

Brooks Free Library Board of Trustees

Wednesday, Aug. 13, 2014 7:00 pm

Thornton Room, Brooks Free Library
739 Main St., Harwich MA 02645

Agenda

1. Call to Order/Attendance
2. Approval of Minutes of June 11, 2014
3. Public Comment
4. Reports:
 - A. Chairman
 - B. Library Director
 - C. Building Maintenance Committee
 - D. Liaison from Board of Selectman
 - E. Friends of Brooks Free Library
5. Correspondence:

6. Old Business:
 - A. Trustee Authority for Administration and Operation of the Library
7. New Business:
 - A. Acceptance of Donations
 - B. Capital Plan Submissions - discussion

8. Trustees' Report
9. Upcoming Meeting(s)
 - A. Next Trustees meeting – Wed. Sept. 10, 2014 at the Library, 7 pm
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 Aug. 7, 2014

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Minutes
Brooks Free Library Board of Trustees
Wednesday June 11, 2014
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 7:07 P.M. Present were Mary Warde, Jeanne Wheeler, William Crowell, Joan McCarty and Kathleen Remillard. Also present, Virginia Hewitt, Library Director and Linda Cebula, Liaison from the Board of Selectmen.

Approval of Minutes: Joan McCarty made a motion to accept the April 9, 2014 minutes. Jeanne Wheeler seconded and it carried by unanimous vote.

Public Comment: None

Reports:

Chairman: Mary Warde reported that the library articles for carpet and CPC funding passed at Town meeting and asked the Building and Maintenance Committee to report on their progress each month going forward. Ms. Warde signed and returned the accounting report for the Estate of Thad Fial. She will follow up with the Town Treasurer, Mary McIsaac.

Library Director: See written report.

Building and Maintenance: No Report

Liaison from the Board of Selectmen: Linda Cebula reported that the crosswalk will be on the Selectmen's agenda next Monday.

Friends of Brooks Free Library: No Report

Correspondence: The Cape Cod Viewfinders submitted their yearly request for use of the meeting room the first and third Wednesday of the month at 6:30 P.M. Joan McCarty made a motion to approve the Cape Cod Viewfinders room use request for F/Y15. Jeanne Wheeler seconded and it carried by unanimous vote.

Old Business: None

New Business:

- Ginny Hewitt interviewed several candidates for the Admin/Reference Assistant position. Mary Warde did a second interview and agreed the candidate was a good choice. However, the Town Administrator indicated to Ginny Hewitt that he wanted to interview the applicant as well and make the decision and the appointment will need to be confirmed by the Board of Selectmen. As this is in conflict with the Trustees' authority for Administration and Operation of the Library as stated in the Town Charter, a clarifying opinion regarding the Trustees' authority has been requested from Town Council. There has been an initial response from the Attorney and the Town Administrator said he would forward the response. As of this meeting, we have not received the initial response. Mary

Warde will e-mail the Chairman of the Selectmen and copy the Trustees and the Town Administrator and ask to be put on the next Selectmen's meeting agenda regarding the Trustees' authority as specified in the Town Charter.

- The Assistant Town Administrator e-mailed Ginny Hewitt and asked to set up a monthly meeting with her. The Trustees agreed monthly meetings for exchange of information would be fine but not if the meetings are intended to provide direction or supervision because the Library Director reports to the Trustees. The Library cannot be formally included in the proposed Division of Community Services under the Assistant Town Administrator as it the Town Charter places it under the direction of the elected Board of Trustees. Ginny will set up a meeting and report back to the Trustees.
- The Library has received a total of \$1986.00 in donations during April and May. Joan McCarty made a motion to accept the \$1986.00. Jeanne Wheeler seconded and it carried by unanimous vote.
- The Board of Trustees discussed reorganization. William Crowell made a motion to accept slate of officers as follows: Mary Warde, Chair; Joan McCarty Vice-Chair; William Crowell, Treasurer and Kathleen Remillard, Secretary. Jeanne Wheeler seconded and it carried by unanimous vote.
- The Signature Schedule for the next three months was set as follows: July, Jeanne Wheeler; August, Joan McCarty; September, Mary Warde
- The Trustees' reviewed the Library Director's performance and FY 14 goals and discussed FY15 goals. The Chair will finalize the performance appraisal based on this discussion.

