

Brooks Free Library Board of Trustees
Wed. May 7, 2025 at 7 pm
Thornton Room, Brooks Free Library
739 Main St., Harwich MA 02645

AGENDA

1. Call to Order/Attendance
2. Public Comment
3. Vote to Approve Regular Session Minutes of April 2, 2025 Board of Trustees Meeting
4. Reports
 - A. Chair
 - B. Library Director
 - C. Review of Staff Reports and Other Information in Meeting Packet
 - D. Building & Grounds Committee
 - E. Personnel Committee
7. Correspondence
8. Old Business
9. New Business
 - A. Revised job description for Library Director – discussion and possible vote
 - B. Vote to Accept Donations
10. Trustee Reports and Requests for Next Meeting's Agenda
11. Upcoming Meetings/Events
 - A. Library Board of Trustees – June 4, 2025 – 7 pm
 - B. Library Board of Trustees - July 2, 2025 – 7 pm
 - C. Library Board of Trustees - August 6, 2025 – 7 pm
12. Executive Session

Pursuant to MGL c.30A section 21 (a)(3) to discuss strategy with respect to collective bargaining or litigation if an open meeting may have a detrimental effect on the Town's bargaining or litigating position: Harwich Employees Association (HEA) - discussion and possible votes

Authorized posting officer

Posted by

Virginia A. Hewitt

Brooks Free Library

Town Clerk's Office

Agenda submitted for electronic posting to Town website.

* Per the Attorney General's Office: Boards/Commissions may hold an open session for topics not reasonably anticipated by the Chair 48 hours in advance of the meeting following "New Business." If you are deaf or hard of hearing or are a person with a disability who requires an accommodation, contact the Library at 508-430-7562 or brooksfreelibrary@clamsnet.org.

739 Main Street, Harwich, MA 02645

Wednesday, April 2, 2025, 7pm

1. Meeting was called to order at 7:01 pm. Members present: J. Brown, J. Wheeler, L. Cibula, J. McCarty, B. Waystack, P. Murray, W. Crowell Members absent: none Also present: V. Hewitt, Director
2. Public Comment: It was mentioned that the Cape Cod Chronicle hasn't had the posting of the BFL Board meetings. Ginny will follow up with them.
3. Vote to Approve Regular Session Minutes of March 5, 2025 Board of Trustees Meeting
Motion: McCarty 2nd. Murray V. Unanimous

4. Reports:

- A. Chair. corresponded with our liaison, SB member Howell and also SB Chair Handler regarding lack of response regarding the Lang Fund **accounting issues**. The response was that "they will take care of it." Chair requested the **Director** to follow **up next week** to see that the action has been taken. Also clarified to the Town **Administration** that the Library has authority to accept gifts to the library.
- B. Library Director as submitted with the following additions: Ginny **reported** that she was very pleased with how the Classification **meeting was done**. P.Murray **commented** on the director's report and all others about **what great work is being done** by our staff.
- C. Staff Reports as submitted
- D. Building & Grounds: working on the outdoor **furniture** project and J. Brown has done some fact-finding. An initial **quote** from Casual Designs is attached, but nothing definitive has been decided as of this writing. Motion was made to spend the approved **\$5000 and up to \$5000** from the File account. M. Crowell 2nd Murray. V. Unanimous
- E. **Personnel Committee**: did not meet this month will bring updates to the next meeting.

5. Correspondence:

- A. Email dated March 17, 2025 received from Mass. Board of Library Commissioners regarding the impact of the potential loss of federal funding on library services in Massachusetts. A discussion was had by the board as to what, if any action we want to take concerning this. Motion was made to authorize B.Waystack to craft and send a letter to our representatives in Congress to express our grave concern regarding the potential loss of federal funding and its impact on Brooks Free Library. M. Crowell. 2nd McCarty V. Unanimous

6. Old Business:

- A. Updates on FY26 Budget: No further updates other than contained in the Director's report.

7. New Business:

- A. Vote to approve the new 3-year membership agreement in the Cape Libraries Automated Sharing (CLAMS) consortium, effective 7/1/2025. M.
Waystack 2nd McCarty V. Unanimous
- B. Vote to accept donations from various individuals in memory of Leonard Sarver and from the James B. & Helen P. Athens Fund in the amount of \$4281.39 as attached. M.
Waystack. 2nd. Wheeler V. Unanimous

8. Trustees Reports and Requests for next meeting's agenda
Request for someone to take minutes on 5/7/2025 in B.Waystack's absence

