

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

-Approved 3/22/21-

**February 22, 2021
Minutes**

Call to Order: Meeting called to order at 10:01am via Zoom.us. Present (electronically): Chairperson Annette Nichols, Treasurer Sarah Heath, Bette Miller, Karen Ponton, Shannon Whalen, A. Xavier (alternate); Library Assistant Lois Brady. Due to the COVID-19 pandemic, Chairperson Nichols declared the meeting to be an emergency and that the meeting would be held electronically.

- I. **Review/Approval of Minutes:** Motion by B. Miller, seconded by S. Whalen that: The Minutes of January 25, 2021 be approved with the clarification that no deposits were made into the MVSB during December and that breaking down expenses under *Books & Periodicals* "could" be done. Passed unanimously. Motion by B. Miller, seconded by S. Whalen that: The Minutes of February 15, 2021 be approved as written. Passed

II. **Ongoing Business**

A. **Treasurer's Report:** Treasurer S. Heath distributed her monthly Report. Expenses for January were \$3,015.23. Deposits into the MVSB checking account include the \$100.00 donation (accepted at the January meeting) and \$14.00 from the sale of a book. L. Brady explained that libraries can sell, for example, extra copies of their books via the "yard sale" on the NH State Library listserve. A. Xavier asked about donating books to the Library. It has been our practice to not accept donated books, but Moultonborough Library does for their book sales. Books and materials weeded from our collection are stored in the basement for our summer book sales. L. Brady reported Scrooge & Marley Co-op no longer offering rotating DVD library, so those DVDs are also for our book sales. Motion by S. Whalen, seconded by B. Miller: To accept the Treasurer's Report. Passed unanimously.

B. **Report from the Library:** L. Brady presented her Report (attached). The Board directed L. Brady to email her Report to the Trustees by Friday noon before the Monday of the Trustees' monthly meeting. Considerable time was spent discussing new and continuing issues with the Library computer system and software. L. Brady was directed to ask S. Jussif of Adel-XT to revise his proposals dated August and December 2020 to include a comprehensive assessment of computer-related needs and complete updating. Consensus was for A. Nichols to call a brief meeting of the Trustees to discuss the revised proposal when it is ready, rather than wait until the March meeting. Motion by K. Ponton, seconded by B. Miller: To open a zoom.us account for the Library. Passed unanimously. Consensus was to fund the approximate \$150.00 annual fee from *Repairs & Maintenance: Regular*. Selectmen's Assistant Robin Woodaman should be contacted to remove Jon Kinnaman from Library credit card and replace with L. Brady. S. Heath explained use of Library credit card and emphasized she be contacted as soon as L. Brady makes any credit card purchases. Reopening the Library was briefly discussed. L. Brady will include a plan for reopening the Library by appointment only in her next Report. No date for reopening was decided. Library survey is now on Facebook and will be on the Library website and emailed to patrons in a newsletter very soon. Motion by K. Ponton, seconded by S. Heath: To accept the Report from the Library. Passed unanimously.

C. **Committee Reports**

1. **Building Committee:** Postponed to future meeting. The ice dam over the rear door remains a concern. Door is not to be used (except as an emergency exit) whenever the ice dam is present.
2. **Policy Committee:** A. Xavier is now helping with the review of Library personnel policies. The plan is to submit a few of the existing policies at a time for Board review. Nine (9) sections under "Library Personnel" (pages 33-36 of current Manual) with recommendations were forwarded to the Trustees for discussion at today's meeting. S. Heath asked for more time to review the recommendations. K. Ponton reported that the most significant recommendations deal with "employment at-will" and "probation," both of which are not permitted by State law according to the NH Library Trustees Association. A. Nichols asked the Board to forward any

questions about the recommendations to K. Ponton or A. Xavier before the next Trustees' meeting so that the questions may be addressed in advance.

3. **Librarian Search Committee:** A. Nichols asked that the Search Committee resume working on this.
4. **IT Support:** Please see Item II.B above.
5. **Facility Maintenance:** The Board briefly discussed unresolved maintenance issues. L. Brady was directed to contact Phil Cowles to schedule the annual boiler maintenance, which was last done in December 6, 2019. S. Whalen has spoken with Bob Beem about the timer for the exterior lights, but they have not yet met. It was suggested that L. Brady contact B. Beem to arrange for him to teach her the procedure when daylight savings time starts in March. L. Brady said she has asked her husband to help her rearrange desks and furniture in the Library, and he may know how to operate the timer. The motion-activated bathroom switch still has not been repaired. L. Brady was asked to see about coordinating an electrician's visit to fix the switch with other Town electrical work that may be upcoming to keep cost down.

