

**James E. Nichols Memorial Library  
Board of Trustees Meeting**

**-Approved 7/27/2020-**

**June 22, 2020  
Minutes**

**Call to Order:** Meeting called to order at 10:03am via Zoom.us. Present (electronically): Chairperson Annette Nichols, Treasurer Sarah Heath, Bette Miller, Shannon Whalen, Susan Gurney (Alternate – Voting for G. Lacasse), Karen Ponton (Alternate – Voting for B. Miller until 10:06am); Librarian Jon Kinnaman; Absent: Gayle Lacasse. Due to the COVID-19 situation, Chairperson Nichols declared the meeting to be an emergency and that the meeting would be held electronically.

- I. **Review/Approval of Minutes:** Motion by K. Ponton, seconded by S. Whalen that: The Minutes of June 15, 2020 be approved as written. Passed unanimously.

**II. Ongoing Business**

A. **Treasurer's Report:** S. Heath distributed her Report. Expenses for May were \$2,853.18. The \$98.16 under *Books & Periodicals* was the Hoopla bill for April and the \$210.00 under *Professional Development and Training* was for annual membership in the NH Library Trustees Association for seven (7) Trustees at \$30.00 each. There were no deposits to the MVSb account during May. Motion by S. Whalen, seconded by S. Gurney that: The Treasurer's Report for May be accepted. Passed unanimously.

B. **Librarian's Report:** J. Kinnaman presented his Report for the past week (see attached).

1. **Employee COVID-19 Illness Policy:** After discussion of the sample policy suggested by the *Reopening NH Libraries Task Force – Best Practices Document (5/20/2020)*, motion by S. Whalen, seconded by S. Heath: To approve the Employee COVID-19 Illness Policy, as revised by the Board (see attached). Passed unanimously.
2. **Cleaning Procedures and Schedule:** After discussion, motion by S. Whalen, seconded by S. Gurney: To approve the Cleaning and Disinfecting Procedures (see attached). Passed unanimously.
3. **Curbside Checkout Procedures:** Noting that the draft procedure proposed a start date of July 1<sup>st</sup>, the Trustees spent time discussing with J. Kinnaman if would be feasible to offer curbside service sooner. After consideration, he suggested this coming Friday, June 26<sup>th</sup>. There was brief discussion about how long materials that had not been picked up would be held. J. Kinnaman said the usual practice was to hold materials on reserve for a week. He added that some accommodation could be made if a patron was not able to pick up materials during the scheduled time. Motion by S. Gurney, seconded by S. Whalen: To approve the Procedures for Curbside Service as revised by the Board with a start date of June 26, 2020 and the sentence: Materials not picked up within one (1) week will be returned to circulation (see attached). Passed unanimously. S. Whalen asked if the Librarian's hours now needed to be increased in order to provide curbside service. J. Kinnaman said he would know better after curbside service has been in operation for a couple of weeks.
4. **Preliminary Curbside Schedule:** Consensus was that determining and revising, as needed, the schedule for curbside service is appropriately the responsibility of the Librarian. J. Kinnaman will keep the Trustees informed of any changes.
5. **Proposed Budget for Kanopy:** Although 25 videos were streamed during the one-month Kanopy trial, the number of patrons who streamed those videos is not available. Patron numbers, however, will be available going forward. J. Kinnaman recommended a monthly budget of \$75.00 to start for Kanopy and a cap of seven (7) videos per patron per month. The cost per view is \$2.00. Billing is monthly. The concern was raised that five (5) patrons who each view seven (7) videos could easily exhaust the \$75.00 limit. Kanopy will send an alert when the number of views in a month approaches the \$75.00 limit. This budget amount may

be adjusted monthly, once some data on patron usage is collected. Also, the Librarian was reminded to provide a summary of responses to the Kanopy survey he sent out at the end of the trial, as well as a copy of the survey. He reported only five (5) people completed the survey; their responses and the survey will be in next month's Librarian's Report.