9 Upcoming meetings and events

Library Board of Trustees Wednesday, May 7, 2025 at 7 pm

Library Board of Trustees Wednesday, June 4, 2025 at 7 pm

Motion to adjourn at 8:11 pm

M. Wheeler 2nd. McCarty V unanimous

Respectfully submitted,
Bernadette Waystack,
Secretary, BFL Board of Trustees

Customer ID	Sale No.	Sale Date	Page
5084325956	407040	03/26/2025	1

Casual Designs of Cape Cod
754 Main Street (Rt 28)
Harwich Port, MA 02646

508-432-9045

Price Quote

Duplicate

Sold To:
JoAnne Brown
27 Vacation Lane
Harwich, MA 02645

Deliver To:
JoAnne Brown
27 Vacation Lane
Harwich, MA 02645

JOANNE3BROWN@COMCAST.NET

Salesperson		Delivery		Payment Terms	
LM		Delivery Truck #1 ASAP		Collect on Delivery	
Quantity Sold	Status	Item ID	Item Description	Unit Price	Extended Price
10	EA	MYAR-A TG	Sister Bay 72 MYAR-A turf green	695.00	6,255.00
B/O			Sister Bay Yarmouth Adir.chair	695.00	Discount
1	EA	DELIVERY	DELIVERY & SET UP	75.00	75.00
1	EA	MLAG-DT48	Sister Bay 27-3 MLAG DT48 turf gr	2,069.00	1,655.20
B/O			Sister Bay Laguna 48 dining table	413.80	Discount
1	EA	*SISTERPOLY	SISTER accent tete-a -tete green	365.00	292.00
B/O			Sister accent tete-a-tete green	73.00	Discount
2	EA	MYAR-A TG	Sister Bay 72 MYAR-A turf green	695.00	1,112.00
B/O			Sister Bay Yarmouth Adir.chair	278.00	Discount

★ **Sale Remarks:** 20% =Harwich Library 36" MLAG-DT36 \$1435.-\$287= \$1148.

Return Policy :

*full refund within 48 hours of purchase/delivery fee is non-refundable and an additional fee is applied for pick-up of a returned item.

*store credit given for a return beyond 48 hours/delivery fee not credited.

*no refunds on special order and clearance items.

*deposits are lost on cancelled special orders if we are unable to cancel with the manufacturer.

*store credit only for cancelled deposits (beyond 48 hours) on items scheduled for future delivery or pick-up.

THANK YOU FOR YOUR BUSINESS AND COOPERATION

Sale Total		9,389.20
		0.00
Tax Rate	6.25%	Sales Tax
		582.14
		0.00
Grand Total		9,971.34
Payment Received		0.00
Balance Due		9,971.34

Brooks Free Library Board of Trustees	
Motion to accept donations totaling \$4281.39 to the Brooks Free Library Gift Account as follows:	
\$50.00	Emily Duserick
\$25.00	Carl & Mary Ann Keller
\$25.00	Florence Lofberg
\$50.00	Robert & Judith Moodie
\$100.00	Joanne & Jim Muchoney
\$100.00	Marianne Nover - Cranberry Valley Nice Hole Women's Gold Association
\$25.00	George and Elaine Porter
\$25.00	Eileen Ribak
\$100.00	Mark & Margaret Roy
\$25.00	Steven & Pam Santas
\$25.00	Sue & Bill Schweber
\$100.00	Pamela & Walter Shea
\$50.00	Jeannie & John Wheeler
All donations in Memory of Leonard Sarver from February	
\$3,581.39	The James B & Helen P Athens Fund of the Cape Cod Foundation – March



Library Director's Report
for the May 7, 2025 Meeting of the
Brooks Free Library Board of Trustees

Prepared 5.1.25

Library Director job description

This month I finalized the draft job description for Library Director. The Personnel Committee met on April 17th to review and edit it. The draft job description is on your agenda for a discussion and possible vote to approve. The current job description is included in your packet, along with the draft revision.

Mass. Library Association Conference

The Mass. Library Association's annual conference is taking place in Falmouth this year, on May 19th and 20th. The schedule of workshops and speakers is available on their website at: <https://www.masslib.org/conference.html>.

If any Trustees would like to attend you can make reservations yourself and be reimbursed or contact our Executive Assistant, Carey Sims, at 508-430-7562 ext 6 or at csims@clamsnet.org and she will make arrangements for us to be invoiced.

Respectfully submitted,

Virginia Hewitt
Library Director

Deputy Director's Report
For the May 7, 2025 meeting of the
Brooks Free Library Board of Trustees

Management duties, projects, technology:

I was off a significant number of days last month for various reasons, but I continue to perform significant ongoing supervisory and collection management functions. I presented our 'Friends of the Library' group with three possible projects for funding and I will be attending their meeting next month to provide more details on those projects.

I attended the MLS "AI Hour" program this month which had a focus of "AI in library databases". I was surprised at how much AI has already been integrated into most of our state databases and it is generally a positive, helpful thing. Databases from Proquest, EBSCO, JSTOR, and Britannica all use AI searches as part of their platforms. I am hoping that this type of functionality will soon come to library ILS systems and vendor ordering systems as the user interface of these systems can be staff intensive and hard to pull data from. Jane Stimpson leads these very well-run MLA sessions monthly and I hope to have the time to attend more of them in the future so I can stay up to date with these important technology tools.

Reference Librarian Jamie Thornton and I ran a second session of our 'Email Management' program this week. We were fortunate to have a patron come who was there to 'see how I teach these topics' as he is a volunteer teaching technology at the COA. We discussed possible collaborations for the future and ways that we could work together to get more homebound and older folks out to the library for various programs.