Upcoming Meetings: The next Trustees meeting is Wednesday July 9, 2014 at 7:00 P.M. in the Library.

Adjournment: Jeanne Wheeler made a motion to adjourn the meeting. Joan McCarty seconded and it carried by unanimous vote. The meeting was adjourned at 9:15 P.M.

Respectfully submitted,

Kathleen Remillard, Secretary

**Brooks Free Library
Library Director's Report
August 8, 2014**

Administrative/Operations:

Personnel :

Sarah Wormer was hired as for the 18-hour Administrative Assistant position and began work on June 30, 2014.

Administrative:

Summers are always hectic but we prepare in advance, making sure we have sufficient staff scheduled on all shifts and that staff members are well trained and prepared for the increased volume of activity. This year several major events have disrupted operations. Staff members have continued to provide great customer service and quality programs, so in most cases, patrons would not be aware of any difficulties, but behind the scenes, the stress level of staff members has been high. Some of the unusual occurrences have been:

1. Late hiring of the Administrative Assistant created a backlog and having a new staff member start work at the end of the fiscal year and during the start of the busy summer complicated training and the smooth transition of tasks.
2. We received very welcome and much needed office furniture from the Monomoy Public Schools (2 deliveries – one on June 28 and another on July 27 & 28). The timing couldn't be helped since the contents of the Middle and High Schools needed to be moved. The Highway Dept. was extremely helpful in moving all the furniture for us, assigning multiple people to the task for 2½ days. The new furniture provides much needed storage space, but the forced "spring cleaning" prior to the delivery of the furniture was difficult. In the end, the appearance of the offices and some of the public areas are (or will be) much improved, but we have not had time yet to put everything where it belongs. Boxes of materials from desks, file cabinets, and shelves are still stacked in various locations, waiting to be unpacked, so it can be difficult to find something when needed.
3. Difficulties providing inter-library loan (ILL) services during the transition period to the new automated statewide ILL system reached a crisis point in July. Traditional ILL, also know as "mediated ILL," is very labor intensive and inefficient. The time required to process mediated ILL requests became more problematic just as the volume of requests was increasing along with summer activity in June when the state moved the mediated ILL processing center to a new location. The new center was not fully staffed when it opened and they were also migrating to new software, so even experienced staff were learning how to handle software and processing glitches.

By mid-July we found we were doing double the number of ILL requests than the next highest library in CLAMS and staff members were spending 5-6 hours per day on this function, impacting their ability to perform other needed tasks. In June we circulated 42 ILL items, which isn't a high number in absolute terms, but we spent approximately 100 staff hours working on ILL requests – 2.3 hours of staff time for each request that ultimately resulted in an item that was checked out. We put a freeze on processing of new

ILL requests for several weeks while evaluating options. We considered suspending ILL service all together, but decided in the end to try an intermediate measure – limiting requests to books only and only accepting those that could be filled within Massachusetts delivery system. This has been somewhat successful, although it will be a few weeks more before we see the impact of that change. Unfortunately, we are now being told that the state mediated ILL center, which is overwhelmed, may begin refusing to accept ILL requests if the item is available in Massachusetts. They are advising libraries to use the more antiquated process known as “point-to-point”, where each library would be on their own to search for a provider to lend the item, make multiple contacts to find a library willing to lend the item, and track the loan through various stages of borrowing, lending and returning the item – an even more labor intensive process. If we are forced to use only ‘point-to-point’ to fill ILL requests, we will have to suspend ILL service entirely until the replacement for the Virtual Catalog is up and we’re sure it’s functioning well.

Circulation/Statistics

I’ve begun compiling data for the Annual Report and Information Survey, which is due to the Mass. Board of Library Commissioners on August 22nd. I am waiting for a couple pieces of data to be verified, but the preliminary circulation count for FY14 is just over 238,000 items, an increase of about 2000 items from FY13. I’ll provide a copy of the report with all the data on services and programs when it’s finalized.