III. New Business

A. **Goals for Interim Librarian:** A. Nichols will forward past Librarian goals to L. Brady as a reference. She asked the Trustees and L. Brady to draft goals for review at the next Trustees' meeting.

B. **Hebron Library Librarian:** The chairperson of the Hebron Library Trustees sent an email indicating his Board is interested in exploring further our idea of sharing a librarian. A. Nichols will let them know the Interim Library position has been filled, and that there is no interest in job-sharing at this time.

- IV. Other Business:** The Board confirmed that the Library will be open for curbside service on Mondays, Wednesdays and Fridays from 10am-2pm for the time being. In response to S. Whalen's question, L. Brady said she thought Saturday would be the next most important day for the Library to be open. Further discussion postponed.

Adjournment: Motion by K. Ponton, seconded by S. Heath to adjourn at 11:22am. Passed unanimously.

Respectfully submitted,
Karen Ponton, Secretary
atts (1)

Report from the Library: February 19, 2021

Happenings at Nichols Library.

Technology Support by Steve Jussif. Steve provided remote support to successfully repair server and connection issues. There was a glitch that happened in mid-2020 that continued to add new backups but not delete the oldest ones. Steve fixed that, deleted the unneeded backups from the server which had neared its storage capacity, and ran updates on the server. All the computers (I temporarily plugged in the patron computers and unplugged them when we were done) are reconnected and things are running more smoothly.

We discussed the need for all the computers to be updated and de-bugged as I am running into issues and it appears that some updates have not been done for more than a year. We also discussed the pros and cons of the library hosting Atrium – not a usual situation which means it is expensive to repair any issues and that we are not running the most current program. Before spending the money on updating Atrium to the current version, I propose that sometime this year we look at the cost of having Book Systems host Atrium and/or the cost of switching to another ILS such as Koha.

Spoke with two library directors who have worked with Steve, one currently and one in their recent past position. Both directors were pleased with his work indicating that his knowledge was current, he fixes issues, his communication is excellent, his billing hours and rates are fair, and his response time is excellent.

Annual Report for the State is open. Reporting for the 2020 Annual Report is due May 3, 2021.

Trustee Survey: 34 surveys have been handed out to-date. 16 have been returned. Karen posted link to the survey on Facebook. I will make it a priority to post the same link on the library website next week. Today, a patron called to ask that the library be re-opened. I said that I would pass his request on at our upcoming meeting. He now has 2 books and 2 surveys for he and his wife in the curbside bin.

Collection Additions. I am slowly putting together book and audiobook orders for now and the coming months to provide a steady stream of new materials for our patrons. With few outstanding orders, I have been catching up and am currently waiting for up to 47 items to arrive in, hopefully, the next few weeks. Baker & Taylor delivery has been unusually slow due to the pandemic. Here is what has been added to the collection so far this year:

New Materials January 1, 2021 to February 19, 2021

Adult Fiction	25
Adult Nonfiction	4
Audio Books (CD)	2
DVDs	10
Juvenile Nonfiction	1
Total New Items	42

Circulation. The circulation at Nichols Library is mirroring that of other libraries and of the Interlibrary Loan service: growing despite this being a traditionally slow time of year.

	Nov	Dec	Jan
Adult Reading	99	114	142
Youth Reading	7	4	6
Audio Books (CD)	9	9	27
DVDs	25	45	26
Interlibrary borrowing	4	17	4
Total In-Library Circulation	144	189	205

Happenings in the Lakes Region. The Scrooge & Marley group of Lakes Region libraries is continuing to meet on an informal basis through the pandemic as a way to stay connected, share ideas, and support each other. In February, seven libraries were represented. Highlights of the discussion:

Co-sponsoring virtual programs. Discussion around this idea was very positive as libraries many libraries are experiencing low attendance at virtual programs. The benefit to attendees, presenters, and staff as it is more likely that enough people will come to make everyone's experience more enjoyable and worth the effort. Gilford is hosting **Ty Gagne, author of The Last Traverse on April 7th at 5 p.m.** The Gilford director wants to open it to all of us, advertising it as a Lakes Region Book Discussion. We talked of a book discussion, as well as local tie-ins (i.e. work with local rec department to sponsor a socially-distanced hike with patrons, etc.).