Respectfully submitted,
Jennifer Pickett, Deputy Director

Reference Librarian
May 2025
Report to the Trustees of Brooks Free Library

Technology

In April I selected several devices for purchase, including a replacement word processing computer, scanner, backup printer, and other miscellaneous technology for staff and patron use. The Brooks Free Library website went down for several hours during the evening of April 28th. After reaching out to our website manager, it was found that there was a wordpress-wide issue that was resolved. I again attempted to reach out to Harwich and Barnstable IT support so we can get Circulation Librarian Kelly's phone set up, but have yet to receive a response. I also worked with VITAL Coordinator Carla in an attempt to resolve some technical issues with her town-provided cell phone.

Meeting Room Upgrade

On April 17th, Carlson Audio Visual began work on the meeting room upgrade. We are awaiting some electrical work and once all is complete we will schedule staff training. Things are moving quickly and it is great to see what is to come.

Reference

Tax season is over and we are gearing up for the summer, already seeing an influx of patrons coming in with questions on technology and other research. We have fulfilled several ComCat requests and other interlibrary loans managed by Staff Librarian Alan. It is great to have Senior Library Technician Pam North back to her usual schedule in May, and Library Assistant Christine was a great asset covering the reference desk as needed this spring. On April 17th I attended a program hosted by the Social Law Library in Boston on what public librarians should know about the US immigration system which provided some helpful resources we can utilize to help patrons with questions. Deputy Director Jennifer and I hosted another program about managing emails, and we had a great discussion with a volunteer from the Council on Aging on their technology programs and how we could collaborate in the future.

Collection Development

In April, I purchased 71 adult ebooks and 69 adult e-audiobooks. Last month's report on Cost Per Circ revealed that 45 ebooks and 28 e-audiobooks were borrowed in March. I also contributed a portion of the library ebook budget to CLAMS to maintain the consortium-wide simultaneous use titles, which helps our patrons access popular items with (ideally shorter) wait times.

Future Work

I am considering our technology and ebook budgets for the rest of the fiscal year, which will help me prepare for the next year. I am also planning computer software upgrades, as October 2025 is when Windows 10 and Microsoft Office 2019 will no longer be supported. Several staff and public computers will need to be updated to Windows 11, and all staff and public PCs (about 20

computers) will need to have Office 2019 removed and Office 2024 installed, which will be completed in waves. I will be putting together instructions for staff to take some of the burden off of me. I also need to set aside time for training Staff Librarian Gavin on website settings and other PR. On May 1st I will be attending a Boston Public Library digital town hall meeting discussing the future of their digitization program.

Respectfully submitted,
Jamie Thornton
Reference Librarian

Staff Librarian - Programming
April 2025 Report for
May 7th, 2025 Trustees of Brooks Free Library Meeting

Programming

Throughout April, I worked on placing posts on our social media feeds and also put together the newsletter for patrons - the May newsletter was sent out on 3/30. I am also working on coordination of monthly Cape Cod Chronicle library columns (and communication to the Chronicle about events, along with other BFL staff) and of the bimonthly column for the Harwich COA newsletter. I submitted a column to the Chronicle on, and worked on planning for, two upcoming May events sponsored by the Harwich Cultural Council - Kim Moberg will perform her Seven Fires Prophecy Suite for Humanity on May 10th and Judith Partelow will present a poetry workshop on May 15th. I also worked on planning for a May 1st spring gardening event with Master Gardener Steve Flack and Diane DiGennaro of the Harwich Garden Club - Steve will present on planning spring gardens and Diane will present on the Garden Club's food waste collection and composting program. I am also continuing to work on getting programming planned for later May (and future months), including some possible musical events and a writing workshop. Jamie Thornton and I are still planning to continue my training on BFL website management and other functions I will be carrying out in coordinating programming and outreach.

Circulation Transition and Other Activities

I am continuing to review any Circulation items, as needed, with Kelly Depin. I presented information on Kanopy and Hoopla at a "Cutting the Cord" (i.e. getting rid of cable and moving to streaming services) program at the Harwich Council on Aging in early April - over 60 people attended, providing a good opportunity to promote our streamable movie/TV show apps. I (along with Kelly and Carla Burke) staffed a booth at the Harwich Health Fair on April 19 - the fair provided a good opportunity to network with community members, although it was not clear how many attendees were present, and representatives from other organizations with booths at the fair. I plan to follow up with some of these representatives to work on events.

Personal Development

I continued working on my Adult Services course for my MLIS (San Jose State University), which has been relevant and useful to my current work at BFL. I will be wrapping up the course in early May and planning for my next course (likely Reference Services or Collection Development). I also continue to plan on taking advantage of any other relevant online trainings offered by CLAMS, MBLC and other organizations, as time permits.

Respectfully submitted,
Gavin Williams, Staff Librarian - Programming

Circulation Librarian Report
for the May 7, 2025 Meeting of the
Brooks Free Library Board of Trustees

The Circulation Department's Goal: every patron gets a smile and a greeting. Period.