6. **The Week Ahead:** J. Kinnaman was concerned that he would be pushed to re-open the Library building to the public before appropriate procedures to safeguard both patrons and the staff were in place. It was the sense of the Trustees that the Library building would not be opened to the public any time soon, and that he should focus on getting curbside service up and running. The Trustees also recognize that Nichols Library is a very small building which presents unique challenges in a time of social distancing. A. Nichols encouraged the Librarian to brainstorm about ways to allow very limited access at some time in the future. S. Gurney was concerned a sneeze guard might not be available when J. Kinnaman is ready to order one. He was asked to check on delivery time from the company K. Ponton found that supplies local pharmacies with stand-alone, clear polycarbonate sneeze guards (Qmiusa.com) that cost \$129.00 each. Instead of face masks, S. Heath wondered if face shields would be more comfortable for staff to wear. K. Ponton thought the shields might allow sneeze or cough droplets to fall onto surfaces below.
7. **Appendices:** A. Nichols asked J. Kinnaman to include only new references in the appendices to the Librarian's Reports, and if included, to report on what was learned from the reference.

### III. Other Business

1. **Resignation:** A. Nichols reported that G. Lacasse has resigned from the Board of Trustees. The Board extended its sincere appreciation to her for her service as Trustee.
2. **Appointment to Fill Vacancy:** S. Gurney stated she preferred to remain as an Alternate. Motion by S. Heath, seconded by S. Whalen: To recommend to the Board of Selectmen that K. Ponton be appointed Trustee to fill the remainder of G. Lacasse's one-year term. Passed unanimously. A. Nichols will notify the Selectmen.
3. **BCALA Statement:** S. Gurney introduced a motion relative to a BCALA statement, which did not receive a second. Therefore, the motion was removed from consideration.

- IV. Next Meeting:** The next meeting of the Trustees is scheduled for Monday, July 13<sup>th</sup> at 10:00am, but only if needed to address emergent concerns. If not needed, A. Nichols will cancel this meeting. The next regularly scheduled monthly Trustees' meeting is Monday, July 27<sup>th</sup> at 10:00am. S. Heath will see if the Cary Mead Room at Town Hall is available; otherwise, the meeting will be held via Zoom.us.

**Adjournment:** Motion by S. Whalen, seconded by S. Gurney to adjourn at 11:36am. Passed unanimously.

Respectfully submitted,  
Karen Ponton, Secretary pro-tempore  
att (4)

**LR 6/22/2020**

### **Reopening**

Procedures for curbside circulation (draft 4) and cleaning (draft 3) were sent out for consideration Thursday evening. The curbside circulation procedure proposes a schedule of Monday, Wednesday and Friday from 10-2, effective Wednesday July 1st. The library has a sufficient stock of PPE and cleaning agents to resume checking out materials. Recycled plastic bags of the type suggested by Shannon Whalen are on order from Amazon. We have a stock of 50 clean bags from DC Heaths. Keyboard skins for staff workstations have arrived.

**Collections.** Seven wish list items were purchased at Bayswater. Twelve books and five audios were ordered from Baker and Taylor on Monday. Our Kanopy agreement with Kanopy allows patrons seven plays a month and sets a monthly budget of \$75. Note that we are not committed to spending this amount. A little more than half of outstanding patron loans have been returned. 143 patron loans remain out; 56 titles are returned and in quarantine. 99 interlibrary loans also remain outstanding; most will not be returned until van service resumes.

**Community Engagement.** A draft press release announcing curbside circulation is prepared for use once a date is agreed upon. In May, patrons downloaded 237 items from NH Downloadable Books. Patrons streamed 25 videos on Kanopy. They streamed 15 audios and eBooks, 5 movies and 13 TV episodes from Hoopla for a total of 33 items. In May, our WordPress page had 733 views by 289 visitors. Top views were Consumer Reports, Kanopy, Downloadable Books, Hiking Trails, Book Drop, Midsummer Night's Dream, and Music Minutes. Our Facebook page had 73 views in the last 28 days.

