

The Ayer Library

Director's Report for March 2020

To our community:

On behalf of the staff and volunteers of the Ayer Library, I want to say that we miss you all and that it pains us deeply that we can't be here in the library to serve you at this time. I hope that you and your families and friends are doing as well as can be expected during this pandemic. All of the staff members and volunteers are healthy and well as of this moment, and we have been working as best we can to try to provide some semblance of the service we know you rely on us for. Thank you for your understanding and support. Please take care and stay safe, and we'll look forward to serving you in person as soon as this crisis is over.

Library Operations:

- Library programs were canceled or postponed as of March 12th, and the building closed to the public at 2:00 PM on Saturday, March 14th. Staff members have been directed to remain home.
- Book drops have been closed and locked since March 14th as well. We are asking that everyone hold on to the books, DVDs, and other items that you've borrowed until further notice. All due dates have been extended and no late fees will be charged.
- All statewide delivery of books, CDs, DVDs, and other physical materials between libraries was suspended by the Massachusetts Library System on March 17th.
- **Even though the building is closed, library staff members are still available to help answer questions, assist you with online library materials, etc.**
- **If you need help accessing our electronic collections, please contact us! If your card was blocked due to late fees or even if you've never had a library card, we can set you up so that you can use eBooks, eAudiobooks, videos, and many other online resources available from our library and from others across Massachusetts.**
- **To request assistance from one of our staff members**
 - **By telephone: Please call 978-772-8250 and then press 0 when you hear the answering message begin to play. You will be able to leave a voice mail message, and someone will return your call as soon as possible.**
 - **By email: Send your message to ayerlibrary@cwmares.org and someone will be in touch with you as soon as possible.**
 - **On Facebook: Message us or post a question to www.facebook.com/AyerLibrary and someone will respond as soon as possible.**
- The Library's WIFI network remains on and available 24 hours a day and seven days a week. We have repositioned one of the access points so that the signal now extends far enough outside the building to cover the library parking lot.
- We are purchasing more copies of popular adult and children's titles in eBook and eAudiobook format to add to our OverDrive collection. If you are interested in a

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particular book and you don't see it in the CWMARS OverDrive catalog, or, if there's a very long wait for copies, please let us know so that we can order a copy.

- Head of Children's Services Amy Leonard and Circulation & Outreach Librarian Christina Zoller have taken the lead in sharing entertaining and informative content on the Library's Facebook page. Not only are they sharing content that some of our popular program presenters are creating in their homes, but they've begun to create video story times and crafting projects themselves.
- The March meeting of the Library's Board of Trustees was canceled.
- After receiving almost a dozen applications for a part-time Circulation Librarian position posted in late February, we put the hiring process on hold.
- With the building closed, we are hopeful that MassCor Industries will still be able to complete and deliver our two new circulation desks. The Children's Desk is ready for installation, but we have had to postpone the initial installation date of March 24th because of staffing issues at MassCor. The new Main desk is another week or two behind the Children's desk in the manufacturing process.

Library Maintenance:

- On March 3rd and 4th, American Energy Management sent two technicians to the Library to install thermostats and other components for a new control system for our HVAC system. This new system is funded by a Green Communities grant from the Massachusetts Department of Energy Resources. My thanks to Town Engineer Dan Van Schalkwyk and Director of Facilities Maintenance Chuck Schultz for including the Library in the Town's most recent successful grant application. The final step in the installation process will be to establish a network connection for the new control system so that it can be accessed and programmed remotely by AEM. Once the system is operational, library staff will receive training on the operation of the system.
- Keane Fire & Safety inspected our fire extinguishers on March 4th, replacing two units.
- Keystone Elevator returned to the Library on March 9th to service the elevator and repair a minor issue noted in the annual safety inspection.

I want to recognize and thank the Ayer Library's staff members and volunteers for their professionalism and good cheer in the face of the increasing uncertainty and public anxiety surrounding the pandemic. Thank you Samantha Benoit, Barbara Cheeks, Don Comeau, Eben Goldman, Amy Leonard, Nadia Nalesnik, Justine Paulson, Sumedha Sekhar, Thomas Tagliavento, Keith Ugles, and Christina Zoller.

Respectfully,

Tim Silva
Library Director