The Circulation Department, along with Youth Services, are the most public forward departments of any library. My philosophy, when working with these departments, is that we want the patron to experience a warm and welcoming atmosphere, regardless of why they find themselves here. This increases the possibility that one time visitors will become not just regular patrons but also part of our library community. Creating community comes from the connections staff and patrons make with each other. A Library with strong connections in the community is a library that becomes the heart of their community.

Brooks Free Library is graced with many valuable and efficient desk staff. The changes that I am making are only to strengthen the perception of value we give to the community, and to allow our staff to feel appreciated for their professionalism. For example, currently we are working on cross training all desk staff to be able to perform all functions that can take place during a work shift. Therefore, 'specialty' work that needs to be completed does not need to wait until an 'assigned' staff member is working. This minimizes disruptions to the workflow. I have also done an analysis of various other tasks and am looking for ways to perform those tasks more efficiently.

I am also writing a Circulation Manual that will allow a paper back-up to tasks that may be rarely needed, but are necessary in the course of normal circulation processing.

First Circulation Staff Meeting Circulation staff have requested a separate staff meeting that includes only those items that pertain to their positions. We had our first meeting on April 8th before the library opened for the day. We had spirited discussions regarding how some of our tasks may be better performed. My goal for the meeting was for the staff to feel 'heard' as well as to encourage them to come to me should they have any ideas on how to make the work easier - or how to streamline processes. Currently, we are looking at how well the process of the hold shelf for patron pick up works for both users and staff.

Gearing Up for Summer

We will be having a Summer Reading program for adults that will run the same time as Youth Service's summer reading for children. We will have Bingo Cards in both digital and paper formats. Patrons who have a "BINGO" will win fabulous prizes! Or in this case - choice of scented bookmarks, leftover Brooks library coffee mugs and pens with Brooks Library on them!

Meetings & Professional Development

Public Service Meeting - March

Reader's Advisory through MLS - April 28 (Professional Development)

Respectfully submitted,

Kelly Depin, Circulation Librarian

LIBRARY DIRECTOR
BROOKS FREE LIBRARY

Authorized by Brooks Free Library Board of Trustees on _____(date)

**DRAFT 4.23.25 updated by the Trustees Personnel Committee on 4.17.25
will be presented to full Board of Trustees at their 5.7.25 meeting**

SUMMARY - NATURE OF THE WORK

The Library Director is appointed by and reports to an elected Board of Library Trustees. As the executive and administrative officer of the Library, the Director is responsible for the management of staff, finances, operations and services. Assists the Trustees with policy development and strategic planning. Ensures collections, resources, programs and services are aligned with the Library's mission and are responsive to community needs and interests. Personnel management responsibilities include recruitment, selection, appointment, training, evaluation and corrective action for performance and conduct issues. Reviews organizational structure, recommends and implements changes to organizational structure. Prepares realistic financial forecasts, budget and capital requests for the Board and represents the Trustees in presenting these requests to Town officials, boards and committees. Manages administrative and financial functions, including procurement and purchasing, accounting and payroll. Manages Library technology, including hardware, software and networks. Directs technical services, public information, programming, and outreach functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Support to Board of Trustees

Advises the Board on policy formulation, budget development, state certification, strategic planning, professional standards and best practices. Communicates effectively, keeping the Trustees informed on personnel, staffing, finances, operations, services, and facility maintenance matters. Provides timely, accurate information the Board needs to make decisions. Recommends new and revised policies; relays Board decisions and policies to staff and directs their implementation. Represents the Trustees in communications and meetings with the Town Administrator, Select Board, Finance Committee, boards and committees.

Library Operations

- Manages library operations, ensuring efficiency and effectiveness. Plans, directs and implements services and programs that fulfill the Library's mission and are responsive to community needs and interests. Through the Deputy Director, ensures public service staff members are well-trained, public service desks have adequate coverage and high-quality service is provided.
- Oversees the implementation of the Collection Management Plan by the Deputy Library Director, ensuring the collection is broad, deep, and inclusive. Leads reconsideration team for material challenges. Determines if the work will be retained, re-located or removed from the collection.
- Manages Library technology, including wired and wireless networks, hardware, software and electronic systems. Ensures staff have the technology to work efficiently and the public is provided highspeed Internet access with up-to-date hardware and software. Assesses needs, develops technology plans and directs implementation of new technology.
- Actively participates in the governance of the Cape Libraries Automated Materials Sharing (CLAMS) consortium, ensuring shared systems function smoothly, the consortium is responsive

to Brooks Free Library needs, and costs are contained. Advocates for a fair, equitable fee formula.

- Manages the public information function; serves as spokesperson for the Library to the Town, the community, and the press. Promotes library resources and services through outreach activities, social media, newspapers, cable television, and newsletters. Develops partnerships with community organizations; serves as liaison to the Friends of Brooks Free Library.
- Monitors the condition of the building and grounds, informing Town officials of maintenance and custodial issues. Coordinates and tracks short and long-term maintenance activities.
- Implements a comprehensive system of security procedures and resources to safeguard staff and patrons, and to protect the building, collections, assets and resources. Ensures staff members are well trained and respond appropriately to challenging patron behavior.
- Directs emergency preparedness and response for the Library. Develops and implements plans for the preservation of collections and to open the library to assist with response and recovery. Works cooperatively with the Emergency Management Director and proactively and independently when centralized response isn't needed or doesn't focus on services the library can provide community members.
- Responsible for compliance with public records laws and serves as public records officer for the Library. Safeguards data on the intellectual pursuits and identity of patrons, in compliance with state law, professional standards and Library policy on response to law enforcement inquiries.

