

Pembroke Public Library
Trustees Meeting Agenda November 17, 2021 7:00 PM
Location: Library Meeting Room

Director search

Minutes of October Meeting

Old Business

- Reopening updates
- Open Seats-recruitment
- Capital needs – update
- Staffing challenges pay study
- FY 23 Budget

Director's Report

Youth Services Report

Reference Librarian Report

Financial Updates

Building Maintenance

Friends News

Foundation news

New Business

- Updates to September report
- Action plan, Strategic plan update to review
- Review recommended updates to Library Policies
- Staff Holiday gathering
- Storm/power outage response

Any unscheduled business following posting of agenda.

PEMBROKE PUBLIC LIBRARY BOARD OF TRUSTEES

Meeting Minutes for October 20, 2021

ATTENDING: Kathy Benvie (Interim Library Director), Mary Beth Courtright, Larissa Curley, Melissa McCleary (Youth Services Librarian), Sean Fitzpatrick, Jill Taylor, and Carol Watches.

Carol Watches, Chairperson, called the meeting to order at 7:06 P.M.

The minutes for the September meeting were read. The first sentence of Old Business will be amended to read, "The library will begin Sunday hours on September 17th", replacing, "The library is reopening September 17th". Jill moved to accept the minutes as amended, Larissa seconded, and it was so voted.

The minutes of the October 2nd Special Meeting were read. Sean moved to accept the minutes, Larissa seconded, and it was so voted.

DIRECTOR SEARCH: The Library Director Search Committee interviewed another candidate who they have voted to advance to the Board interview stage. Carol will attempt to schedule a second interview before the Board of Trustees for next week.

There is a third candidate who the Search Committee will discuss at their next meeting.

OLD BUSINESS: Foot traffic is continuing to increase, including on Sundays.

There is still a vacant seat on the Board of Trustees. Carol suggested that the Trustees reach out to neighbors to see if there is any interest in filling the seat.

The staffing salary study has not been completed by Mr. Chenard, Town Manager. All three steps of pay rates for Pages are currently at the same level, which will soon be that of the minimum wage. This wage issue is an extremely important issue that needs to be addressed as soon as possible.

DIRECTOR'S REPORT: The Director's Report for September was read. Young Adult circulation appears to be low for this time of year, but it has increased over last September's numbers. It's been a slow rebuilding process from the effects of the Pandemic.

Fifty-four passport applications were processed last month. There are three new library Aides who will be a wonderful addition to the library staff. Mary Beth moved to accept the Director's Report, Larissa seconded, and it was so voted.

YOUTH SERVICES REPORT: The Youth Services Report for September was read. Local author, Erin Petti, was a hit with her writing workshop. All 24 of the initial passive Scavenger Hunt crafts were snapped up quickly; Melissa added a second round! Jill moved to accept the Youth Services Report, Sean seconded, and it was so voted.

REFERENCE LIBRARIAN'S REPORT: The Reference Librarian's Report for September was read. Movie Matinee attendance is increasing, now that patrons are able to enter the building again. The Book Club Meeting on September 7th had 12 attendees; they read *This Tender Land*. Mary Beth moved to accept the Reference Librarian's Report, Larissa seconded, and it was so voted.

FINANCIAL REPORT: The Financial Report for September was reviewed. Larissa moved to accept the Financial Report, Jill seconded, and it was so voted.

MAINTENANCE: Reports of a musty smell in the building prompted investigation on October 4th. Kathy called the library's roofing company, who did not respond. The Town Manager recommended two companies to call and one inspected the flat roof. They are generating a quote for repairs which Kathy expects to have in hand by the end of this week.

Carpet cleaning: \$2,000

Tree contracted to be removed: \$2,000

A fire suppression system inspection was done in August. The library were supposed to have a five-year internal inspection completed which had not yet been done. Cost for both inspections, a few valve replacements, and signage: \$2,254

Kathy spoke to the Town Manager regarding the above items coming out of the library's budget just before we welcome a new Director, and he suggested Kathy hold off on the carpet cleaning until the quote for the roof repair. Mr. Chenard asked Kathy to notify him by November 1st of any lines we will need to have increased by more than 2%.

Kathy is meeting with the sidewalk repair company on November 12th.

FRIENDS NEWS: The Basket Raffle is going really well and the book sale is coming up on November 6th.

