

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

**-Approved 3/30/2020-**

**March 23, 2020**

Minutes

**Call to Order:** Meeting called to order at 10:06am via Zoom.us. Present (electronically): Chairperson Annette Nichols, Treasurer Sarah Heath, Gayle Lacasse, Bette Miller, Shannon Whalen (until 11:00am), Susan Gurney (Alternate), Karen Ponton (Alternate-voting for S. Whalen from 11:00am on); Librarian Jon Kinnaman. Due to the COVID-19 situation and because all Town buildings have been closed to the public by order of the Town Health Officer, Chairperson Nichols declared the meeting to be an emergency and that the meeting would be held electronically. Every reasonable attempt has been made to have the meeting accessible to the public. The Public Meeting notice contains the Zoom.us login information. The notice has been posted on the Library Town webpage and Library website, and at the Post Office.

**I. Story of the Month:** A. Nichols noted that "THE" story of the month is COVID-19.

**II. Ongoing Business**

**A. New Trustee:** Gayle Lacasse was welcomed as a new Trustee. Her term expires 2021.

**B. Trustee Alternates:** Motion by S. Whalen, seconded by S. Heath, that S. Gurney and K. Ponton be appointed alternates. Passed unanimously. Terms expire 2021. A. Nichols will forward their names to the Board of Selectmen for appointment. A. Nichols asked that G. Lacasse, S. Gurney and K. Ponton remember to see Town Clerk Mary Richardson to be commissioned when the Town Hall opens to the public. A. Nichols has already been commissioned.

**C. Election of Officers:** Motion by S. Whalen, seconded by G. Lacasse that: A. Nichols be appointed Chairperson; S. Heath be appointed Treasurer and K. Ponton be appointed Secretary. Passed unanimously.

**D. Review/Approval of Minutes:** Motion by B. Miller, seconded by S. Whalen that: The Minutes of February 24, 2020 be approved as written. Passed unanimously.

**E. Treasurer's Report:** S. Heath distributed her Report. Expenses for February were \$6,232.95. The \$355.96 under *Office Supplies* was primarily for copier ink, which is usually a one-time annual expense. The deposit of \$45.99 into the MVSb account was for the sale of books (\$36.99) and copies (\$9.00). No donations were received this past month. Motion by B. Miller, seconded by S. Whalen that: The Treasurer's Report for February be accepted. Passed unanimously.

**F. Librarian's Report:** J. Kinnaman presented his Report. (See attached). K. Ponton asked about the budget impact of increasing the Hoopla limit from 4 items to 12. He said this is intended to be only a temporary increase until the Library reopens. The cost is approximately \$2-3 per item, and we are billed monthly. In regards to *Community Development*, K. Ponton noted that the *Annual Town Reports* contain the names of newborn residents and their parents, and that the Town GIS/Tax Maps have their addresses if the parents own property in Town. This data may help in compiling a Library database of young families and children. Also, local realtors may be a source for information about new residents. B. Miller and S. Whalen know many of the realtors and may be able to help. Motion by S. Whalen, seconded by B. Miller that: The Librarian's Report be accepted. Passed unanimously.

**G. Library Operations:** A. Nichols reported that she was alerted Tuesday evening, March 17, 2020 that the Town Health Officer had ordered the closure of all Town buildings to the public. She spoke with J. Kinnaman Wednesday morning and immediately closed the Library until further notice. Staff

were sent home before the end of the day, with the understanding that they would be paid for the full week. No one has had access to the Library since March 18, 2020. Patrons have been asked not to use the dropbox to return books and materials; rather, to hold onto them for now. Throughout the meeting, the Trustees reiterated their concern for the health and safety of patrons, staff and the entire community during this difficult, socially isolating time.

S. Heath said she will need to enter the Library to pick up the current bills and other mail; she will do this today. S. Heath will also request a key to the postal box so that she, instead of J. Kinnaman, can pick up the mail at the Post Office for the interim.

The Board discussed at length continued employment of Library personnel during this difficult time and evolving COVID-19 situation. A. Nichols asked the Trustees to be sensitive to the concerns of our Town residents and taxpayers, many of whom are now out of work.

Staff will not be permitted to return to work in the Library building until the Health Officer rescinds his closing order. S. Heath was not in favor of shutting down Library operations entirely. She suggested the Librarian work two (2) days per week, instead of full-time, with his salary adjusted to reflect the reduced time. Several Trustees strongly reiterated that no staff should work in the Library building for the time being. This is for the health of both staff and patrons. Options for working from home were explored.

After careful and serious consideration, motion by S. Whalen, seconded by G. Lacasse that: The Library Assistant be immediately furloughed. Passed unanimously. It was emphasized that the Assistant will be welcome back to work when the current situation has resolved. J. Kinnaman was directed to promptly notify the Library Assistant so that he can begin the process of applying for unemployment. A. Nichols will follow-up with an official letter. G. Lacasse was asked to be available to help staff with filing for unemployment and related matters.