In July 2014 our Item Circulation (our items checked out here and at other libraries) was 26,417, a 2% increase over July 2013. Our Direct Circulation (items checked out here whether owned by us or another library) was 23,775, up 1.9% over July 2013.

Building Maintenance:

It has been a huge improvement to have the Facilities Manager position filled. Sean Libby has assisted us with many maintenance issues, taking over and coordinating with the vendors on more complex problems and teaching his staff to perform functions we would have had to pay an outside vendor to do.

Dimming and Flickering of Lights:

Sean has been working to find an electrician to resolve this on-going intermittent problem that occurs only in periods when it is damp out or raining lightly. It does not occur in dry periods or in heavy rain. NStar replaced the neutral on the exterior connection when the problem first occurred last December and an electrician replaced a component on the contactor panel in the Circulation area. The electrician was supposed to replace additional contactors when the problem began occurring again in January. He planned to come back several times during the winter and spring, but took a long term job for another company and did not come back to complete those and other electrical repairs. Sean discussed the problem with the service manager at Relco, a local commercial electrical company, in June and they agreed to send an electrician on short notice when the problem was occurring. A Relco electrician came on July 17th to investigate but by the time he arrived, it was raining more heavily and the lights were no longer dimming and flickering. After checking the incoming voltage and the main electrical panels, which were fine, the electrician recommended having NStar check more connections outside. Sean is arranging that and will also schedule Relco to replace the other contactors in the main lighting panel.

Leak on the Mezzanine:

The leak on the stairs between the Mezzanine and 2nd floor has occurred again, most recently on August 7th. Highway and Maintenance has made several repairs but has been unable to identify the source of the problem. Sean Libby reports that sections of the roof in that area may need to be replaced.

Air Handler Repairs

Our HVAC contractor came on July 14 to check on the varying temperatures in different areas and excessive noise from the main air handler, the one over the Non-Fiction stacks. He reported a bearing needs to be replaced, which involves multiple days of disassembly to get to it, then the part has to be taken to a machine shop... followed by several days of work to reinstall the component once it comes back from the machine shop. We would be without the blower on that side of the building for at least a week and likely longer. Facilities Manager Sean Libby asked Dan to also provide a quote for replacing that whole component of the blower unit. It would be more expensive, but may be cheaper in the long run and would require less down time. We can use the air handler for now – no further harm will be caused - but it will seize at some point and stop working. As of Aug. 7, we have not received the quotes from that HVAC contractor. Sean has been investigating other options and expects a quote soon for a different repair option from another vendor.

I noticed that air handler was no longer working on Aug. 7th and expected the bearing had failed and we'd now be without air conditioning. Sean came the next morning, however, and found a belt had slipped because of the excessive vibration caused by the bearing problem. He replaced it and we have working air conditioning again.

Preservation Study - Exterior of the Historic Portions of the Building

We have requested a determination on the procurement process to be followed to award the contract for the study from the Town Engineer, who is the Procurement Officer for the Town. He requested additional information on projected costs on the construction phase, which I obtained from the historic preservation architect who provided the proposal for CPC funding request. A final determination from the Town Engineer and Town Administrator on the procurement process and a decision on who would sign the contract, etc., is expected shortly.

Carpet Replacement

Trustees JoAnne Brown and Jeannie Wheeler, co-chairs of the Buildings and Grounds Committee, Assistant Director Suzanne Martell and I met on July 17th to review information previously gathered on the CPC exterior preservation project and the carpet replacement. It was agreed I would schedule an initial meeting with a contractor on the state bid list that helped us prepare the cost estimates to obtain funding for early to mid-August. This project will have to do out bid but the vendor can provide information on how other libraries have structured their projects, who develops the design scheme (borders in certain areas, etc.) that would need to be included in the Request for Proposals. Unfortunately, I have not yet had time to contact the vendor to set up this meeting or to gather more information.