FOUNDATION NEWS: No news to report.

NEW BUSINESS: FY23 Budget requests (any lines we are requesting be increased by 2%) are due to Town Manager by November 1st.

Unsolicited material inserted into books: A staff member discovered a business card-sized advertisement for a self-published book within the pages of a library-owned book. A search of materials in the area was conducted. 48 of the cards were discovered and discarded. Last week, a patron reported finding one of the cards in a fiction book and reported it to the library. The staff searched all of the books by that author and found and discarded an additional 50 cards. A visual inspection of each book will be done upon checkout, to prevent these cards from going home with patrons.

A police officer was in to speak with staff and Kathy notified the Town Manager of the issue, this week. Pembroke's Police Chief has notified the Boston FBI field office.

The Bulletin Board Policy for the library prohibits distribution of advertisements by patrons. Any advertisements must be submitted to library staff for consideration. Discussion on expanding this policy to including wording to cover unsolicited materials placed in books. The Trustees will modify the Bulletin Board Policy and the Standards of Conduct Policy.

Outreach: The library will have a table at the Council on Aging Open House on November 10th from 4pm-7pm. Melissa has been coordination with the Tree Lighting committee and the library plans to have a table there, as well.

Donation in Ann Dunnington's memory: The creation of beautiful keepsakes are in progress and there will be a new piece of furniture added to prominently display large print books.

Study rooms: Requests for study rooms have been increasing. This is a topic which was brought up early on as a potential option for the Foundation to consider when contemplating building additions/renovation.

A patron has offered to donate a grand piano to the library. Discussion on how kind the offer is and how that might work. Topic tabled to a future meeting.

The next meeting of the Board of Trustees will be held on Wednesday, November 17, 2021 at 7:00 P.M.

Larissa moved to adjourn the meeting, Mary Beth seconded. The meeting was adjourned at 8:50 P.M.

Respectfully submitted,

Jillian Taylor
Secretary

**Director's Monthly Report for October 2021
Pembroke Public Library**

Circulation (by item category)	2018	2019	2020	2021
Adults	5763	6139	4516	4151
YA	482	482	317	259
Children	4746	4588	3455	3514
TOTAL:	10991	11209	8338	7924
Downloads				
Overdrive	1535	1683	1858	1942
Hoopla	-	97	225	260
Online Resources Usage	1793	1171	831	676
Museum passes	41	43	10	34
Patrons registered	64	68	26	54
Overdrive patron registration	25	11	14	19
Mobile circ/renewals/holds	89	329	618	428
Non-resident borrowing	2007	2252	1652	1716
Items loaned to other libraries	2433	2798	2514	2029
Item borrowed from other libraries	1843	2107	1985	1344
ComCat loaned	19	20	15	13
ComCat borrowed	25	21+3	26+1	28
Passports	-	40	22	53
Visitor count	8768	9312	2537	6234

Collections	October 2018	October 2019	October 2020	October 2021
Items added	645	788+949 (hoopla)	426	660
Items discarded	713	1033	980	322
Items marked Missing	14	26	22	20

Events	October 2018	October 2019	October 2020	October 2021
Adult programs	15	16	3	11
Adult attendees	140	136	71	82
Youth events	32	28	5	15
Youth attendees	1087	1179	120	507

The full Youth Services and adult reference reports are attached.

Computer Use	2018	2019	2020	2021
Internet	748	686	143	247
Juvenile	182	220	0	110
Total	930	1046	143	357

This October the meeting room was used 25 times, Trustees Room was used 12 times.

Staff and other news:

The state annual (ARIS) and financial reports were filed and we met minimum requirements. Work is beginning on the FY23 budget. The Town Manager has been sent a list of lines that will contain requested increases over 2.5% of the FY22 budget. All town buildings were closed on 10/27 as a result of all the storm damage from the Nor'easter. The library lost many roof shingles and a length of gutter. The library reopened on 10/28, running on the generator and without internet or phones. Phones were partially restored on 10/31 and fully restored on 11/1. Interlibrary delivery and sorting was disrupted for several days as the sorting facility was without power. The library additionally served as a warming and charging station during the aftermath, extending hours on 10/29 and 10/30 to accommodate patrons and residents, which was well received.