Personnel and Position Management

- Exercises personnel authority delegated by the Trustees. Responsible for the substance of personnel decisions for Library staff, while following procedural provisions of the collective bargaining agreement, Personnel Bylaw and general Town policies. Responsibilities include recruitment, selection, training and development, disciplinary action and performance evaluation. Participates in collective bargaining, representing the Trustees on management's collective bargaining team.
- Directly supervises Deputy Library Director and the librarians, paraprofessionals and administrative staff engaged in technical services, information technology, technology education, programming, outreach, administration, accounting, purchasing and procurement functions. The Deputy Director heads the public service departments, directly supervising the professional librarians in charge of the Circulation, Reference and Youth Services Departments, and through them, manages their subordinates.
- Oversees subordinate supervisors' performance of personnel functions, ensuring union contract and Personnel Bylaw provisions are correctly and consistently applied; provides mentoring to ensure they adopt sound supervisory practices.
- Management of recruitment efforts include preparation of job postings, screening tools, interview questions and crediting plans for rating applicants. Determines when internal candidates do not meet requirements and external candidates may be considered. Selects candidates for appointments and promotions, appoints Library staff members, and sets pay rates for appointments, promotions and changes to lower grade. Approves two-step increases for exceptional performance.
- Addresses conduct and performance issues through warnings, counseling, mentoring, training, letters of reprimand, performance improvement plans and denials of step increases and longevity payments. Provides guidance to subordinate supervisors on conduct and

performance issues with subordinates, reviews their recommended disciplinary actions and determines if it is appropriate. Recommends termination of employees to the Board of Trustees.

- Reviews grievances at first step from direct reports and second step for subordinate supervisors; investigates complaint and issues decision. Provides support to Trustees and Town officials on grievances that reach those levels. Determines if modifications to job duties, manner of performance or additional equipment are necessary or possible in response to an employee requests for accommodations. Assists Trustees and Town formulate response to discrimination complaints, unemployment and workers compensation claims.
- Ensures the Library is an inclusive, safe and secure workplace. Takes disciplinary action against employees engaging in discrimination, harassment or other inappropriate activity. Enforces Standards of Conduct for patrons. Issues No Trespass Orders for repeated or severe violations.
- Responsible for position management functions. Reviews operations for efficiency and effectiveness, reassigns duties when needed and for staff development purposes, and reallocates staff within Library departments as needs change. Analyzes duties and responsibilities, job descriptions, education and experience requirements to ensure they reflect current needs. Prepares and recommends job descriptions for approval by the Trustees. Analyzes the cost of increasing the number or hours of positions and classification changes; prepares cost/benefit analysis for the Trustees review and approval for major changes.
- Periodically reviews organizational structure and prepares reorganizations. Documents rationale and projected financial impact, prepares implementation plan and timeline, and recommends changes to the Board of Trustees. Once approved by the Board and, if necessary, negotiated by the Town with the union, manages implementation of reorganizations.

Financial Planning and Management

- Manages expenditures of funds appropriated in the operating budget and from gift and trust funds, articles, and state aid funds. Ensures reports from the Town Treasurer are reconciled with Library spreadsheets and trust fund bank statements. Approves payroll and payment of invoices. Monitors expenditures to ensure they do not exceed appropriations. Alerts officials when shortfalls are projected and modifies operations, staffing levels or services if necessary to remain within allocated funding.
- Prepares realistic requests for the operating budget, capital projects, articles and other funding requests for Trustee approval. Ensures operating budget will meet projected Municipal Appropriation Requirement and Materials Expenditure Requirement for state certification. Assists the Trustees in advocating for funding; leads the presentation of budget and capital requests to Town officials, and advising them on state certification standards.
- Works cooperatively with the two association libraries in Harwich, ensuring they understand the need to meet state requirements, advising on proper completion of reports; and consolidating their reports into a compiled certification report for the Town of Harwich.

Purchasing and Procurement

Exercises delegated procurement authority from the Board of Trustees. Manages procurement and purchasing for the Library and ensures compliance with M.G.L and local directives. Ensures maximum utilization of cooperative purchasing agreements and collaboratives. Prepares specifications, solicits quotes, prepares contract, approves award and signs contracts with vendors. Establishes Library procurement and purchasing procedures and ensures staff members performing these functions understand and comply with procedures.

Supervision Received

Director is appointed by the governing Board of Trustees. The Trustees delegate personnel management, financial management, procurement authority, management of library operations, collection development and management and provision of library services of the public to the Library Director.

