are likely to occupy much of my time between now and December so I don't expect to begin that assessment until after the holidays. The Assistant Director position needs to be filled in the meantime, however, so I've given Staff Librarian Emily Milan a temporary promotion to that position and Senior Library Technician Lynne Grazaidei a temporary promotion to Emily's Staff Librarian position.
  - Emily has been promoted several times in her 8 years here, most recently to Staff Librarian where she has served as technology coordinator for the past 2 ½ years, responsible for selecting and maintaining hardware and software as well as patron outreach, education and assistance with technology and use of electronic resources and continuing education for staff members in those areas. She has excelled at this work and greatly improved outreach efforts and our presence in the community through these efforts. Prior to this Emily received extended temporary promotions to Youth Services Librarian and Reference Librarian positions when the incumbents were out on maternity leaves. Emily has a combined total of 3 ½ years of professional experience. In addition, she previously served as our Admin Assistant, so she has an in-depth understanding of the financial and administrative operations of Town government and that expertise will be a real asset to me.
  - We've been extremely fortunate to have Lynne on our staff as a Senior Library Technician. She's been primarily working in Youth Services, providing services to patrons as well as performing technical services functions, but also working in Circulation and Reference. Lynne has an MLS and many years of experience managing technical services and providing training in tech services to other librarians. Her adaptability and ability to easily and thoroughly perform functions in any area of the Library have been and will continue to be extremely valuable.
  - These personnel actions will be effective on Sunday, Oct. 11<sup>th</sup>, but it will take several weeks to fully implement the changes. We'll be working on a revised staff schedule, to be finalized when the vacant Senior Library Tech positions are filled later this month. I plan to have Emily continue performing with some of her technology functions so I'll be asking Lynne to assist with circulation management, so both of them - and Suzanne, as well - will be performing a mix of functions during this transition period.
- Shift Supervisor Phil Inman has been reassigned from Shift Supervisor to Senior Library Technician at his request, so he'll no longer be in charge of the evening shift. Fortunately,

Phil is going to continue to work the four evenings we're open. He's a steady, stable presence for us at night and a real asset in terms of readers advisory and customer service in addition to the benefits of having consistent coverage in Circulation each evening.

- As planned, Administrative Assistant Megan Hoyer's hours have been permanently increased from 18 to 30 hours per week. We've needed increased administrative support for many years but financial constraints prevented creating an additional position with benefits. This change isn't part of the funding we received for Mondays; it's being funded from the vacancy created by Nicole Hansen's resignation from a 30-hour Senior Library Technician in May and we are "transferring" the benefits to the Admin Assistant. The position is still not full-time, which is 35 hours, but it's substantially full-time and I'm already seeing the benefit of this change. Megan is now able to assist me in other administrative areas in addition what she's been doing with payroll, processing of bills and accounting work. Megan is eager to learn more about library operations and is a pleasure to work with, so this is an extremely positive change and will help me manage my responsibilities and workload.
- We're currently recruiting for several part-time Senior Library Technician positions to help us fill out our expanded 6-day schedule. There were no internal applicants. The external ad closes on Friday, Oct. 9<sup>th</sup>. We are also recruiting for Circulation Assistants, positions which function in the same way as substitute teachers. Incumbents may periodically work a regular weekly shift but generally serve in an on-call basis.

#### State Reports:

We've now submitted the State Aid Financial Report for Brooks Free Library to the Mass. Board of Library Commissioners. The "Compiled Compliance Report" with the consolidated financial data for the three public libraries in town is due to the MBLC on Oct. 23. This set of financial reports is the second of two annual reports required for the Town of Harwich to maintain state library certification. The municipal appropriation requirement (MAR) and all other requirements for certification have been met.

#### FY16 Budget:

The spreadsheet of expenditures through Sept. 30 is included in your packet.