Youth Services Report to the Trustees: September 2021
 Submitted November 12, 2021 by Melissa McCleary

Program	# of Programs	Child/Teen Attendance	Adult Attendance
Storytime (ages 2 – 5)	7	114	90
Puppy Dog Tales	1	9	5
Writing Spooky Stories (ages 8 – 12)	1	5	5
Jungle Jim’s Magic & Stories (ages 3 – 10)	1	15	7
Witch’s Storytime (ages 4 – 8)	1	17	7
Spooky STEAM (ages 3 – 7)	1	18	9
Take-and-Make Crafts (Candy Corg Magnet, Cute & Creepy Bracelet, Haunted House Magic Scratch)	1 (passive)	60	n/a
Scavenger Hunt: Pumpkin Patch Costumes	1 (passive)	133	n/a
Bryantville Monster Mash Storytime (off-site)	1	9	4
AGE GROUP TOTALS	--	--	--
<i>Pre-K Program (ages 0-5) Total</i>	7	114	90
<i>Kids Program (ages 6-11) Total</i>	7	206	37
<i>Teen Program (ages 12-18) Total</i>	1	60	n/a
<i>General Audience (all ages) Total</i>	n/a	n/a	n/a
TOTALS	15	380	127
Number of Volunteers	3 adults + 7 teens = 10 volunteers		
Volunteer Hours	3 adult hrs + 19 teen hrs = 22 hours		

October Program Highlights:

--October was chock-full of programs! Jungle Jim visited and was funded, in part, by the *Local Cultural Council grant* awarded to the library for 2021. Local author Erin Petti presented her annual writing workshop; we received several positive comments from caregivers about how excited their kids were to fill up their new notebooks. A Library Aide prepared and presented our Witch’s Storytime in full costume to the delight of our audience.

--Our first Teen Take-and-Make was a big success. Teens often completed the crafts in the library in small groups; several positive comments were heard from the teen section during these craft sessions.

Other:

--I revamped our year-round reading program 1,000 Books Before Kindergarten to work on increasing retainment of participants. Families would often start the program and then forget about it after a few months. To encourage families to keep going I’ve implemented more milestone prizes and created new tutorials and training for staff to prepare them for these changes.

Looking Toward November & Beyond:

--Several special visits and programs are planned including a DinoNuudle Build for all ages!



Local educators at STEAM Up! offered to visit the library to present a Spooky STEAM workshop based on the story “Creepy Carrots.”

Reference Requests (Reference Desk only):

Total requests:	30
General information:	3
Technology:	12
Research:	3
Item requests:	9
Readers' Advisory:	2
<u>Passports:</u>	<u>1</u>
In person:	17
Phone:	2
Email:	7
Website forms:	4

In-depth Reference help included:

- Information on John Magoun and his descendants.
- Viewing and reading our historical maps.
- Using our public computers to get online and search/browse the Internet.
- Finding academic articles through the Boston Public Library databases.
- Using the scanner to enlarge a photograph.
- Saving files from an email into a zipped folder.
- Formatting a Word document.

Adult Events:

Total: 11 events with 82 attendees, including:

- Monday, October 4th: Movie Matinee, *In the Heights* (Attendance: 11)
- Tuesday, October 5th: Book Club, *Hidden Valley Road* (Attendance: 12)
- Monday, October 18th: Movie Matinee, *Minari* (Attendance: 7)
- Wednesday, October 20th: "Welcome to the Graveyard" with the Gravestone Girls (Attendance: 10)
- Monday, October 25th: Movie Matinee, *Knives Out* (Attendance: 6)
- Tuesdays October 5th, 12th, 19th, and 26th: Knitting (4 events, total attendance: 23)
- Wednesdays October 13th and 20th: Yoga (2 events, total attendance: 13)

Projects included:

- Accepting passport applications and monitoring the passport appointment schedule and transmittal forms. Agents processed 53 applications this month.
- Planning Adult events, creating flyers and publicity blurbs, updating the website and EventKeeper, and publicizing on Facebook.
- Leading the Book Club meeting and getting books for club members.
- Answering all submissions from the "ask a question" form on the website.
- Selecting books and placing holds for all submitted adult Readers' Advisory form requests.
- Compiling and publishing the monthly Pembroke Public Library newsletter.
- Checking the LibraryAware-generated genre newsletters to make sure all books listed are available in the SAILS network.
- Ordering Adult books, AV materials, and eBooks and audiobooks for the library collection.
- Maintaining Fiction endcap displays.
- Submitting cataloging forms and creating item cards for the Library of Things.
- Weeding the Nonfiction collection.