Exercises considerable initiative and independent judgment in the performance of duties and responsibilities; gathers and analyzes information and data, assesses situations/conditions, evaluates options and formulates solutions; interprets and applies professional standards and ethics, state law regarding the confidentiality of library records, collective bargaining agreement, Personnel By-Law, policies set by the Trustees and general Town-wide policies, administrative and financial procedures. Position is in the Personnel Bylaw Management Plan and under state law may be covered by an employment contract with the Board of Trustees. Cooperates with and maintains collegial relationships with Town officials, seeking guidance on personnel, procurement and other matters as needed.

Education and Experience

The Board of Trustees has set the following education and experience requirements:

Master's Degree in Library and Information Science or similar program accredited by the American Library Association, ability to obtain Massachusetts Certificate of Professional Librarianship issued by the Massachusetts Board of Library Commissioners within the specified timeframe after appointment as required by the Commonwealth of Massachusetts and five years of progressively responsible experience in library administration, including supervisory and personnel management experience, strategic planning, program development, and financial management functions including development of budget proposals and funding requests and oversight of expenditures, procurement and purchasing. No substitution allowed for the Educational and Certification requirements, but in exceptional instances specialized education, training, and/or experience may be substituted for part of the Experience requirement.

Knowledge, Skills and Abilities

A candidate for this position should have:

- Comprehensive knowledge of the principles and standards of professional library work; understanding, support of and ability to act in accordance with the library's mission to provide free and equal access to ideas, information, resources and services, from all points of view, and to be proactive in identifying and reducing barriers to library use. Continuing interest in professional development and new approaches; demonstrated experience evaluating trends in the field and successfully adapting and implementing new initiatives.
- Ability to carry out responsibilities independently, set priorities, use sound judgement and exercise initiative; Ability to assess situations, troubleshoot, plan and implement solutions.
- In-depth understanding of public library operations and services; professional experience demonstrating the ability to direct and oversee foundational library services such as collection development, technical services, reference, youth services, circulation, technology, readers advisory, programming, and services to people with disabilities. Ability to cover public service desks and perform other essential functions when needed.
- Understanding of the roles and responsibilities of the Library Director and elected Board of Trustees, recognizing when to bring matters to the attention of the Board of Trustees.
- Demonstrated experience managing and directing human resources functions, including recruitment, selection, evaluation, professional development, and disciplinary actions. Ability

to supervise, lead others and delegate effectively; Ability to set and enforce behavioral and performance standards; Ability to manage conflict and to build consensus.

- Experience managing in a union environment, ensuring subordinate supervisors understand and follow the provisions in the collective bargaining agreement. Ability to evaluate and respond to requests for accommodations, grievances and other informal and formal complaints.
- Ability to maintain professional relationships and work collaboratively with the Town Administrator, other Town department heads, boards and committees. Ability to recognize when to seek advice from Town Administration regarding Town-wide policies, procedures and/or provisions of the union contract, Personnel Bylaw or provisions of Mass. General Law. Maintains awareness of issues impacting the Town and potential impacts on Library funding, operations and services.
- Demonstrated commitment to identifying the needs and interests of all segments of the community and designing collections, services and programs in response. Ability to create a welcoming and inclusive environment; Ability to clearly and assertively provide direction to patrons regarding standards of conduct and enforce policies and procedures.
- Proven problem-solving and project management skills; ability to collect, analyze and utilize data to inform decision-making; demonstrated experience thinking strategically and planning a course of action or argument that results in support of Library requests.
- Ability through both verbal and written methods, to provide concise, timely, and accurate information, internally and externally, among all organizational levels and with appropriate personnel; ability to listen to and evaluate complaints and concerns and formulate solutions; ability to prepare thorough and accurate reports and proposals and to speak persuasively at public meetings and at presentations to boards and committees.
- Proven technology skills and ability to evaluate, plan and implement new systems and resources. Ability to effectively utilize office software, specialized software such as the Integrated Library System, scheduling and other electronic resources, and computers and devices, cloud-based software, storage and file sharing.

Tools and Equipment Used

Operates typical equipment found in a public library such as a telephone, computer, printer, barcode reader, scanner, projector, copy machine, assistive listening devices/system and other adaptive equipment. Must be able to utilize this equipment and assist patrons with their use.

Physical Requirements

The following descriptions are representative of the physical demands required to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Minimal physical effort is required to perform managerial and administrative duties; moderate physical effort under typical library conditions is required for tasks involving coverage of public desks, check-in and check-out of materials, and collection maintenance. With or without adaptive equipment, the employee must speak and hear well enough to be able to communicate effectively with others and to read printed material, screens on the Integrated Library System and other resource management systems, text on the screens of computers and devices, spine labels and barcodes. When covering public desks must be able to place, retrieve, lift and move books and other items located on shelves at heights ranging from floor level to above the shoulder, push and pull a full cart or bin of materials, and lift and move containers weighing up to 30 lbs. May be required to stand or sit for long periods, get up and down from a seated position frequently, climb

stairs, walk, reach, bend, kneel, and use hands to operate equipment, shelve materials and/or locate items in the collection, and use a computer for prolonged periods.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Position requires regular contact with Trustees, staff members, volunteers, patrons, community members, Board members of the Friends of Brooks Free Library, Town Administration, other department heads, members of Town boards and committees, colleagues at other libraries, the CLAMS consortium and state agencies, reporters, representatives of community organizations, vendors and in-house and contracted maintenance staff. Informal announcements and formal presentations at meetings of Town boards and committees are required. Work occurs primarily in the library, indoor offices and meeting spaces with some outdoor activities for programs and outreach events. Work schedule may require regular evening and weekend shifts and meetings or programs outside of normal work hours.