Miscellaneous updates:

- Jack Sullivan completed the FY14 exterior painting project, focusing on repairing and repainting chips and worn areas on the east and south side of the building.
- After long delays, Simplex replaced the exterior fire alarm strobe light in July.
- The re-located Main St. crosswalk was finished earlier this summer.
- The state elevator inspection occurred in July with no problems noted.
- Sean Libby has taught maintenance worker Wes Langway how to replace ballasts in light fixtures and he'll begin replacing ballasts in the numerous fixtures that were scheduled for repair by the previous electrician. Wes won't be able to do them all - some are connected to an "always on" strand of wiring because they were part of the previous emergency lighting system and will require a licensed electrician – but it's great to have this help and not have to pay an outside vendor for routine repairs.
- We noticed 7 exit signs were not illuminated during a recent power outage. Sean asked Wes to replace them but he was able to reset them and they're working again. This is another area where we would have needed an outside contractor in the past.
- The Hwy Dept. trimmed the hedges between the two parking lots this week.

Financial:

FY14 Spending:

The preliminary FY14 Budget Balances spreadsheet is included in your packets. This data is preliminary as it has not yet been reconciled with MUNIS.

FY15 Budget Balances As of July 31

This spreadsheet is also included in your packets.

Respectfully submitted,

Ginny Hewitt
Library Director

Trustees Report of the Assistant Director August 2014

Staff Training:

We have had our second session of Readers' Advisory training with the Circulation staff on June 16. We first shared the Mystery and Romance books we read and then watched a Webinar by Joyce Saricks on Fantasy and Science Fiction. We were all assigned a different subset of the genres and will share what we read at the beginning of the next session in September. After sharing those titles, we will begin another genre. The staff will also work on creating bookmarks to hand out to patrons on the different genres.

Community Outreach:

Joanne Clingan attended the Farmers Market on July 17 and 24. She promoted our programs and services and encouraged attendees to register for new cards. We have been bringing the Seed Lending Library and starting to talk up the community read we are planning this Winter and Spring. We plan to attend a few more times in August and will discuss attending some in September and October. I have attended a Men's Group at the Harwich Community Center on August 8 to discuss how to start a book group and the different issues that come up such as picking books that are currently available, the format of the group, who runs it, etc. In September I will attend a luncheon for the Harwich Garden Club where I will give out cards to individuals who do not have one, bring flyers to promote our programs and services and talk about the Harwich Reads program coming this year.

Programming: The program on *The Rescue of the Bounty* in May had 55 attendees. The Seed Lending Library has had 32 patrons who registered with 114 packets of seeds borrowed. In conjunction with the gardening theme, we had a perennial swap on a Saturday morning in May that had at least 18 attend to both bring and take plants. The plot we have in the Community Garden has been going well but we did not involve as many volunteers as we had planned. As volunteers, Lynne Gradziadei and I have been doing the majority of the work with the help of a few other volunteers. It is working ok but we have a better idea of how to structure it next year should we choose to continue it. We will be able to save some of the seeds from the plants we have for the lending library.

A Programming Committee was formed and has met 4 times for the Community Read, "Harwich Reads: Growing Our Community" we are planning for late Fall/Winter and early Spring. So far, the group consists of three members from the Cultural Council, Clare Gradone, the Director of Chase Library, a representative from the Royal, Jeremy Gingras from the Chamber of Commerce, Conservation Agent Amy Usowski, Mark Coleman from the Farmers Market (Agricultural Commission) and myself. We will be reading *Animal, Vegetable, Miracle* by Barbara Kingsolver, *The Language of Flowers* by Vanessa Diffenbaugh, *The Secret Garden* by Frances Hodgson Burnett and a picture book we have yet to pick. I wrote a letter to Barbara Kingsolver inviting her to come for a visit to kick-off our event to which she declined. We are now back to the drawing board as to what will be an equally impressive kick-off. David Condone from Cape Cod Embroidery has been contacted to design a logo we can use for flyers and t-shirts or hats to promote this program. While not a member of the programming committee, we are also working with the Harwich Conservation Trust on additional programs for the community read.