PEMBROKE PUBLIC LIBRARY
FISCAL YEAR 2022 WORKSHEET

11/16/2021

		FY21	adjustments	adj. Budget	Expended	Balance	% of total budget
Director Salary	00016101-510101	\$96,288.00			\$31,933.39	\$64,354.61	33.16%
Assistant Director	00016101-510103	\$62,179.00			\$15,961.76	\$46,217.24	25.67%
Full Time Salaries	00016101-510110	\$262,109.00			\$95,691.08	\$166,417.92	36.51%
P-T Pages	00016101-510123	\$17,668.00			\$5,928.00	\$11,740.00	33.55%
P-T Salaries - Aides	00016101-510124	\$142,410.00			\$48,886.54	\$93,523.46	34.33%
Sunday Opening hours	00016101-510138	\$13,000.00			\$1,321.72	\$11,678.28	10.17%
Emergency Shelter Staffing	00016101-510139	\$1,000.00			\$0.00	\$1,000.00	0.00%
Longevity	00016101-510140	\$2,150.00			\$1,750.00	\$400.00	81.40%
Personnel Services		\$596,804.00			\$201,472.49	\$395,331.51	33.76%
Heating Fuel	00016102-521030	\$13,000.00			\$2,545.40	\$10,454.60	19.58%
Water	00016102-523000	\$400.00			\$0.00	\$400.00	0.00%
Office Equipment	00016102-524046	\$800.00			\$0.00	\$800.00	0.00%
Telecom	00016102-534000	\$5,000.00			\$1,814.58	\$3,185.42	36.29%
Postage	00016102-534020	\$800.00			\$180.52	\$619.48	22.57%
Purchase of Services	00016102-538000	\$28,600.00			\$9,551.45	\$19,048.55	33.40%
Facilities/Maint Supplies repairs	00016102-543000	\$2,500.00			\$0.00	\$2,500.00	0.00%
Custodial Supplies	00016102-545000	\$3,600.00			\$1,580.42	\$2,019.58	43.90%
Library Materials	00016102-558040	\$6,000.00			\$2,721.65	\$3,278.35	45.36%
Program Supplies	00016102-558050	\$2,000.00			\$1,954.05	\$45.95	97.70%
Technology Supplies	00016102-558090	\$2,000.00			\$1,228.16	\$771.84	61.41%
Travel	00016102-571100	\$800.00			\$0.00	\$800.00	0.00%
Dues	00016102-57310	\$400.00			\$0.00	\$400.00	0.00%
General Expense		\$65,900.00			\$21,576.23	\$44,323.77	32.74%
Books	00016102-558030	\$90,000.00			\$33,135.00	\$56,865.00	36.82%
Capital-painting	00030610-600134	\$1,192.18			\$550.00	\$642.18	46.13%
Capital-Building & Equipment	00030610-600138	\$15,953.76			\$0.00	\$15,953.76	0.00%
Capital-Technology Equipment	00030610-600171	\$10,000.00			\$0.00	\$10,000.00	0.00%
Library Incentive	18-610-4650-364	\$17,387.64			\$10,000.00	\$7,387.64	57.51%
Municipal Equalization	18-610-4650-362	\$11,088.31			\$6,567.84	\$4,520.47	59.23%
NRC	18-610-4650-368	\$1,696.88			\$0.00	\$1,696.88	0.00%
Grants total		\$30,172.83			\$16,567.84	\$13,604.99	54.91%
Allison Darling (75% INT. YA books)	All as of 6/30/21	\$11,891.06				\$11,891.06	0.00%
Library Building Fund		\$319.55				\$319.55	0.00%
Center Library Trust Fund (any use)		\$5,301.60				\$5,301.60	0.00%
Center Library Trust Fund		\$20,962.04				\$20,962.04	0.00%
Della Chiesa (books only)		\$10,689.89				\$10,689.89	0.00%
Edna Raistrick (large print only)		\$4,233.22				\$4,233.22	0.00%
Irene Smith (interest only-YA ref. and non.)		\$9,878.85				\$9,878.85	0.00%
Trusts Total		\$63,276.21				\$63,276.21	0.00%
Passport Program Revenue	018-0610-0269-0-0-0-R	\$19,992.57	\$14,175.00	\$34,167.57	\$0.00	\$34,167.57	
Passport Program Expenses	018-0610-0269-0-0-0-E	\$0.00			\$1,506.98	(\$1,506.98)	
Materials expenses from PP Income					\$0.00	\$0.00	
Passport Expense-Payroll	018-0610-0269-0-0-0-P	\$0.00				\$0.00	
Passport Program Net:		\$19,992.57	\$10,430.00	\$30,422.57	\$1,506.98	\$32,660.59	4.95%
Library Gifts Balance	018-0610-0263-0-0-0-E	\$2,502.70	\$5,093.31	\$7,596.01	\$3,104.54	\$4,491.47	40.87%
Fines Balance	018-0610-0261-0-0-0-E	\$494.49	\$1,350.46	\$1,844.95	\$131.75	\$1,713.20	7.14%