Work is performed in typical library conditions and entails the inherent risks that occur in a public library, open to everyone, where community members come for a variety of reasons and stay for extended periods. Patrons may be experiencing a variety of mental health, substance-related or other behavioral or medical issues and may not conduct themselves appropriately. Procedures and systems are in place to reduce safety risks but all staff members must be alert to the possibilities and prepared to act. The Director has overall responsibility for ensuring staff and patron safety, and must remain alert for potential safety and security risks and be prepared to act to prevent, de-escalate, or respond to incidents. Requests police assistance and issues No Trespass Orders when circumstances warrant.

Director has access to confidential personnel records of employees and applicants, and confidential information regarding the intellectual pursuits of patrons, which is protected by Mass. General Law, the protected personal identity and data of patrons, and other confidential records. Director is responsible for ensuring compliance with state law and Trustees' policy on response to law enforcement inquiries to protect this confidential information.

Poor performance of duties and responsibilities can have significant consequences. Poor budget preparation may result in insufficient funding, inadequate oversight of expenditures may cause the Library to exceed appropriations, resulting in emergency requests for additional funds and/or the loss of services to patrons if staffing or open hours need to be reduced to compensate, and failure to properly project funding needed to meet the Municipal Appropriation Requirement and the Materials Expenditure Requirement for state certification may have serious consequences, resulting in the loss of state aid and reciprocal borrowing privileges for patrons, i.e., the ability of patrons to receive materials through interlibrary loan and to borrow materials in-person at other Massachusetts libraries. Poor performance of personnel management responsibilities may result in labor-relations problems, grievances, discrimination and other formal complaints, lack of properly trained staff to provide services to patrons, low morale, and turnover of employees. Poor oversight of library operations may result in inefficient operations, inadequate staffing, poor quality service to community members, deterioration in the quality of patron and bibliographic databases, missed deadlines, unnecessary controversies, and negative publicity. Consequences of poor performance impacts the quality of service to individual patrons as well as the community as a whole and may adversely impact the use of and support for the Library, and result in the inability of the Library to meet its goals and objectives. Failure to protect the privacy of patron data and records and personnel records could result in unauthorized disclosures of such

information

External and internal applicants, as well as incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

Current 2001 Job Description

LIBRARY DIRECTOR

The Director is the administrative officer of the library. Under the direction of the elected Board of Trustees, the director plans, organizes and administers all aspects of public library operations and services including personnel, policies, programs, and financial resources. In an effort to provide quality library services to the community, the director works closely with the Board of Library Trustees to accomplish immediate and long term planning of the library facility and services.

RESPONSIBILITIES

Planning and Policy Making

1. Works with the Board of Trustees to establish library missions, goals and objectives that will meet the changing needs of the community.
2. Initiates and develops library programs in response to those community needs and in accordance with the Long Range Plan.
3. Formulates policies governing the library and recommends them to the Board of Trustees for approval. Maintains a library policy manual and posts public policies in appropriate library locations.
4. Plans, organizes and carries out activities necessary to the development of the Long Range Plan. Prepares the Long Range Plan based on input received on community needs. Re-evaluates goals and activities annually to see what progress is being made towards the objectives. Revise goals and activities as necessary. Presents the Long Range Plan to the Trustees and Massachusetts Board of Library Commissioners for their approval. Designs goals and program activities to meet the each objective of the Long Range Plan.

Fiscal Management

1. Prepares the annual budget and recommends it to the Board of Trustees for approval.
2. Directs and monitors expenditures of town appropriations, trust funds, gifts, grants and state aid.
3. Actively pursues supplemental source of funding including the preparation of grant proposals to state and private agencies. Prepares proposals and administers grants; coordinates and develops fund raising activities; develops plans and policies to procure individual and private donations.
4. Prepares and submits to the Massachusetts Board of Library Commissioners (MBLC) the Annual State Aid to Public Libraries Financial Report, the Annual Report Information Survey (ARIS), and any additional reports requested by the MBLC.

Personnel Management

1. Responsible for all personnel management functions, including recruitment, training, discipline and termination.
2. Serves as first line supervisor of the three section heads (Circulation and Technical Services Librarian, Reference Librarian, Children's Librarian) and Custodian. Serves as the second line supervisor for library personnel in the three sections. Total number of employees supervised includes 5 full-time employees, 4 permanent part-time employees, 3 to 5 part-time student pages, a temporary substitute pool of 3 to 5 employees, and numerous volunteers.
3. Supervises and evaluates the work performed by staff members. Prepares written performance appraisals for section heads and custodian. Reviews performance appraisals written by section heads.
4. Promotes an effective working relationships and communication among employees. Keeps employees informed on changes in policies and procedures.
5. Resolves complaints and concerns of employees. Administers personnel policies in accordance with union contract.
6. Develops training and continuing education programs for library staff members. Ensures employees have sufficient training to keep up with changing technology needs.
7. Coordinates with and maintains effective working relationships with the Friends of the Brooks Free Library.

