

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

-Approved 8/24/2020-

July 27, 2020

Minutes

Call to Order: Meeting called to order at 10:00am via Zoom.us. Present (electronically): Chairperson Annette Nichols, Treasurer Sarah Heath, Bette Miller, Karen Ponton, Shannon Whalen, Susan Gurney (Alternate); Librarian Jon Kinnaman; Member of the Public: Ann Xavier, resident. 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 22, 2020 be approved as written. Passed unanimously.

II. **Ongoing Business**

A. **Treasurer's Report:** S. Heath distributed her Report. Expenses for June were \$2,664.07. The \$50.00 under *Special Projects from Gifts* was for annual membership in the NH Historical Society. J. Kinnaman reported the Library receives a subscription to *Historical New Hampshire* as part of this membership. The magazine is added to the local history section of the Library collection. There were no deposits to the MVSb account during June. There was some discussion about accepting books donated from the Library "wish-list." K. Ponton suggested that a motion could be made to accept X-number of books from X-number of donors in accordance with RSA 202-A:4-d. Not listing the donors' names in the minutes would address privacy concerns. Instead, the names of the donors would be kept confidential in a file maintained by the secretary of the Board. J. Kinnaman was asked to provide this information for the Trustees' August meeting. Motion by K. Ponton, seconded by B. Miller that: The Treasurer's Report for June be accepted. Passed unanimously. S. Heath asked about renewing membership in the NH Preservation Alliance (NHPA). Motion by K. Ponton seconded by S. Whalen: To continue membership in the NHPA. Passed unanimously.

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

1. **Curbside Checkout/Circulation:** J. Kinnaman reported curbside circulation is going well. Materials are usually picked up by noon or 12:30pm on the designated day; only one (1) was picked up the next day. Most requests are via email or patrons' online accounts. Only a few have been by phone. He added that a couple of patrons commented that they miss being able to browse the stacks; one (1) missed having access to a computer. There was some discussion about how to "browse" without coming into the Library. S. Gurney suggested that there always be a comment at the beginning of the Library webpage to phone the Librarian, who can "browse the stacks for you" and recommend reading materials. K. Ponton suggested simple instructions on "how-to-browse the Library collection" using the online catalog be added to the website. J. Kinnaman recommended that the quarantine period for books and DVDs be shortened, given recent information that the COVID-19 virus remains on those materials for only 72 hours. Motion by K. Ponton, seconded by S. Whalen that: The Procedure for Processing Returns be amended by deleting the phrase "... will be quarantined for at least seven (7) days" and replacing it with "...will be quarantined for at least 72 hours." Passed unanimously. J. Kinnaman reported that all magazine and newspaper subscriptions, with the exception of the *Library Journal*, are not being renewed at this time, due to concerns about the COVID-19 virus persisting on glossy pages and magazines for four (4) days. Similarly, board books are not being ordered.
2. **Limited Re-opening/Stage 4:** In response to A. Nichols' question, J. Kinnaman said that during their weekly conference calls librarians reported being concerned or ambivalent about re-opening their buildings to the public; on the other hand, patrons seem to view re-opening favorably. He has not spoken with the librarians at the Meredith and Moultonborough libraries about how their re-opening is going. Consensus of the Board was that the earliest the Library

building might reopen on a limited basis would be mid-September. It was noted that the Town Hall is now open by appointment only; visitors are required to wear masks; the restrooms are closed to the public; and porta potties are available for the public behind the building. The Trustees briefly reviewed two (2) traffic flow plans for within the Library drafted by J. Kinnaman, one for having the stacks closed to the public and the other with the stacks open. (See attached). The Trustees acknowledged the Librarian's concern to have procedures carefully thought out in advance of re-opening the Library building to protect both the staff and the public and appreciate his work on this initial draft. Some of the concerns raised include:

- Whether it is appropriate to have the Librarian responsible for monitoring patrons when they are in the building
- 15 minutes may be too short a time to browse the stacks
- Four (4) browsers, one (1) computer user and staff may be too many persons in the building at one time. S. Gurney noted that it is rare for more than three (3) patrons to be in the Library, even on the busiest of summer days.
- Keeping track of which books and other materials browsers may have touched, which then need to be cleaned or quarantined for at least 72 hours. S. Gurney suggested signage such as: "Let your eyes do the browsing."
- How to safely allow children, who frequently touch things, in the building
- Possibly requiring browsers to wear gloves, in addition to masks
- Closing the restroom to the public.