#### **Operations:**

##### Monday Re-opening:

We've now been open on Mondays for 4 weeks. Reaction from the community has been extremely positive. As expected, the Monday re-opening has helped spread out the heavy volume of activity on Tuesdays at the same time as it has resulted in increased circulation. Plenty of parking is available on Mondays and the parking situation has greatly improved on Tuesdays, which has reduced the number of complaints about lack of parking. Spreading out the volume of use allows us to provide better service since patrons don't have to wait as long for service and staff members can spend more time assisting individual patrons. The average number of checkouts on Mondays so far is 511 items, still relatively low, but those numbers are expected to grow as more residents become aware that we're open on Mondays again. The busiest day at any library tends to be the first open day of the week and we expect that within a few months this will also be the case for us. A surprising number of patrons asked us this week why we were posting flyers announcing that we'd be closed on Columbus Day since we're always closed on Mondays, so clearly the word is still getting out that we're open on Mondays. Business was booming for the after school crowd right away, however. Sept. 14 was the first Monday of the school year, and right from that first day the Cape Destinations bus has been dropping off the full contingent of Middle School students, which shows how important the Monday re-opening was to families and students.

The table below shows the check-outs on Mondays and Tuesdays since we re-opened on Mondays on Sept. 14 compared to the circulation on Tuesdays of the same week last year. The

data clearly illustrates both how the volume of activity has been spread out over the two days and has also resulted in an overall increase in circulation.

2015			2014		Increased Circulation	
	Monday	Tuesday	2 days combined	Tuesday		
Sept. 14 & 15	427	666	1093	Sept. 15	1019	74 7.3 %
Sept. 21 & 22	542	812	1354	Sept. 22	927	427 46.1 %
Sept. 28 & 29	585	681	1266	Sept. 29	1030	236 22.9 %
Oct. 5 & 6	491	567	1058	Oct. 6	857	201 23.5 %

### Circulation

The Library was closed on Sat. Sept. 19<sup>th</sup> for the Cranberry Festival, as we are every year, but this year we were closed an additional day for work on the main electrical service to the building. Despite that additional closed day circulation was up for the month of September as a result of the Monday re-opening. Our direct circulation (items checked out here) was 14,694, a 5.8% increase over Sept. 2014. Circulation of our items (here and at other libraries) was 16,586, a 3.1% increase over Sept. 2014.

### Proposed Revisions to State Aid and Library Certification

The Mass. Board of Library Commissioners is considering extensive changes to the current state aid /library certification program. ( [http://guides.mblc.state.ma.us/state\\_aid\\_review](http://guides.mblc.state.ma.us/state_aid_review)). A series of meetings around the state are being held to review and discuss the proposed changes, with the Cape Cod meeting to be held on Oct. 14 from 12 – 1:30 at the CLAMS Office in Hyannis. Feedback can also be provided at the above address through Oct. 30<sup>th</sup>.

### **Building Maintenance:**

#### Electrical Repairs:

The Library was closed on Thurs. Sept. 24 for work replacing the main electrical service into the building. This work was necessary because of water infiltration into the conduit bringing the power lines into the building and corrosion that had caused.

This work did not resolve the dimming, brightening and flickering lights when it is wet outside, however. The problem is clearly outside the building since it only occurs in wet weather – when it's damp or light showers are occurring, not in driving rain. Facilities Manager Sean Libby is working to resolve the issue with Eversource.

#### Fire Sprinkler Repairs

During the semi-annual inspection of the fire alarm and sprinkler system on Oct. 8, the technicians discovered a mechanical problem with the main sprinkler valve when conducting the water flow test on the sprinkler. This test must be done every 3 years, so that problems like this are detected before a fire occurs. They were able to repair it during that visit, so the system is once again in good operational order. Leaks from sprinkler pipes occurred in a number of locations, however, and continued for the rest of the day until the residual water left in the system after the test drained out. The Facilities Manager will obtain a quote for the repair work, which may require a reserve fund transfer.

#### Assessment of Historic Portions of Library Exterior

Trustee Building & Grounds Co-Chair JoAnne Brown and I met with the Community Preservation Committee on Sept. 10 and submitted an application for funding for the \$800,000

of work identified in the report. CPC will begin reviewing applications soon and we'll be scheduled for a formal discussion on the proposed work in the next few months.