**Policy Manual.** An employee COVID-19 illness policy agreement has been transcribed for Secretary Karen Ponton.

**Directors Report of Hours Worked:** The librarian worked 18 hours through Friday at 2pm. This included developing procedures (8), reporting (2) library maintenance (4 hours), researching supplies (1) video conferences (1), community engagement (2).

**The week ahead and beyond:** Planning ahead to the next phase of service, procedures for limited building access will need to be written. Issues to be considered include whether access is to be by appointment or open, how many people are to be admitted at a time, social distance lines or barriers, stacks access, and time limits of visits. Supply needs for limited public access to the building include keyboard skins for public workstations, hand sanitizer dispensers at door and within building, disposable face coverings for patrons, and a sneeze guard for the circulation desk.

### **Appendixes**

#### **Pandemic Response**

NHSL. [COVID-19 Resources](#).

CDC. [How COVID-19 Spreads](#). Updated 5/22/2020

Brmage, Erin. [The Risks-How to Avoid Them](#).

Wen, Leana. [Four concepts to assess your personal risk as the U.S. reopens](#). Washington Post.

Leana Wen, 5/21/2020.

Ed Young, [America's Patchwork Pandemic](#). Atlantic, 5/20/2020.

## **Reopening Updates.**

NH GOEFFR. [Reopening Guidance for Libraries:](#)

NHSL Task Force. [Reopening NH Libraries Best Practices Document.](#)

Primex/NH Municipal Assoc. [Webinar on Reopening Public Buildings.](#) June 3 release; registration is now open.

ALA. [Reopening Under COVID-19: A Space Planning Approach.](#)

NHSL. [Staged Reopening Resources Links.](#)

Jaffrey PL. [Interim Service Policy](#)

OCLC, IMLS & Battelle. [Reopening Archives, Libraries, and Museums Project:](#) A COVID-19 Research Project.

USFA. [Understanding the Impact of Social Distancing.](#)

WMUR [Some NH Libraries Begin to offer books.](#) 5/13/20

## **Sanitizing Collections and Workplaces**

Battelle. [Preliminary Literature Review for the Natural Attenuation of SARS-CoV-2 as a Decontamination Approach](#) (see 3.2 survival SARS-3 on material surfaces).

CDC. [Cleansing and disinfecting your facility,](#)

MIT Technology Review. “ [Loud talking could leave coronavirus in the air for up to 14 minutes.](#)”

DHHS. [Using Cloth Face Coverings to Help Slow the Spread of COVID-19.](#)

New England Journal of Medicine. [Aerosol and Surface Stability of SARS-CoV-2 as Compared with SARS-CoV-1.](#)

Northeast Document Conservation Center. [Disinfecting books and other collections.](#)

IMLS, CDC. [Guidance for Disinfecting Returned Library Books.](#)

## **PPE and Supply List**

Masks (have 20, from town EM/DHS). Reusable.

Nitrile gloves (have 50, from town EM/DHS). Staff option.

Receiving container for dropbox (have 3).

Mail labels to ID book bags. Heaths hardware

Plastic drop box bins (4).

Bin for holding checkout bigs. On hand.

Keyboard skins; Dell KB216 . Received (2); skins for patron computes to be ordered.

Scanner. Honeywell MS9520 fixed usb (\$164) or MS1452 Bluetooth (\$293).

Bags for circulating materials. Ordered.

Soap, alcohol based cleanser, spray bottles. On hand.

Hand sanitizer dispensers for patrons to be ordered.

James E. Nichols Memorial Library  
EMPLOYEE COVID-19 ILLNESS POLICY

In order to promulgate safety in the workplace and to continue to combat the transmission of COVID-19, all employees are subject to and must adhere to the following policy while on Library premises.