Further discussion postponed to the August Board meeting.

3. **Sneeze Guard:** After brief discussion about whether to purchase a custom-fabricated sneeze guard or a free-standing, non-customized one, as well as from which company, motion by S. Whalen, seconded by B. Miller: To purchase the free-standing sneeze guard manufactured by QMI. Passed unanimously. Since she was familiar with the product website, K. Ponton offered to order the sneeze guard.
4. **Kanopy:** J. Kinnaman reported he reduced the cap on Kanopy usage from seven (7) videos per patron per month to four (4). 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, were emailed to the Trustees in mid-July. (See attached).
5. **Librarian's Hours:** S. Whalen asked if the Librarian is still able to address his responsibilities working only 18 hours/week; J. Kinnaman said he was.

Motion by S. Whalen, seconded by B. Miller: To accept the Librarian's Report. Passed unanimously.

C. Committee Reports

1. **Building Committee:** A. Nichols has been in contact with HEB Engineering. Their report is pending. J. Kinnaman was directed to immediately contact A. Nichols when the report arrives in the mail. Apparently, the moisture problem in the basement is due to surface water, not ground water. This makes installing gutters a realistic option. S. Heath reported the firm has submitted a bill for 75% of their fee. This is to be paid by the Town from its Building Maintenance ETF, not out of Library funds. K. Ponton noted that since the Board of Selectmen, not the Library Trustees, contracted with HEB Engineering, the firm should also be reporting to the Selectmen.
2. **Landscape Committee:** K. Ponton reported that the arborists the Board of Selectmen consulted about the spruce recommended the tree be cut down, as it is dying. The Selectmen are hesitant to take down the tree at this time.

III. **Non-public Session:** At 11:00am, motion by S. Whalen, seconded by K. Ponton: To go into a non- public session per RSA 91-A:3, II (a) to discuss a personnel matter. Passed unanimously. Roll Call: S. Heath-yes, B. Miller-yes, A. Nichols-yes, K. Ponton-yes, S. Whalen-yes. Alternate S. Gurney and J. Kinnaman were present for the non-public session. At 11:03am motion by K. Ponton, seconded by S. Whalen: To end the non-public session. Passed unanimously.

Meeting reconvened by A. Nichols at 11:03am.

IV. Other Business

1. **Policy Committee:** J. Kinnaman has completed his review of Library policies, and suggested some recommendations. Consensus was to form a Policy Committee to review those recommendations, as well as all Library policies, from a Board perspective. K. Ponton was asked to chair this Committee and agreed.
2. **Resignation:** S. Gurney has submitted her resignation from the position of Trustee alternate. The Board extended its sincere appreciation to her for her service as alternate and past Trustee.
3. **Alternates:** There are now openings for three (3) alternates for the Board of Trustees. The Board thanked A. Xavier for attending and hoped she would consider serving as an alternate.

- V. Next Meeting:** The next meeting of the Trustees is scheduled for Monday, August 24, 2020 via Zoom.us. Consensus was the Librarian does not need to submit an interim Report, only his usual monthly Report

Adjournment: Motion by K. Ponton, seconded by S. Whalen to adjourn at 11:10am. Passed unanimously.

Respectfully submitted,
Karen Ponton, Secretary pro-tempore
att (7)

Curbside circulation. Patrons are becoming aware of and are using curbside circulation. In the first two weeks, we have circulated 79 items, just over 11 loans/business day. Procedures are working smoothly. The load so far is manageable. There are still 141 outstanding loans. 81 are out to CH patrons, 60 on interlibrary loan. The State Library is not ready to resume van service.

Update re how long coronavirus stays on library materials. The latest research by Battelle conducted for the library REALM Project found that the SARS-CoV-2 virus was not detectable on the materials after 72 hours. This is consistent with the results published earlier this year in the New England Journal of Medicine (see Appendices).