Library Program Management

1. Directs daily operations of the library to ensure quality services within the budget allocation.
2. Supervises the selection and weeding of all library materials according to library policies and reviews and evaluates orders for books, equipment and materials.
3. Administers the library's computer related activities and its automation program. Evaluates and selects computers and other forms of technology (routers, hubs, scanners, etc.) and software for both public and library use. Participates in activities related to the CLAMS network, including monthly Board meetings, committee meetings, and training programs.
4. Investigates new trends, programs, techniques and equipment to improve library service.
5. Represents the library at Board of Selectmen meetings, Town department head meetings, and Annual and Special Town meetings.
6. Attends all Library Trustee meetings and presents written or oral Director's Reports identifying the progress of library programs and other matters requiring their attention.

7. Carries out other assignments as may be directed by the Board of Trustees.

Property Management

1. Plans and directs construction, repair and maintenance of library facilities and grounds; manages the physical plant to ensure proper maintenance and use of the library; ensures safe conditions for staff and patrons, responds to building emergencies; ensures the proper working condition of library facilities and equipment.
2. Supervises the maintenance, cleaning and repair of the physical plant and library property. Recommends improvements, repairs, or additions to the Board of Trustees.
2. Ensures safe conditions for staff and patrons and complies with all state laws and the Americans with Disabilities Act.
3. Coordinates servicing of all library equipment (computers, network, heating and cooling machinery, elevator, A-V equipment, etc.) Resolves maintenance issues and problems as they arise.
4. Prepares specifications for competitive bidding and negotiates service contracts.

Public Relations

1. Promotes and publicizes library activities through the news media, local cable channel, and Library's Internet homepage. Works directly with community groups. Plans and designs brochures, flyers, posters, displays, and exhibits.
2. Participates in local and Cape-wide professional meetings and activities to promote community support for the library's functions and programs. Addresses community groups to inform them of related library services and resources.
3. Coordinates special library events and programs for the benefit of adults and children in the community.
4. Prepares and presents on-going library programs such as book discussion groups, story-times, and the use of technology.
5. Coordinates use of library meeting room space to community groups.

QUALIFICATIONS

Education and Profession Certification: Masters degree in Library Science from an American Library Association (ALA) approved program, and eligible for the Massachusetts Certificate of Professional Librarianship issued by the Massachusetts Board of Library Commissioners. Must possess strong communication skills, broad knowledge of modern library organization, ability to

write and speak effectively, experience with computer hardware and software. Three to five years of library experience and three years of professional administrative experience.

General:

Thorough knowledge of the principles and practices of professional library work and the organization and management of library operations. Thorough knowledge of the philosophy and techniques of all facets of public library service as well as a desire to meet and serve the public. Comprehension of the role of a public library serving a fluctuating and diverse clientele. Performs responsible professional duties requiring a high degree of leadership, judgement, independence and initiative in planning and overseeing the administration of the library, and in the development and delivery of library services to meet individual and community needs. Performance of duties requires regular contact with other town employees, libraries, professional organizations, civic groups, vendors, the news media and the public, which requires the ability to influence actions and resolve problems. Ability to meet and deal with the public effectively and appropriately. Ability to communicate clearly both orally and in writing. Ability to manage a facility. Ability to use, and to train others to use, appropriate computer hardware and software to accomplish library functions and to assist patrons in the use of technology. Ability to plan for future needs, services and operations of the library.

Approved by Trustees
April 11, 2001

FY25 Budget Balances

As of 4.30.25

AREA OF EXPENDITURE	Appropriated Amt	Spent	Remaining Balance	Percent Spent
Advertising	\$180.00	\$0.00	\$180.00	0%
Dues, Subs & Travel	\$3,400.00	\$1,422.90	\$1,977.10	42%
Library Materials	\$185,935.00	\$157,608.46	\$28,326.54	85%
Electric	\$32,000.00	\$34,100.28	-\$2,100.28	107%
Employee Fringe Benefits	\$756.00	\$0.00	\$756.00	0%
Gas	\$10,550.00	\$10,360.76	\$189.24	98%
Library Supplies	\$13,300.00	\$9,569.43	\$3,730.57	72%
Other Purchased Services	\$6,500.00	\$6,062.37	\$437.63	93%
Maintenance & Repair	\$5,962.00	\$4,006.69	\$1,955.31	67%
Office Supplies	\$7,850.00	\$5,740.83	\$2,109.17	73%
Professional & Tech	\$51,655.00	\$51,233.69	\$421.31	99%
Water	\$1,170.00	\$1,064.09	\$105.91	91%
Total Library Expenses	\$319,258.00	\$281,169.50	\$38,088.50	88%
Wages & Salaries	\$853,139.00	\$648,838.24	\$204,300.76	76%
TOTAL	\$1,172,397.00	\$930,007.74	\$242,389.26	79%