Director's Monthly Report September 2021
Pembroke Public Library

Circulation :	2018	2019	2020	2021
Adults	5659	5773	4352	4199
YA	757	429	297	353
Children	4636	4110	2984	3506
TOTAL:	11052	10312	7633	8058
Overdrive	1525	1724	2035	1976
hoopla	-	38	284	231
Online resources usage	1691	896	495	545
Museum Passses	44	39	27	37
Patrons registered	55	46	26	47
Mobile renewals/holds	75	307	19	476
Non-resident borrowing	2142	2027	601	1758
Online patron registration	29	9	1	18
Items loaned to other libraries	2356	2562	2649	1953
Item borrowed from other libraries	1716	1784	1924	1451
Comcat loaned	29	24	5	4
Comcat borrowed	24	47+1	0	34
Passports	--	39	21	54
Visitor Count	-	8198	2418	5803

Collections	September 2018	September 2019	September 2020	September 2021
Items added	526	1624 (687 in house, 937 hoopla)	662	484
Items discarded	291	574	1079	225
Items marked Missing	10	17	17	26

Events	September 2018	September 2019	September 2020	September 2021
Adult programs	13	14	2	10
Adult attendees	119	114	16	81
Youth events	28	22	2	10
Youth attendees	1100	1006	4	272

The full Youth Services and adult reference reports are attached.

Computer Use	2018	2019	2020	2021
Internet not inc. WIFI	653	685	122	280
Juvenile	166	168	0	101
Total	819	854	122	381

The meeting room was used 34 times and the Trustees Room was used 10 times, last year there was no meeting room use due to Covid.

Staff and other news:

Three new Aides are onboard and are great additions to our wonderful staff. RFID tagging was completed, with the exception of a few items being returned that we are catching on their way in and tagging at that point.



Pembroke Public Library FY22 Action Plan

Service Response 1: Community outreach

Goal: The Library will improve the marketing of services and events so that all residents have the opportunity to participate.

Objective: A marketing plan will be developed, by fall 2022.

Action: Review current practices.

Action: Develop survey to determine the most successful marketing outlets.

Action: Survey library visitors.

Action: Use acquired data to develop best practices.

Goal: The Library will increase community engagement.

Objective: Collaboration initiatives will be developed with other town organizations including Council On Aging and local schools, by winter 2023.

Action: Identify the agencies and points of contact.

Action: Initiate preliminary discussions to determine next steps.

Action: Meet to develop cooperative activities.

Objective: Local business leaders will be identified for partnering opportunities, by spring 2023.

Action: Identify the agencies and points of contact.

Action: Initiate preliminary discussions to determine next steps.

Action: Meet to develop mutually beneficial relationships.

Service Response 2: Be a community space that is warm, welcoming, and available

Goal: The Library will provide updated technology and knowledgeable staff.

Objective: Identify funding or seek outside sources to meet identified technological needs, by fall 2023.

Action: Develop an optimal budget to meet technology needs.

Action: Seek to increase library technology budget line.

Action: Submit an article at Town Meeting seeking a capital outlay to cover costs.

Goal: The Library will evaluate current space availability and use.

Objective: Evaluate current parking and possible expansion, by spring 2023.