Collections. We are cleared to receive materials from Baker and Taylor. 12 books, 5 CDs, and 6 DVDs are either out for delivery or in process. An additional three books and 5 DVDs have been ordered from Amazon. 16 items have been bought from the library wish list. New titles for the list were sent to Bayswater today; 4 titles slotted for our next order were dropped from the wish list.

Next Stage Reopening Notes. While the latest safer at home update asks citizens to “respect the right of libraries to have requirements over and above recommendations”, here are some preliminary thoughts for limited patron use (no implementation date implied). Visits would be by appointment. On entry, there is a table with hand sanitizer and masks. Tape lines would direct computer users and browsers in different directions (childrens collection users would take the computer workstation path). Stacks use might be allowable if barriers were set at the end of the lower (circ desk side) row ends, creating a safe distance space for the staff member on duty. A sneeze guard for the circulation desk is recommended. Patrons will be directed to not reshelve books they handle but do not take out, but to leave them at collections points for staff to collect and quarantine. The procedures suggested above are borrowed from them and comments in Thursday’s director’s Zoom meeting, and by Meredith and Moultonboro libraries, which are allowing visits by appointment.

Administration. Review of library policies has been completed (attached). Kanopy Survey Question and Results are attached.

Interim Meeting. The Librarian does not find a need for a meeting at this point, unless the board wishes to act on reducing the quarantine time for returned books.

Directors Report of Hours Worked and activities:

The week ahead and beyond: Proceed with curbside circulation and selective ordering. Planning ahead for possible patron computer access and staff and supply needs for public access.

Appendixes NH GOEFFR. [Reopening Guidance for Libraries](#): No update. NHSL Task Force. [Reopening NH](#)

[Libraries Best Practices Document.](#)

REALM Project. [Round 1 Test Results Available](#). Results show that the SARS-CoV-2 virus was not detectable on the materials after three days of quarantine. This is consistent with the results published in the New England Journal of Medicine. [Aerosol and Surface Stability of SARS-CoV-2 as Compared with SARS-CoV-1.](#)

The following report contains recommendations for updates to the library policy manual. Existing policies are reviewed first, followed by consideration of new policies.

The circulation and ILL policies are the librarian's first priority for consideration. The automation updates mainly involve catching up with existing services.

No changes are recommended for the following policies: Mission (p. 1), Patron conduct (p. 9), Collection Maintenance/Weeding (p.12), Gifts (p. 13), Patron input/Challenges (p.14), Cooperation (p.18 or or Reference P 19)..

Updates of Existing Policies

Who May Use the Library (page 7), under 'Registration' allow online registrations:

- Add "Patrons may register online by supplying the requested information. Approved applicants can request a library card during open hours."

Patron Conduct (p9), allow nursing. Add after children policies "Nursing I would recommend allowing nursing in the library. Proposed policy: "Nursing mothers may feed their child in the library, so long as it is done with discretion."

Collection Development (p.11), under 'Criteria for Selection' add criteria for divisive or controversial subjects: .

- Add "9. Selection of materials treating public controversies will be based on evidence of patron interest, maintenance of diversity and reviews in approved journals".

Circulation (p16), under 'Lending', increase the loan period of DVDs to 1 week, add a loan period for magazines, and restrict the number of new materials a patron may borrow at one time.

- Change "Video recordings and magazines circulate for 7 days. New materials, defined as items acquired in the last month, are limited to 3 per patron within any format." (ie patrons can borrow 3 new books and 3 new DVDs or 3 new CDs).

Interlibrary Loans, Borrowing (p. 16), allow staff discretion on "block requests"

- Strike "block requests...are not accepted" and add "requests for a series by an author or materials on a research topic may be filled in segments" (this satisfies fulfillment while keeping the pace of orders manageable).

Interlibrary Loans, Lending (p23), add loan periods and allow discretion on loans of newer items.

- Change 1 to The library lends print books and Audio CDs for six weeks. DVDs are loaned for a month.
- Change 2 "Exceptions" to read " Materials with reserves or which are in high demand will not be loaned. New Materials can be loaned after a month if they have not circulated."

