

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

**~~-Approved 6/1/2020-~~**

**May 18, 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 -voting for S. Whalen until 10:04am), 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. Heath, seconded by S. Gurney that: The Minutes of May 4, 2020 be approved as written. Passed unanimously.

II. **Ongoing Business**

A. **Treasurer's Report:** S. Heath distributed her Report. Expenses for March were \$5,254.79. The \$365.50 under Repairs/*Maintenance-Computer* was for renewal of antivirus subscription for all computers and for Adel-XT to remotely fix a problem with the Atrium software and Apache server; \$331.25 under *Office Supplies* was for a backup set of printer ink cartridges; *Telephone* is slightly higher as it includes a partial bill for one month when services were upgraded. There were no deposits to the MVSB account during April. Motion by B. Miller, seconded by G. Lacasse that: The Treasurer's Report for April be accepted. Passed unanimously.

B. **Librarian's Report:** J. Kinnaman presented his Reports for the past two weeks, a revised reopening plan and suggested policy updates (see attached). In terms of reopening, he is most concerned about having an inventory of sanitizing supplies. S. Heath reported she had recently ordered toilet paper, paper towels and soap by the gross through the supplier, but not disinfecting wipes and hand sanitizer, which are currently not available locally or online. G. Lacasse suggested using a spray bottle with disinfectant and paper towels as an alternative. Frequent handwashing with soap is preferable over hand sanitizer. Discussion of sanitizing supplies for public use was seen as premature. Town Emergency Management Director is also exploring the possibility of obtaining needed supplies for the Town in bulk through the State.

S. Heath asked about collection weeding as an "unfinished task" needing to be done before resuming Library services. Since the space needed for new book purchases should be less than previous years, she felt weeding does not need to be a priority task. A. Nichols and S. Gurney said they had trouble finding the "wish list" for Library books on both the Library and Bayswater Books websites. J. Kinnaman said it is listed under the "Services" tab on the Library website; he was directed to place the "wish list" in a more prominent spot on the homepage and to add it to the Library's facebook page. G. Lacasse reported that the "wish list" can be found at Bayswater's online store, which is accessed from their website. She offered to see whether the online bookstore operator ([www.bookshop.org](http://www.bookshop.org)) can move the list up on the online store page. Also, she will add it to Bayswater's facebook page. As incentives, J. Kinnaman asked about paying Bayswater Books a small fee or offering rebates to patrons for each book purchased and donated to the Library. By consensus, the Trustees were opposed to these incentives. S. Gurney expressed concern about continuing to delay book purchases that will be needed when the Library reopens. J. Kinnaman reported that books are usually received within 7-10 days of placing the order with Baker & Taylor. S. Heath suggested it is also worth waiting to see what book donations the "wish list" generates.

K. Ponton asked for clarification of the Kanopy and Hoopla numbers. J. Kinnaman reported he should have included that the 10 Kanopy videos and 6 Hoopla items were borrowed "during the past week." Noting several misspellings in the Librarian's Report, A. Nichols asked J. Kinnaman to remember to

spell-check, re-read and proof his work. The Kanopy trial ends May 29, 2020. J. Kinnaman is to submit the survey he is developing about Kanopy usage to the Board for review and approval before distributing. He was directed to obtain information on what a subscription to Kanopy will entail, including but not limited to set-up costs, subscription fee, deposit, and cancellation policy, and to obtain comparative information for an RbDigital subscription and any others. He is also to submit a rough budget for these services if the Library were to offer them. K. Ponton suggested he contact RbDigital about possibly offering a free trial and check whether neighboring libraries who participated in the Kanopy trial are going to subscribe.

J. Kinnaman continues to review Library operations policies. He suggested the Trustees consider adding a patron privacy policy. Currently, patron book histories can only be accessed by staff and patrons, and the histories are not routinely purged from the Library's database. B. Miller offered to check NH RSAs on right to privacy. A. Nichols would like suggested revisions or additions to policies tracked.

G. Lacasse wondered about a timeline for staff to re-enter the Library to start preparing for re-opening. A. Nichols noted the Trustees might consider operating on limited days and by appointment only when the Library reopens to the public. K. Ponton added that both staff members will not be able to be in the Library at the same time to protect their health. Otherwise, if one were to fall ill, both would need to self-quarantine, which would leave the Library without onsite staff for a time.

C. **Building Committee:** A. Nichols reported that the Selectmen agreed with the Library Trustees recommendation to contract with HEB Engineering for a topographic survey and civil engineering design to mitigate the Library basement moisture issues. The Selectmen signed the contract at their May 6, 2020 meeting. HEB has scheduled the site visit for Friday, May 22, 2020. Since they require access to the basement, A. Nichols volunteered to be present for the site visit. She will also remove any books from the dropbox, place them in a plastic bin and leave it in the foyer. Book drop remains closed and return slot has been taped shut. Road Agent Jeff Haines emptied the dehumidifiers. Also, he did not find any water in the basement but noted water pooling in the outside basement stairwell. S. Heath will arrange for Home Energy to perform annual maintenance on the mini-split in the next couple of weeks in preparation for reopening. S. Whalen noted the Town's landscaping service has begun mowing the Library lawn and replaced the mulch in the beds and planted flowers in the planters.