Action: Identify and contact a professional to evaluate parking and traffic flow.

Objective: Evaluate possible reallocation of identified space for a media lab and small meeting room.

Action: Identify and contact a professional to determine feasibility and cost.

Action: Plan reallocation of materials in identified space.

Action: Confirm private funding source.

Goal: The Library will provide a welcoming and inclusive space for diverse groups of people within the community.

Objective: Evaluate current collections and program offerings, by fall 2022.

Action: Identify areas where collections could be enhanced.

Action: Research diverse programs, presenters, and activities for all ages.

Objective: Work with the Pembroke Diversity, Equity, and Inclusion Committee.

Action: A library staff member will attend committee meetings and report back on ideas for change or improvement.

Goal: The Library will provide assistive technology in an inclusive, accessible space.

Objective: Evaluation measures will be designed to assess the effectiveness of services in meeting current user and non-user needs and to determine what services might be instituted to make the library and its services more accessible, by winter 2023.

Action: Research and survey other libraries for successful and effective services for accessibility.

Action: Research and explore adaptive technologies for implementation (noise-cancelling headphones, non-verbal communication guides, etc.).

Goal: The Library will provide an accessible social media presence.

Objective: Examine best practices for creating accessible social media posts using standards and resources for Section 508 compliance, by fall 2022.

Action: Research and develop policy for maintaining accessibility standards.

Service Response 3: Stimulate curiosity and imagination

Goal: Residents will have easy access to materials that will enhance their pleasure reading.

Objective: The Library will purchase materials on a wide range of topics, in various formats and for all ages, ongoing.

Action: Library staff will review usage of subject areas of the collection.

Objective: Circulation of new adult books will increase 3% each year.

Action: Identify and create display space.

Action: Reallocate budget to purchase multiple copies of popular titles.

Objective: Downloadable material usage will increase by 3% each year.

Action: OverDrive materials will be purchased monthly for adults and teens.

Action: Promote marketing initiatives for OverDrive and hoopla resources.

Objective: Usage of online resources, especially learning programs, will increase 3%.

Action: Develop marketing initiatives for online resources.

Action: Continue staff training to increase awareness of online resources.

Action: Statistics on online resource usage will be reviewed monthly.

Goal: The Library will develop and support lifelong learning initiatives.

Objective: Attendance at events and classes will increase 5% each year.

Action: Local agencies and community groups will be targeted for outreach and will receive upcoming program lists monthly.

Action: Events and programs will be posted in the library, on the library's social media pages, in library newsletters, in the Pembroke Public School system email blast, and in other local community areas such as the schools and post offices.

Objective: Adult participation in the Summer Reading Program will increase 5%.

Action: The Director or Reference Librarian will visit the Council on Aging and senior housing in June to promote the program.

Action: Library staff will note anecdotal feedback from Summer Reading Program participants regarding the event and its programs to determine best practices.

Action: Library staff will be trained on the importance and promotion of the Summer Reading Program for adult patrons.

Objective: The number of Pembroke residents with library cards will increase by 3% each year.

Action: Initiatives will be developed to increase sign-ups, including ALA plans, by fall 2022.

Action: The Director or Reference Librarian will visit the Council on Aging and senior housing twice a year, beginning fall 2022.

Action: Staff will attend community events with technology and equipment to distribute new library cards.

Goal: The Library will support interests and educational needs of teens.

Objective: Teen participation in the Summer Reading Program will increase 5%.

Action: The Youth Services Librarian will visit Pembroke Community Middle School and Pembroke High School in June to promote the Summer Reading Program and associated resources and events.

Action: Library staff will note anecdotal feedback from Summer Reading Program participants regarding the event and its programs to determine best practices.

Objective: Teen and young adult participation for event attendance and visits in the library will increase 3% per year.

Action: Youth staff will provide monthly programs for teens based around interests expressed by local teens.

Action: Youth staff will provide two targeted workshops or series programs with a guest for this age group bi-annually.

Objective: Circulation of young adult materials (fiction and nonfiction) will increase 5% each year.

Action: Shelf-talkers and book lists will be increased and integrated into the YA Lounge to allow teens more independence in browsing.

Objective: The library will purchase current materials for popular handheld devices, and gaming consoles, as they become available.