Automation (p. 24). Add downloadable and streaming content to scope.

- change para 1 sent 2 to read “ the Library maintains an automated catalog and circulation system, provides access to the Internet and digital reference resources offered by the State Library, and provides downloadable and streaming content”.
- Change para 2 sen 2 to read “2 public workstations”; change sentence 3 to red “Home and wii access is provided.
- Para 4 add “The library’ web page maintains links to the NHAIS system and state-supported reference databases.
- New Para 5.”The library and town web pages provide current information on library activities, meeting minutes and reports”.
- Para 6 (new). The library supplements its physical collection providing access to New Hampshire Downloadable books and streaming services such as Hoopla and Kanopy.”
- Para 7 (new). Patrons can access the library’s online and wireless printers, FAX, scanner and photocopier for document reproduction needs. Consult staff for costs.
- The former para 6 is now para 8.

Internet Access (p. 25), para 2, re age restriction (“children age nine-18 etc”) recommend striking, as this goes against the library Bill of Rights and Freedom to Read. Para 7 suggest changing computer printout fee to either 10 cent B&W and .25 cents color, or .25 per b&W, .50 for color.

Wireless Internet (p. 26), para 5 add wireless printer. Change to: “The library maintains a wireless printer which can be accessed through the libraries wifi network by laptop computers, phones and tablets.

Meeting Room (p. 29), para 4-5. Do we want to keep the after hours use fee as it is?

Displayed Materials/Petitions (p31-32). Include petitions in the displayed materials policy as item 9 “no petitions etc”).

Request moving documents (Freed to read etc) and forms (registration etc) to an appendix. This makes them easier to access and the policies easier to consult.

List of Appendices: Bill of Rights (2), Code of Ethics (3), Freedom to Read (4), Patron Registration (8), Request for Reconsideration (15), Computer use (26), Computers for Minors (27), Meeting Room use (30) Job Descriptions (54-57)

Personal policies (p.33-58). Reserved for trustees to consider.

New Policies

Parent exchanges are covered by the existing Patron Conduct policy (p. 9), which disallows unaccompanied children, disturbances and harassing or violent behavior.

Rate Kanopy Video!

1. How frequently did you stream videos on Kanopy? Total respondents: 5

Several times week

Weekly 1

Bi-weekly

Once or twice 1

Did not try Kanopy 3

2. What did you watch on Kanopy (check all that apply). 1 Respondent, 4 skipped.

Classic movies 1

New movies and indie films 1

Foreign movies 1

Documentaries 1

Educational programs

Kids Kanopy

3. Rank Kanopy's movie selections. 3 respondents; 2 skipped.

Excellent--more choices than I could manage

Very Good--had no trouble finding something to watch 1

Good--found movies I wanted to see

Fair- had to hunt around to find anything I wanted to watch 1

Disappointed-- did not find anything I wanted to watch 1

Comment

4. Rank Kanopy documentary and educational videos. 2 respondents; 3 skipped.

Excellent-- many great programs to watch

Very good- found shows that met my interests 1

Good-saw a few good programs

Fair-did not find much that interested me 1

Not interested in that kind of program

Comment

5. On a scale of 1-5, with five being highest, please rank your interest in Kanopy content. (total respondents 2; skipped 3)

	excellent	very good	good	fair	poor
Movies (recent and indie)	1	1			1
Movies (classic and foreign)					1
Documentaries		1			1
Educational programs					1

Kids Kanopy					2

6. If you did not use Kanopy, please explain why (check all that apply). Total respondents: 3

Slowness or lack of internet connection

Difficulties logging in 1

Difficulties navigating the site

Selection of material 1

Other 1

Comment: "Too much other streaming available and rarely watch this time of year".

10. Please check your age group

18-24 0

25-34 0

45-54 0

55-64 1

65+ 4

Comments: only five patrons took the survey. All respondents were 54 or older. It was disappointing to not hear from anyone in the younger

there was a disappointing absence of response to Kanopy from the age 18-54. Three of those responding did not use the site, two due to band width or login issues; one due to lack of time. Of the two respondents who did stream content. One thought it was very good, one fair.