Capital Outlay Requests - We submitted the following projects to the Capital Outlay Committee:

1. FY17 – Library Exterior Preservation/Restoration - \$800,000
2. FY17 – Library Replacement of Heat, Smoke & Duct Detectors - \$29,000
3. FY18 – Library Interior Modifications - \$100,000
4. FY19 – Library Generator – \$110,000
5. FY20 – Library Roof Replacement – 135,000

Facilities Manager Sean Libby is scheduled to discuss all facilities projects at the Capital Outlay Committee's meeting on Oct. 20 at 4 pm. The Library is scheduled to meet with the Capital Outlay Committee on Nov. 3 at 5 pm.

Respectfully submitted,

Virginia A. Hewitt  
Library Director

## **Youth Services Report**

**Oct. 7, 2015**

With the school year up and running we have a number of new and continuing programs for school-aged children. Now that we are open on Mondays, the Lego program that has been popular with elementary school children has moved to a new date and time. It is being run by a high school senior, Miriam Massaad. Miriam is one of "our" kids, who was a daily after-school visitor for many years when she was younger, and we are pleased to have her working officially with the library.

A new program, Middle School Makers, is running on Tuesdays and has been quite popular, averaging about 8-10 students each week. So far we have made pudding, popsicle stick chain reactions, brush bots, and catapults. The Teen Library Corps is getting a similar turn out (unsurprisingly, since it is many of the same students). Because of scheduling conflicts the Harwich Junior Theater Explorer has only just begun, but looks to continue its success from last year.

We have hired a high school senior, Alix Pierre, to run the Early Release Movie Matinee programs every other week. Alix came recommended to us from his teachers and staff members who knew him.

Separate from the Movie Matinee, Alix will also be working at the library as an intern through the Monomoy High School community internship program. The MRHS uses a rotating block schedule for their classes, so he will be here at different times and days through the end of January, generally 2-3 times a week for 1-3 hours. Alix will be working with multiple staff members on a variety of projects.

The new Chromebooks have been installed in the Homework Center, and so far the transition from standard PC's has been smooth. We also have a new color printer in the Youth Services area.

As chair of the national book award committee for the Jane Addams Children's Book Award, I will be attending the annual ceremony and board meeting in New York later this month.

Respectfully submitted,

Ann Carpenter  
Youth Services Librarian

## September 2015 Technology Report

### eBooks and Devices:

As of September, the statewide eBook platform provided by Baker & Taylor had consolidated multiple required apps into a single and cohesive platform. Prior to the release of this app, the platform Axis 360 was virtually impossible to teach patrons. It required setting up multiple apps, accounts and registering each one. With the new platform they were able to streamline the process while also making it fully accessible. In September I was able to write patron directions on using the app and we began training those who attended eBook help and other technology programs throughout the month. I also filmed a Tech Talk on Channel 18 that demonstrates how to download and register the app and download and enjoy content. That demonstration can be viewed on Channel 18's YouTube page or on our website under eBooks.

### Staff and Public Computers:

The change in open ours to include Mondays necessitated a configuration upgrade for our public computers. I was able to install the new configuration file to all public computers at once using a function of our Deep Freeze software that allows me to access the public computers remotely from my laptop as long as I am connected to the wired network in the building.

The six new Chromebooks and the new color printer were installed in the Homework center this past week. While I am sure that there may be some glitches along the way, I feel confident that we are off to a good start. The computers are relatively easy to use and intuitive. Written directions for both logging in with school accounts as well as printing were posted alongside each computer. I detailed staff handbook that included all of the procedures for how to perform all of the major tasks on the Chromebook as well as a troubleshooting guide were distributed to the entire staff electronically. Printed copies are available at the Youth Services desk for easy reference.



Now that our both our wireless network and public computers have been recently updated, I have turned my attention to color printing, copying, scanning and faxing. All of these services are commonly offered at neighboring libraries and our Reference staff spends a good deal of time directing people to other locations for these services. I am exploring the option of having a fax and scanning machine as well as utilizing a service through Kenmark to upgrade our printing and copying.

Respectfully submitted,  
Emily Milan, Staff Librarian