Action: Circulating materials will be kept up-to-date with recent console releases, reviewed quarterly.

Goal: The Library will support interests and educational needs of school-age children.

Objective: Participation in and attendance to library events for school-age children will increase by 3% each year.

Action: Youth staff will provide at least one monthly program for students with grades K-2 and/or grades 2-6.

Action: Youth Services Librarian will make bi-monthly trips dedicated to storytimes at local elementary schools.

Action: Events and programs will be posted in the library, on the library's social media pages, in library newsletters, in the Pembroke Public School system email blast, and in other local community areas such as the schools and post offices.

Goal: The Library will encourage early literacy and play for ages birth through 5.

Objective: The Parent/Teacher Kits collection will increase by 3% each year with a focus on manipulatives and interactive stories.

Action: The library will purchase materials quarterly for the Parent/Teacher Kits collection based on caregiver requests, educator recommendations, professional journal reviews, and community needs and interests.

Finalized



Pembroke Public Library Bulletin Board & Materials Distribution Policy

General Principles & Purpose

Pembroke Public Library provides, at staff discretion, a limited amount of bulletin board space in the library for non-profit groups in the community to display civic, cultural, and educational information and announce events that are of general and current interest. These types of materials are different from the library's collection of print and non-print materials and are not selected by library staff. Announcements of a commercial nature (babysitting, local art classes, etc.) may be placed in the Community Information Binder located in the educational alcove.

Posting priority is given to government agencies.

Display of events or information does not imply library endorsement.

Bulletin Boards & Distribution of Flyers

Materials for all bulletin boards and materials distribution areas inside the library proper are posted and removed by library staff. These bulletin boards and materials distribution areas are reserved for non-commercial notices that are civic or educational in nature. Community calendars, information from local non-profits, and government information are examples of appropriate items.

All notices, flyers, and brochures should be brought to the Circulation Desk for review by appropriate staff. Due to space limitations, preference will be given to notices about events in Pembroke and oversized posters may be rejected. One copy, dated, may be submitted for an event to be posted by library staff, and may be removed after one month. The library cannot accept responsibility for the preservation or protection of materials posted or distributed. Once notices or flyers are removed, they are discarded.

Library materials are not to be used as a vehicle for distribution of notices, flyers or the like. Insertion of unauthorized items into Library materials is strictly forbidden.

For all bulletin boards and materials distribution areas in the library, materials should be appropriate for all ages.

Voted and approved by the Board of Library Trustees, October 10, 2019.

Pembroke Public Library Standards of Conduct

The library is a public entity established by the citizens of Pembroke to meet a range of needs. Residents expect facilities to be clean, comfortable, and safe places for selecting materials, reading, researching, studying, writing, and attending Library or community sponsored programs. Behaviors that disrupt the provision of library services are prohibited. The Library is responsible for establishing rules of conduct to protect the rights and safety of Library patrons, volunteers, and staff, and for preserving and protecting the Library's materials, equipment, facilities, and grounds. *The following behavior standards apply on the premises, including library grounds.*

The Children's Room is reserved for use by children, their parents or guardians, and adults interested in children's literature. The Young Adults' Room is reserved for young adults and those who accompany them.

Please abide by the following:

- Do not engage in any activity in violation of Federal, State, local or other applicable law, or Library policy. Unlawful behavior while in the library or on library property including, but not limited to, carrying unlawful weapons, assault, indecent exposure or sex acts, use of drugs or alcohol, damage to library property, theft, attempted theft, public drunkenness or intoxication, is prohibited.
- No loitering. Loitering in the library, entryway, or library property thereby creating a nuisance to those who are trying to enter or exit the building is prohibited. Patrons shall be engaged in activities associated with the use of a public library while in the building.
- Dress appropriately for a public place. Shirts and shoes should be worn in the library. Hygiene should be sufficient as to not offend others and to not leave stains/vermin on public property, e.g. furniture, books, keyboards, etc.
- Soliciting, selling or conducting surveys not authorized by the Library is prohibited.
- Insertion of any unauthorized items into Library materials is prohibited.
- Behave appropriately for a public place. Activities such as sleeping, dining, and personal grooming are more appropriately done at home. Public bathrooms should not be misused. Except for very young children with their guardians, and disabled persons with their caregivers, only one person should occupy a bathroom stall, which is to be left in good condition for the next user.
- Conduct yourself in a manner that does not interfere with other people's ability to use the library. Auditory and visual distractions are unwelcome. Cell phones, radios/personal stereos, cameras, and laser pointers are but a few of the devices that annoy other patrons. We ask that cell phones be on vibrate and calls be answered in the hallway or entry so as to limit disruption and the conversation can be a private one.