LR 7/27/2020

Circulation. Patrons are becoming aware of and are using curbside circulation. As of 7/22, we have circulated 163 items to 54 patrons. We are averaging 5 patrons requesting materials per open day. The high for one day so far has been 9 patrons; 3 was the low. The load so far is manageable. There are still 58 outstanding patron loans from before closing. These persons have been notified. There are also 93 items on loan to other libraries which will be in limbo until ILL resumes.

Update on persistence of coronavirus on library materials. The REALM Project has the results of two rounds of testing on the persistence of COVID-19 on library materials by Battelle Labs. The first round tested hard and softback book covers, paper book pages, plastic book dust jackets and DVD cases. The virus was not detectable on these materials after 72 hours. The second round tested glossy book pages, magazines and board books. The virus persisted on these surfaces for 4 days. Based on these findings, the library might want to revise its procedures, shortening quarantine time for test one materials and by separating glossy materials for a longer quarantine period.

Collections. We added 17 fiction and 3 non-fiction books, 8 CDs, and 12 DVDs since reopening. 15 items have been bought from the library wish list at Bayswater Books. Sixteen new titles were sent to Bayswater on July 10th to be added to the list.

Next Stage Reopening Notes. Patrons are inquiring about access to the library building but so far are not pressing on it. One does get a sense that some patrons are waiting for the library to open rather than use present services. A draft use plan is attached for purposes of discussion. No timeline is recommended for acting on it, but it would be desirable for several pieces of equipment, notably a sneeze guard, to be in place before opening to the public. The linked article discusses current information regarding transmission of the virus. Area libraries allowing building access include Belmont, Meredith, Moultonboro and Tamworth. Bristol, Holderness, Sandwich and Tuftonboro have not opened their buildings to the public.

Administration. The review of library policies and the Kanopy Survey Question and Results were submitted on July 13th.

Appendixes

NH GOEFFR. [Reopening Guidance for Libraries](#): No update.

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

REALM. [“Research shows virus undetectable on five highly circulated library materials after three days.”](#) 6/22/2020

REALM. [Test 2 Results Available](#). 7/20/2020

Vox. [The debate over “airborne” coronavirus spread](#).

Stage Four Reopening: Draft Procedures.

Stage four in the NHLA reopening libraries best practices document involves building access with restrictions. In this stage, access would be granted on a limited basis for use of computers and browsing of the collection. The first priority would be for computer access. Curbside circulation, document reproduction and promotion of online resources would continue. There is no specific timetable for enacting these procedures. They are submitted for the purpose of discussion and planning.

It is recommended that visits would be made by appointment. The number of patrons at a given time is to be determined. Suggest no more than 4 browsers and one computer user at a time. Length of visits is also to be determined. 15 minutes suggested for browsers; half-hour for computers. Visitors will be encouraged/required to wear face coverings. Hours of availability are to be determined. Other libraries are offering a morning and afternoon period with a break in between.

On entry, the first stop for patrons is a table for them to apply hand sanitizer. Masks will be available for patrons without hand coverings.

Tape lines will direct computer users to the work station in the children's area. Browsers will be directed right into the adult reading room. Patrons seeking children's books would take the computer workstation path.

Stacks access for browsers might be allowable with conditions. To prevent browsers from intruding on the staff work area, the three middle lower row ends could be taped off. If that is not feasible, tape lines on the floor might serve a similar purpose.

Patrons will be directed to not reshelve any books they handle but do not take out, but to leave them for staff to collect and quarantine.

Patrons having document reproduction needs will bring their requests to the circulation desk. Staff will FAX and scan printed documents. Items to be photocopied will be handled by staff. Staff may want to wear gloves if handling documents. If not wearing gloves, hand sanitizer should be used after handling documents.

It is recommended that the toilet facility, which is a confined airspace, should not be open to the public. See Vox article re spread of virus by aerosols as well as sneeze droplets.

Patrons ending their visit will follow tape lines past the circulation desk, where browsers will have materials checked out and computer users can pay for any copies they have made.