New Look in the Office:

In case you have not already seen it, the back office near Ginny's has undergone a transformation. Thanks to 3 young strong helpers from the Highway Department, Sean Libby and Wes, Emily Milan and Sarah Wormer, we began moving many large wooden cabinets and a new desk for my office in on Monday, July 28 and finished with the move on Tuesday morning before we opened. The computer room also has a new desk and the grey metal cabinet from the back office is now house there. This took a lot of preplanning and cleaning out of the entire office and the other areas during our busiest season thus taking my focus away from other tasks normally keeping the library operating smoothly While getting everything organized in the cabinets and the new mailboxes we obtained will take some time, the end result will be great. The back room looks so much better when you stand at the Circulation Desk and look in the office. It is a testament to the quality of the rest of our staff that they were able to keep the library operating without much attention from me.

Respectfully Submitted,
Suzanne Martell

Trustee's Report
Youth Services Department
August 2014

Our summer programming has gotten off to a strong start. Our program attendance has been slightly higher than last year's, with about 1,500 people attending our programs thus far. The Science Craft programs on Tuesdays have been unexpectedly popular, with very large crowds in particular for the ladybug release and the worm racing day. Other popular programs include traditional favorites like Barn Babies, magic shows, and Mad Science.

The Summer Reading Program, where children earn free books and prizes every time they read for 2.5 hours, is also doing well. We have the same number of children signed up as last year, with an entire month of possible sign-ups ahead of us. We are on track to meet, or possibly beat, the amount of time spent reading last year.

The Summer Science Program is also finding success this year. The number of people signing up and the number of people returning with their Science Explorations completed both appear to be rising from last year, when we debuted the program.

Continuing our Mother Goose on the Loose on Friday mornings in the meeting room and providing a separate traditional Story-time upstairs in the Doane Room has worked out well this summer. We wanted to support our year-round community by continuing to offer MGOL for their infants and toddlers, but attendance would have been too large on Friday mornings to make it a quality experience for the children had we not provided separated programs. With the traditional story-time at the same time we didn't have to deny anyone the opportunity to bring their youngsters to a program.

The re-labeling of all of the picture books has been completed, thanks to the help of numerous volunteers, most notably Jane Pedersen. The project was begun in September of last year and finished in June of this year. We have begun creating new labels for our juvenile and young adult fiction. This phase of the project is expected to move much more quickly, largely because these labels are quicker to create from a technical standpoint. The new labels are easier to read and create a more standardized look to our books.

My new assistant, Lynne Graziadei, has integrated seamlessly into the Youth Services Department. Lynne is primarily working the evening (2 to 7 shifts) and it's been great to have that consistency in the staffing of Youth Services, which is even more important during the school year. In addition, she's made some new innovations, including bookmarks with suggested books on a theme (e.g. trains or ballet) and new organizational methods.

Our plans for the fall include continued contact and coordination with the Monomoy Regional School District. School hours are changing, with the Middle and High School getting out at 2:30 and the Elementary School at 3:25. The new school district will have an early release every other Wednesday, with students getting out of school 45 minutes earlier. This may cause child care problems for some students, so we're going to try to fill that gap by hosting a movie matinee on these days for middle-school-aged children. We are also looking forward to a new afterschool program for teenagers on Thursdays collaborating with the Harwich Junior Theater starting in September. The popular Lego Free-play program will be back on Tuesday afternoons, though it will start a little later and run longer so that Elementary School students can still participate. Our Teen Library Corps group will continue to meet once a month this year on Wednesday afternoons.

This group of teens and 'tweens helps us plan activities and volunteers to help run events for children and youth.

Due to inclement weather we were only able to hold 1 of our scheduled outdoor Movies in the Park this summer. The showing of Despicable Me drew a large crowd of 150 people on July 17th. When severe thunderstorms threatened (and eventual hail) on Aug. 7th, we moved the Lego Movie indoors. Approximately 40 people attended and enjoyed this very popular movie. We had had some trouble staffing the movie night this year, particularly with finding taller help that's needed for hanging and taking down the movie screen from the side of the gazebo. We're looking to collaborate with the Recreation Dept. next summer to jointly sponsor the movie. They were unable to provide help for the Aug. 7th movie, but Recreation Director Eric Beebe was extremely enthusiastic about working together next summer. Within their large summer staff, they are likely to have some staff members of sufficient height and agility who would be interested in working a few more hours on a Thursday night. We're excited about the possibility since without a good partner organization we were looking at dropping a very popular program.