Re-opening. Who is doing what now...

- 3 libraries have been opened with limits on occupancy and time; 3 libraries shifted from curbside to re-opening this month with occupancy and time limits; Nichols Library is still curbside pickup.
- The libraries that resumed some evening hours have had little or no attendance during those times. Saturdays are getting busier for everyone.
- All require masks, police are contacted for the rare objector.

Quarantine times for library materials. With no concrete evidence that the virus is caught from surfaces, we discussed what different libraries were doing right now. Two libraries quarantine materials for 1 day. All other libraries quarantine for 3 days.

Other topics. Terry Knowles gave her Other Money presentation to Carroll County Library Coop. If there is interest from this group's directors and trustees, we could ask Terry to present this program. Also discussed were the challenges and work that the pandemic has created for library staff has been taking a toll on overall wellbeing.

Happenings at the state-level. The February NH Directors' Meeting focused on vaccination registration and library efforts to support the community. Unfortunately, the time and support needed are complex and overwhelming. Since this meeting, New Hampshire has made some changes to vaccination registration. The remaining time was spent discussing whether libraries are continuing to wipe down surfaces—in most cases, yes, but there is acknowledgment that this may not be as effective in preventing the spread of COVID-19 as originally hoped.

Moving forward.

Re-opening. We are quickly reaching the time for this opportunity. With decreasing COVID-19 case numbers along with the success other libraries have had with visits by appointment and limited occupancy/time, I think we can plan to do this safely for the patrons and the community. Another consideration is that as the older population (prevalent in this area) gets vaccinated, we may get a wave of people who want to get out and about again.

Time spent by staff. I have been asked how my time is used in the library so far, and I am glad that you are interested. Like many jobs, it is hard to know what really goes on until you are doing it. I will keep track in the coming weeks to give you an idea of what I am doing and what I am not getting done. From a broad perspective, this is how I think it is breaking out at the moment:

Half of my time is spent directly providing materials to patrons. Checking for requests via Atrium, email, voicemail and the interlibrary loan system. Some are specific items and some are general (“I need 4 more books!” or “I need 2 audiobooks, mysteries, nothing too dark.”). This involves picking the items, checking them out, bagging them up, sometimes returning calls or emails that materials are ready. I do this after taking care of building needs and bringing in book returns, again right before lunch and again before I leave for the day.

Up to a quarter of my time is spent with book returns. The book return gets emptied in the morning and before I leave for the day. This involves a glove, bins, writing down titles to check them in, hand washing, taking care of any books that have been in quarantine long enough, making sure everything is accounted for (they are really checked in, all discs in audiobooks, papers and personal items removed, damage noted). These are put on the return cart. On Monday, the Interlibrary Loan Van Bin is through quarantine and I can process everything through the ILL system, check our items in, create brief records for items we borrowed for our patrons and go through what needs to be done to get them in their hands.

The rest of my time is whatever is most urgent and whatever I can try to squeeze in. Book/audio/DVD arrivals take priority; I try to get them spine labeled/cased/covered/stamped/cataloged as soon as possible. Today it is this report, and getting to the right person to fix the ice buildup on the front steps (it’s fixed!). Other priorities: book orders, fixing missing or incorrect spine labels, trying to answer and get to the most important emails, re-shelving books when the return cart overflows, shifting books/CDs/DVDs so I can make room for current or new items or just making piles. Taking care of the things I leave on the desk to “get-to” because there is something that needs to be dealt with before I can do anything else with it.

It might help to see it like this: I am essentially doing Glenn’s job, taking care of all the basics, but doing all the work that patrons would normally do for themselves (browsing and pulling their own books) while also trying to do Jon’s job. The thing that is not getting done that is of most concern is outreach in the form of newsletters, website, social media.

Next month I will provide a list of what is getting done and what is not getting done. In the meantime, I will continue to make the best use of the time I am given.

Respectfully submitted,

Lois Brady
February 19, 2021