- Treat other patrons and staff with courtesy. Rude behavior to patrons or staff will not be tolerated. Swearing is inappropriate. Vulgar language and rude gestures are inappropriate. However subtle, intruding on the privacy of other patrons also is inappropriate.
- Harassing behavior is prohibited. Harassing behavior may take many forms and includes, but is not limited to:
 - unwanted conversations, and advances of a personal or sexual nature that intimidate or make the other party uncomfortable,
 - harassing or obscene gestures or sounds,
 - offensive touching
 - staring at library staff or at other patrons so that performance of their duties or use of library resources is materially disrupted (staring must be corroborated by a supervisor, senior staff member, or guard),
 - intentionally monopolizing staff time so that performance of duties is materially disrupted even after the staff member has clearly indicated that a reference or customer service transaction has ended.

For the purposes of enforcing the Library's Code of Conduct, harassing behavior directed at a library employee by a library patron shall include behavior which occurs anywhere both on and off library property, or over the phone.

- Abusive behavior, such as threats or violent behavior, toward staff or patrons is prohibited.
- Library materials are public property and should be treated with care. Do not jeopardize the condition and longevity of public property, especially computers, with food and beverages. The library does not tolerate harsh or even negligent treatment of the property in its custody. Stealing, damaging, altering, or inappropriate use of any Library materials or property is not allowed.
- The library is not responsible for personal belongings. Take responsibility for personal possessions and keep valuable items, backpacks, purses, etc. with you. Secure bicycles in the bicycle rack. Skateboards, roller blades, scooters, and similar equipment may not be used in the library or on the grounds and will be confiscated if not kept out of the way.
- Consuming food or beverages in the Library (except as authorized by library staff) is prohibited. Food and beverages are allowed at events in the large meeting room.
- Using wheeled devices in Library property or on Library grounds except as needed to facilitate access to library services (such as wheelchairs, walkers, and strollers), is prohibited. Wheeled devices, including skateboarding, roller-skating, bicycling, scooters, and shopping carts, may be used in designated areas.

- Proper supervision of children is required. Please see the Unattended Child Policy for more specific information.
- Bringing pets or animals, other than service animals necessary for disabilities, into the Library, except as authorized by the Director, is prohibited.
- Trespassing is prohibited. To trespass includes entering any Library building during a period of suspension of Library privileges, entering any non-public areas of the Library, failing to leave the Library immediately upon closing, or being in the Library before or after public hours without express permission from authorized Library personnel.
- Library patrons should report disturbing behaviors to a librarian promptly.

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff may intervene to stop prohibited activities and behaviors. Failure to comply with the library's established rules, regulations, and policies could result in removal from the premises and expulsion from the Library for a period of one day or more. Violations could also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment.

Library Staff have the authority to enforce library policies. Patrons whose behavior is objectionable may be asked to leave. Minors may be asked to leave until a parent/guardian has been consulted. Failure to leave immediately, as requested, shall be regarded as trespassing.

Procedures of notification of Unacceptable Behavior:

If determined to be in violation of Library Policy, Patrons may be warned once by a member of the Library staff and requested to bring their conduct into compliance with Library Policy. Patrons who fail to bring their conduct into compliance may be requested to leave for the day by Library Staff if the unacceptable behavior continues.

Further suspension of library privileges may occur if a patron is found to have repeatedly violated Library Policy or engaged in harassing or threatening behavior towards other patrons or staff. The Library Director may issue written notice of suspension of library privileges by hand, electronic mail or mail to the last known address of the patron or, in the case of a minor child, his or her parents or guardian.

Appeal of the suspension may be made, in writing, to the Board of Trustees, within ten (10) days of receipt of notice of suspension.

The patron, or in the case of a minor child, the parents or guardian, will be notified by the Board of the date and time of the hearing on the notice of appeal.

Approved on January 19, 2012 by vote of the Trustees of the Pembroke Public Library.