

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

**-Approved 4/27/2020-**

**April 20, 2020**

Minutes

**Call to Order:** Meeting called to order at 10:00am via Zoom.us. Present (electronically): Chairperson Annette Nichols, Treasurer Sarah Heath, Gayle Lacasse, Bette Miller, Shannon Whalen, Susan Gurney (Alternate), Karen Ponton (Alternate); Librarian Jon Kinnaman. 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 S. Whalen, seconded by G. Lacasse that: The Minutes of April 13, 2020 be approved as written. Passed unanimously.

II. **Ongoing Business**

A. **Librarian's Report:** J. Kinnaman presented his Report for the past week (see attached). J. Kinnaman reported there were 18 loans through Kanopy. He did not know how many patrons this represented, but he will now start to track patrons using Kanopy and include this in his next Report. J. Kinnaman did not participate in this morning's librarians' conference call. The State Library task force on reopening NH public libraries will hold their first meeting tomorrow. J. Kinnaman has been in touch with the Library Assistant. There was some discussion about issuing temporary versus permanent library cards online, and the need to verify residence. Consensus was to issue permanent cards and have the staff ask for an ID when the new cardholder first comes into the Library. J. Kinnaman spoke with the ILES media specialist about her request to connect with community libraries during Spring break. This would entail, for example, his creating "packets" of reading and video materials for young children and teens that could be accessed through links to our Library webpage. J. Kinnaman was asked to talk again with the media specialist about how ILES would be publicizing this service to its students, as our Library is not used by many children, and to find out from her what the Meredith and Sandwich libraries are doing. He was reminded to post a link to the Library's facebook page on the Library website. He submitted his hours to the Town Office for the week ending April 18<sup>th</sup> as 18 hours worked and 18 hours claimed for unemployment. A. Nichols directed that he copy her his weekly payroll sheets.

B. **Work Schedule for Current Week:** After brief discussion, motion by S. Heath, seconded by S. Whalen that: The Librarian work 18 hours this week. Passed unanimously. Consensus was to discuss the Librarian's future work schedule during the Trustee's next meeting on April 27<sup>th</sup>.

- III. **Other Business:** Trustees are encouraged to attend the NHLTA Virtual Roundtable on Friday, April 24<sup>th</sup> from 2:00-3:30pm

**Adjournment:** Motion by S. Heath, seconded by S. Whalen to adjourn at 10:28pm. Passed unanimously.

Respectfully submitted,  
Karen Ponton, Secretary pro-tempore

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## **Librarian's Report, 4/13-4/17 2020**

**Activity Summary:** The library activated the Kanopy 30 day trial on Tuesday, which will expire on May 15th. 33 patrons have looked at Kanopy since the trial was announced. Links for free access to Tumblebooks eBook and audio collections, good through August 31st, were also posted (this is a gratis offer, not a trial). Since the beginning of April, the library has circulated 149 items on Overdrive and 22 on Hoopla (twice the normal average). There are five new users on both accounts. This week, the library posted 14 announcements on its Wordpress (107 views) and Facebook platforms (29 views).

**Use of Website, Facebook and Online Resources:** Patron following of our library's website and Facebook posts have spiked significantly since the closing of the library building on March 17th. In the six months between September 2019 and February, site traffic averaged 517 visits (unique users) and 150 views (selecting) content a month. Since the closing, we have seen 1,128 views and 225 clicks on specific content on the site. Some of this traffic is content-driven (58 Overdrive visits and 35 Hoopla visits in April), but patrons are also consulting community information such as the Local Business Bulletin board (19 visits in April), genealogy resources, Hiking trails (21 in April), and the Trustees page. A conscious effort is being made to keep a schedule of engagement, with the morning music minute (17 visits in April), children's author readings, new releases from NH/Overdrive (27 views on our most recent Facebook posts) and evening movie picks from Kanopy. Our music minute posts (which links to materials on Hoopla) have regular followers; our John Prine tribute had 27 views on Facebook. There were 4 direct engagements with patrons, 3 by email and 2 by voice mail, involving requests for library card numbers and alternatives to physical materials.

**Directors Report of Hours Worked:** 5 hours in meetings and consultations, either by phone or videoconference, 2.5 with Trustees, 2 with NHSL and .5 on a conference call with the Interlakes Media Specialist Andrea Caulder, who is soliciting public library programming for school vacation week at the end of this month. 4 hours were spent on website updates and maintenance (Kanopy setup, creating Tumblebooks links, updates requested by the board). 2 hours on researching and reporting on website traffic and online resources. 7 hours were spent on community engagement, promotion and outreach (newsletter, blog and Facebook posts). The librarian engaged with four patrons to assist with library cards or help with materials access. On Saturday, spent 2 additional hours revising report, making additional media posts, and drafting press release in preparation for next week. 20 worked/18 salary

**The week ahead and beyond:** Send press release regarding Kanopy to local media. Video conference calls include the weekly NHSL directors meeting, which hopefully will have the first report from the reopening task force and a small/rural librarians meeting on Wednesday the 22nd. Earth Day on the 22nd presents an opportunity to promote eBooks and films. National library week postings are planned through the week. The week after, we have a verbal agreement with Interlakes to provide engagement for school vacation week. Besides the promotions, time would be well spent on administrative tasks, among them reviewing new releases for pre-orders so we are ready for materials selection as soon as the library is reopened; reviewing the policy manual, NH State Library/NHLTS guidelines, and relevant NH RSAs as directed in the 2020 goals; and formulating needs of the community as we continue with isolation and look toward the library's opening its doors to the public.