Respectfully submitted,

Ann Carpenter
Youth Services Librarian

Trustees Technology Report

August 6, 2014

In June, Senior Library Technician Lynne Graziadei and I attended the Monomoy Middle School Summit. The Summit was led by peer leaders from Harwich and Chatham High Schools and was a well-planned and effective effort at introducing incoming middle school students from both Harwich and Chatham. Support for the program was provided by both the Library and the Harwich Youth Services Committee, with our primary role being that of chaperones and supervisors. The bulk of the work and effort was put forth by the high school student leaders and was an impressive feat. I'm happy to say that many of their faces were familiar, as the majority of the student leaders were once involved in the library's after-school programs several years ago as middle school students. It was a delight to watch this talented group of young leaders as they worked on team building and trust exercises with younger students.

Prior to the start of a busy summer, I held an eBook refresher course with staff. We reviewed changes to the OverDrive platform and to the various mobile devices that we see most often when assisting patrons with eBook downloads. Staff members in attendance were pleased with the refresher. It is my opinion that this could easily become a quarterly or bi-annual event as OverDrive continues to make changes and, for those who do not teach this subject on a daily basis, it is helpful to review these changes frequently.

I held 3 technology trainings in the months of June and July with a total of 32 attendees. The iPad and Apple related programs are so popular that they fill to capacity quickly. We had to maintain a running waitlist throughout the month of July. In order to meet demand, we added two additional workshops, with more planned in the fall. In the interim, Reference Librarian Jennifer Pickett and I plan to divide the iPad workshop into two separate workshops, one Beginner and one Intermediate. In preparation for adding content to a more advanced class, I used the Massachusetts Library System's subscription to Lynda.com to expand my own training on Apple products and the iOS.

Our public computers and wireless network have required some troubleshooting in the past month. After encountering numerous inconsistencies with how certain websites, and specifically web-based email programs, were loading in our web browser (Public Web Browser), I began doing some troubleshooting. I believe the best fix for these issues will be upgrading from Public Web Browser (PWB) 2 to PWB 3. To begin the transition I have loaded PWB3 onto my staff computer and will be doing to the majority of the configuration "offline" before loading the new program onto the public computers. I hope to have the program fully operational on the public computers by the last week of August.

The Book-a-Librarian program, started in January, continues to grow despite although at a slower pace during these summer months. We have had a total of 30 requests for assistance since late January. These 30 requests resulted in 22 half-hour to an hour one-on-one trainings and the rest were resolved either over the phone or via email. Most technology questions are still answered at the Reference desk but when reference staff members are unable to assist a patron in solving an issue in a timely fashion or when the question requires in-depth knowledge of a particular system or software then patrons are referred to the book-a-librarian program. While the majority of requests for assistance are related to mobile devices, eBooks, operating systems, or basic computer skills we are seeing an increase in requests for assistance on the Windows 8 operating system specifically. In preparation for fielding more requests relating to that topic, I will be completing Windows 8 Essential training via Lynda.com. Additionally, when making our most recent

computer purchase, I worked with Dell to ensure that we had a free upgrade to the Windows 8 platform on all future purchases so that we can prepare to transition at least one staff computer for training purposes.

This month, prior to receiving furniture from the middle and high schools, I did a thorough cleaning of the Electronics room in the basement, organizing equipment and shifting some technology materials that are used regularly back in the local history room. In the process, I also set up a new test computer in the electronics room to test and reset our public network. Printed directions, as well as all the necessary links and shortcuts to reboot our public network, are clearly posted for the staff. In the event of a network problem when I am not on site, staff should be able to reboot the network with little difficulty.

Respectfully submitted,
Emily Milan
Staff Librarian