Upon departure, staff will clean the circulation area and workstations, collect any materials pulled from shelves, and thoroughly wash hands.

Supply needs for building access include face coverings, gloves, hand sanitizer, and cleaning products, all which are presently on hand. A sneeze guard is recommended for the circulation desk. Fabricators most frequently recommended by NH librarians are [Ami Graphics](#), Stafford and [Makeit Labs](#), Nashua.

If users are admitted to the building, the reactivation of support staff might need to be considered.

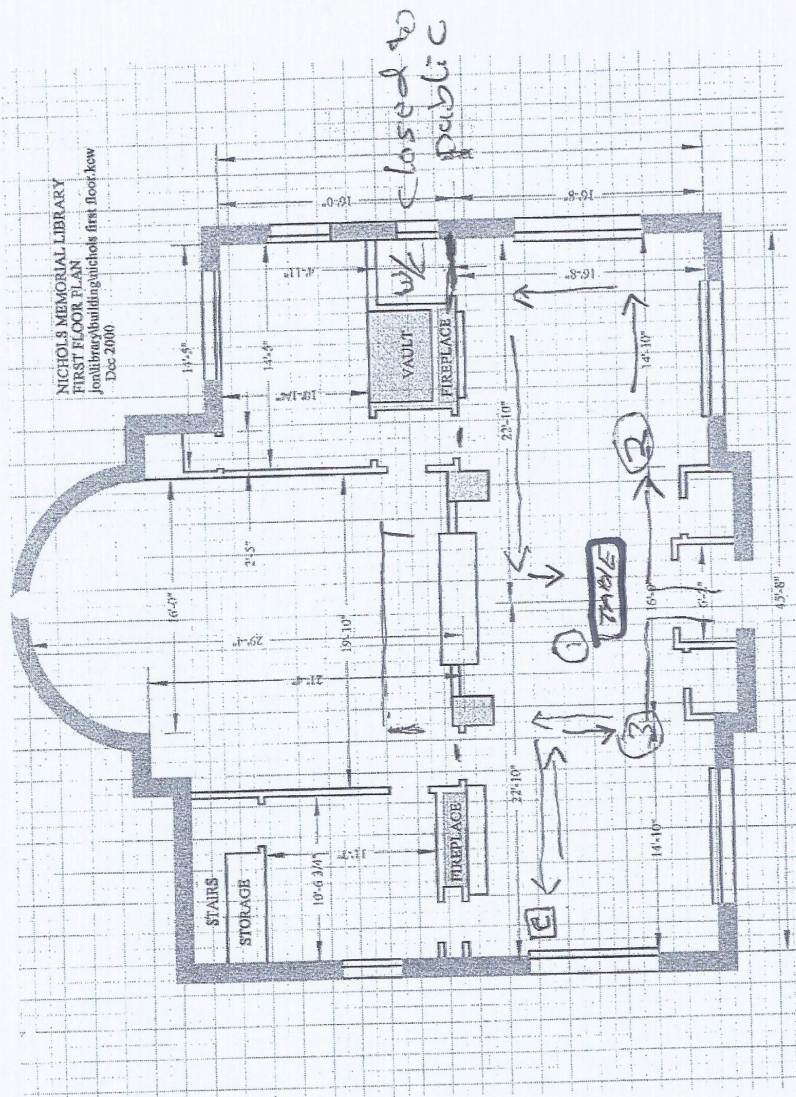
The above procedures were drawn from comments in the NH Library Director's Zoom meeting on 7/16/2020.

References

NHLA. [Libraries Best Practices Document](#).

Vox. [The debate over "airborne" coronavirus spread](#).

Appendix 7. Interior Plan of the Nichols Memorial Library



Interior Plan, rendered December 2000 for the Long Range Planning Committee.

- (1) Hand sanitizer + work at entry table.
- (2) Browser path
- (3) Computer user [1 workstation]
- (4) stacks closed.

[illegible]

④ Safe stack access. ~~Rows~~ Pattern enter stack
from browser path. Middle 3 rows have barrier
at circ. desk end. Exit from computer side.