Significant time was then spent discussing the Librarian's employment status for the interim. Since the COVID-19 situation is constantly changing, it was the consensus of the Board to address the need for the Librarian to work full-time on a week-to-week basis. Also, consensus was for the Librarian to work full-time this week. G. Lacasse felt strongly it is important for J. Kinnaman to stay on to help keep connection with the community. S. Heath noted that the Librarian is paid every two weeks. J. Kinnaman confirmed he is able to access the library computer remotely. The Trustees and J. Kinnaman identified several assignments and tasks that he could perform from home, including but not limited to:

- ✓ **This week:** Contact Consolidated Communications about the Library's need for call forwarding, voicemail, and ability to access voicemail remotely to listen to messages and change greeting. Find out what our current plan provides and what, if any, additional cost to upgrade to a different plan that meets our needs. (J. Kinnaman reported that our plan does not include these options and may have a higher cost. A. Nichols suggested the company may waive fees, given the COVID-19 situation, or if we imply we may switch phone companies to obtain the services we require).
- ✓ **This week:** In light of the above, assess whether there is a need to upgrade the Library's phone equipment.
- ✓ **This week:** Explore using Zoom.us to provide some Library services, for example, to teach an individual(s) how to download books and movies. Find out if a professional Zoom.us account needed for the Library, what it provides and the cost.
- ✓ **This week:** Continue to post updates about the Library's operations on website, Facebook, etc.
- ✓ **Ongoing:** Think through how the Library could continue to operate if it were closed for 3-4

months, including how to engage the community, what existing services could continue, and what new services may be offered.

- ✓ Review *Policy Manual* and recommend any revisions (report due at April Board meeting).
- ✓ Read journals or magazines to keep abreast of new publications.
- ✓ Post reviews of books and other materials online.
- ✓ Hold off on purchasing books and other materials for the time being. Prepare a list of possible purchases and “save” in online shopping cart(s).
- ✓ Use Center Harbor population demographics to develop additional strategies to engage the community.
- ✓ Continue to communicate with librarian colleagues in the Lakes Region about how to manage this difficult time.

A. Nichols directed that:

- ✓ At the end of each weekday, J. Kinnaman email to the Trustees a brief brief, to-the-point summary of what he worked on, what's been done and what needs to be done
- ✓ On Saturday, email a synopsis for the next week, in preparation for discussion at the upcoming Monday meeting(s) of the Trustees.

For the next few weeks, the Library Trustees agreed to meet electronically via Zoom.us on Mondays at 10:00am, as needed. The public is welcome to participate via Zoom.us.

H. **Committee Reports:** Postponed to future meeting.

III. **New Business:** None.

IV. **Other Business:**

- A. **Nichols Book Chat Cafe:** Canceled until further notice.
- B. **NHLTA Spring Conference:** Canceled.

**Adjournment:** Motion by K. Ponton, seconded by B. Miller to adjourn at 11:35am. Passed unanimously.

Respectfully submitted,  
Karen Ponton, Secretary pro-tempore

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## **Librarian's Report to the Nichols Library board of Trustees, February-March 2020**

**Planning for Extended Closure.** Glenn and I discussed way of continuing to engage with the community during a potentially extended period of closing. The use limit on Hoopla has already been extended. Additional streaming services, such as Hoopla or Kanopy, could be considered. Procedures and schedules could be established for pickup and returns. Staff could arrange to be present on a limited basis to manage distribution. This period could also be used to process select acquisitions, if limited purchasing goes forward. Orders have been suspended pending any decisions. The library can continue to engage with patrons on social media. Staff could also set online office hours to engage by email, live chat, or SMS, if capabilities can be established. Someone will need monitor the building: water, heat, fuel and so forth. Mail and any extent deliveries will need to be collected. Backup access to our online resources is being arranged. Bob Beem has been contacted about lowering the thermostat settings.

**Patron activity during February.** Winter storms and frigid weather impacted story time attendance. Only two came in February. One new mom and daughter began coming in March. There were 10 in attendance at Dave Connor's Author Next Door talk. Carl Hansen's talk was cancelled due to a non-virus related illness. Staff responded to 11 reference questions, gave 7 readers advisories and provided 3 cases of technical support. Our PC workstations were 16 16 times; there were 4 wifi sign-ins

### **Activity Summary**

FEBUARY	2012	2013	2014	2015	2016	2017	2018	2019	2020
Library Circulation	795	795	757	902	723	810	669	676	622
NHDB Circulation	1	33	52	78	111	106	106	154	133
Hoopla								9	18
Adj. Monthly circr	796	828	809	980	834	916	775	836	773
Monthly Visits	381	344	354	384	310	263	249	269	299
Visits ytd	729	790	664	765	659	566	469	508	548

**Community Development.** A survey of CH births and deaths has been conducted based on data in town reports from 2002-2019, a span which encompasses the current population off pre-school children and K-12 students. In the years between 2013, there were 15 births to 13 families. 5 of these families have library cards, an engagement level of 38%. Between 2008 and 2013, there were 25 births to 23 families. Of these, 8 of the families had library cards (34%). There were 32 births between 2002-2007; card data is incomplete. Turning to deaths, there 52 between 2014-19 (12 cards); 47 deaths between 2008-13 (2 cards) and 48 between 2002-2007 (incomplete data). Center Harbor is losing people at two thirds of the rate it is re-populating. The death rate has been steady, with a slight bump in the past five years. Our rate of engagement with young parents, while decent, could be better if a way could be found to engage with people who are not self-referring to the library. The same would apply to new residents and existing members who are non-referring.

**Collection development.** 267 fiction titles were withdrawn between Jan 6 and March 6 of this year. That is roughly a 5% reduction in the collection. 107 new titles in all formats were added during the same period. 43 new titles were added in February: 21 Fiction, 4 NF, 3 Books on CD, 14 DVDs, 1 children's book.

**Library Staff/Professional Development.** The SAM Coop meeting scheduled for March 12<sup>th</sup> was cancelled. The next scheduled meeting is in May. Reads Roundtables scheduled for early April may be postponed.