Any employee who is ill or is feeling ill must not report to work and must contact his or her supervisor prior to the stated start time to report the absence. Any employee who becomes ill or starts to feel ill while at work must immediately notify his or her supervisor and immediately leave the workplace.

Symptoms of COVID-19 include:

- a. Fever;
- b. Respiratory symptoms such as runny nose, sore throat, cough or shortness of breath;
- c. Flu-like symptoms such as muscle aches, chills, and severe fatigue;
- d. Changes in a person's sense of taste or smell.

Any employee experiencing these symptoms should not report to or remain at work, and should notify his or her supervisor immediately. Any employee observed to exhibit these symptoms while in the workplace will be asked to leave work immediately. Any employee feeling ill or exhibiting symptoms of COVID-19 should seek medical attention.

If an employee becomes aware that he or she has been exposed to COVID-19, even if the employee is not currently exhibiting symptoms, the employee should report the exposure to his or her supervisor and remain out of the workplace for at least 14 days.

Absences from work due to COVID-19 related illness will not be considered as unexcused absences, and such absences will not count against an employee's attendance.

In order to minimize the spread of COVID-19, employees should:

- a. Wash hands and use hand sanitizer frequently;
- b. Avoid touching the face, eyes or mouth;
- c. Practice good respiratory etiquette, which includes coughing and sneezing into a tissue or your elbow rather than into your hands;
- d. While at work and in public, employees should wear a cloth face covering to help protect against the spread of the virus. Employees should review the CDC's guidance on use of cloth face coverings.
- e. To the greatest extent possible, all employees should maintain safe social distancing, which means keeping a distance of at least 6 or more feet between one another at all times

Questions regarding this policy should be addressed to the Nichols Library Board of Trustees.

EMPLOYEE ACKNOWLEDGEMENT

I hereby acknowledge receipt of the Library's "Employee COVID-19 Illness Policy".

Date \_\_\_\_\_ Employee's signature \_\_\_\_\_

*Approved by Nichols Library Board of Trustees 6/22/2020*

## **Cleaning and Disinfecting Procedures**

This is an evolving document. The procedures listed below are for employees working in the library while the building is closed to the public. Additional procedures may be added at the time when patrons are allowed building access.

### **Handwashing and Masks**

**Handwashing:** Employees shall wash their hands with soap for at least 20 seconds at the beginning and end of shifts, and as specified by certain procedures such as set forth in the *Procedure for Processing Returns* (6/8/2020) and the *Procedure for Curbside Service* (6/22/2020).

Employees shall also wash their hands after blowing one's nose, coughing, or sneezing, after using the restroom, and before eating or preparing food. If an employee leaves the building during their shift, they shall wash their hands upon return.

Except for the above instances which *require* handwashing, employees may either wash their hands or use hand sanitizer with at least 60% alcohol to regularly clean their hands throughout their shift.

**Masks:** Whenever more than one (1) employee is working in the Library building, employees are required to wear either a cloth or disposable face covering over their noses and mouths at all times. When wearing a mask, the employee must not touch their eyes, nose, mouth or face, or adjust their mask without first washing or sanitizing hands. After touching the face or adjusting mask, hands must be washed or sanitized again.

### **Cleaning and Sanitizing Surfaces**

**Frequently Touched Surfaces:** Employees shall clean frequently touched surfaces and objects at least once a shift at the beginning of the shift. These include front and rear exterior door handles, handrails, main floor door handles and light switches, desk tops, computer workstations including keypad, monitor, mouse and scanner, phones, and thermostat. If more than one (1) employee is working in the building, these surfaces shall be cleaned every two (2) hours.

**Electronics:** Electronic equipment shall be cleaned using either wipes or sprays containing at least 70% alcohol or disinfecting wipes *approved for use on electronics*. It is recommended that staff not share equipment; however, when this is not possible, employees shall clean the shared equipment before and after each use.

**Surfaces used by Public:** Employees shall clean the two (2) public computer workstations including mouse, keyboard, monitor, desktop and chair arms before and after each use. Reading tables and chair arms shall also be cleaned after each use.

**Restrooms:** It is recommended that each employee cleans the toilet seat, flush handle and faucet handles in the restroom before using, closes the toilet seat cover before flushing and uses a paper towel when opening the door to exit. A spray bottle with 70% alcohol and paper towels for cleaning shall be kept in the restroom. Employees are required to wash hands after using the restroom.

### **Cleaning and Sanitizing Products and Directions for Use**

Employees are required to use only EPA-registered disinfectants for cleaning. UV sanitizing wands or other similar products are not permitted for use on Library surfaces or equipment.

Surfaces or equipment cleaned with alcohol wipes or sprays must be kept wet for at least 30 seconds and let dry. Those cleaned with disinfecting wipes must be kept wet for 10 seconds to sanitize or 4 minutes to disinfect and then let dry. Staff may wear disposable vinyl or nitrile gloves when cleaning or disinfecting to protect their skin from irritation.

### **Cleaning and Disinfecting: Other**

If an employee experiences symptoms of COVID-19 or becomes ill while at work, the Library shall be immediately closed to all employees and the public for at least 24 hours. The Town Health Officer shall also be immediately notified by the Chairperson of the Library Board of Trustees. The building shall remain closed until the Town Health Officer determines otherwise.

*Approved by Nichols Library Board of Trustees – 6/22/2020*

## **James E. Nichols Memorial Library**

### **Procedures for Curbside Service**

**Schedule.** The Librarian shall determine a schedule for curbside service and may revise this schedule as needed. The schedule shall be Monday, Wednesday and Friday between 10am and 2pm, effective June 26, 2020.

**How to Request Curbside Service.** Patrons may request or reserve books and other materials for curbside pick-up through the Library website using their library catalog account or by phone or email. Requests must be made one (1) pick-up day in advance. Patrons will be notified when their requests are ready for pick-up and should not travel to the Library until then.

**Checking out Materials.** The staff member assigned to check out materials for curbside pickup will wash hands with soap and water for at least 20 seconds before starting and wear a face mask to retrieve and process materials to be checked. Requested materials will be put in new, recyclable plastic bags. Next, the patron's name will be written on a self-adhesive label and attached to the bag. The bags will then be placed on the book cart designated for this purpose. After completing this check out procedure, staff will wash hands with soap and water for at least 20 seconds or use hand sanitizer.

**Notification and Pickup.** Patrons who placed reserves through their catalog account will be automatically notified by email that their requests are ready for pick up. Patrons who placed reserves by email or phone will be contacted directly by the staff. Staff will place bags for curbside pickup in alphabetical order by patron name on the stone bench. A folding table may be used if there is a large number of bags for pick up. Patrons will be asked to wear their own masks and maintain social distancing of at least 6 feet from others when picking up items. Staff shall not hand-deliver materials to patrons at the door or in their cars. Staff are not permitted to help patrons carry materials.

**Uncollected Materials.** One half-hour before closing, bags which have not been picked up will be brought back inside and held in the designated area to the right of the inner door. Materials not picked up within one (1) week will be returned to circulation.

**Inclement Weather Pickup.** In case of inclement weather, patrons will be notified to make an appointment to pick their items. Appointments will be scheduled for 15 minute intervals. Five (5) minutes before the appointed time, staff will place the patron's curbside pickup in the designated bin outside the Library's front door. Patrons are to pick up their materials within the 15 minute time frame. Items not claimed within the time frame will be brought back inside and held in the area designated for uncollected materials, as noted above. Patrons will be asked to wear their own masks and maintain social distancing of at least 6 feet from others when picking up items.

**Returns.** Patrons are to return all materials to the Library drop-box. They are asked not to bag materials or include book donations, other than those on the Library's "wish list". See also *Procedure for Processing Returns* (6/8/2020).

*Approved by Nichols Library Board of Trustees – 6/22/2020*