D. **Next Trustee Meeting:** Motion by S. Heath, seconded by B. Miller that: The Trustees will next meet on Monday, June 1 at 10:00am via Zoom.com. Passed unanimously.

E. **Librarian's Work Schedule:** Consensus was for the Librarian to continue working 18 hours per week. Weekly Librarian's Report is still to be submitted by noon on Friday each week.

III. **Other Business:** None.

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

Respectfully submitted,  
Karen Ponton, Secretary pro-tempore

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## **Librarian's Report for the week of May 4-8.2020**

**Reopening:** In the weekly update from the reopening NH Libraries Task Force, Lori Fisher cautioned against starting pickup service, noting that food take-out and library loans are dissimilar scenarios. Fisher also reiterated that the NHSL task force findings would be 'best practices', not mandates, that any scenario for reopening would be phased and that trustees are advised to discuss liability issues with an attorney. The text of this week's update is appended. I spoke with Tyler Driscoll, Town Emergency Manager on Wednesday. He is a useful source of information; among other things, he consults weekly with Homeland Security. Regarding supplies, he said that he can help but that the library may also need to seek its own resources. He cannot get alcohol wipes, the most optimal sanitizing agent according to library and archival organizations, which are prioritized for medical use. They are available on Amazon, if a protocol can be arranged for delivery.

**Collection Development:** Michelle Taft, proprietor of Bayswater Books, was enthusiastic about maintaining a wish list to sponsor sales for the library. A copy of our current wish list on Baker and Taylor was forwarded to Michelle on Thursday. Meanwhile, Baker and Taylor stated that libraries have to certify that they are receiving materials before they fulfill orders.

**Building Maintenance.** Two building issues were addressed to Trustee Chair Annette Nichols. The first of these was maintenance of the basement humidifiers, which need to be drained at least bi-weekly. The second was the condition of materials in the return box, which is not weatherproof. It was recommended that arrangements be made to remove and isolate the contents.

**Policy Manual.** One update is recommended for Interlibrary loan policy. Under interlibrary loans / borrowing, change "block requests...are not accepted" to "requests for a series by an author or materials on a research topic may be filled in segments" (this satisfies patron fulfillment while allowing for manageable orders). No changes are recommended for reference policy. A report listing all policy updates for 2020 is appended (this is a living document that will be updated as the policy manual review goes forward).

**Activity Summary and Use of Resources.** Since the last reporting date, Friday 5/1, 51 Overdrive items were borrowed, 17 Kanopy videos and 6 Hoopla items (1 eBook, 1 movie, 4 TV shows) were borrowed. A video interview with author Carl Hansen was recorded on 5/5; work on the best way to present the result is in process.

This week, there were 62 views of our Wordpress site. Our top posts were hikes and trails (11), Consumer Reports (7), Trustees (5), Aiden Tyler (3) Tumblebooks (2) and music minutes (2). There were two patron interactions.

**Directors Report of Hours Worked:** The librarian worked 18 hours through TH, 5/7. 11 hours were spent on administrative tasks including reports, video conferences, website maintenance, and COVID-19 planning. 2 hours were spent on collection development. Five hours were spent on patron engagement.

**The week ahead and beyond:** The librarian will continue to report on reopening task force reports and procedures, community engagement, policy manual updates and other tasks as required.

## **Appendixes**

### **Pandemic Response**

"Official Meeting Minutes, Governor's Task Force on Economic Reopening Task Force

<https://www.nheconomy.com/reopeningtaskforce>

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

Johns Hopkins report on phased reopening - Revised (4/17/2020):

<https://www.forbes.com/sites/leahrosenbaum/2020/04/23/johns-hopkins-changed-its-guidance-on-re-opening-the-economy-after-pushback-from-librarians/#2d35f04e71a2>

### **Library/Bookstore Cooperation**

<https://bookshop.org/lists/cook-library-in-tamworth-wish-list>

### **Sanitizing Collections**

Disinfecting books and other collections. Northeast Document Conservation Center.

<https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books>

IMLS, CDC Offer Guidance for Disinfecting Returned Library Books. School Library Journal.

<https://www.schoollibraryjournal.com/?detailStory=IMLS-CDC-offer-guidance-for-disinfecting-returned-books-library-journal-coronavirus-covid19>

**How to Sanitize Collections in a Pandemic. ALA.** <https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/>

## **Librarian's Report for the week of May 11-16, 2020**

### **Reopening Updates**

Lori Fisher gave the projected release date of the report of the Reopening NH Libraries Task Force as May 21st. Tyler Driscoll, Town Emergency Manager reported on Tuesday, 5/12 that discussions were underway to open the town office building. He anticipated that this might happen in a few weeks.

The opening of the town offices and the relaxation of mitigations in some economic sectors may see pressure for the library to resume physical services. WMUR Reported that some NH libraries have already resumed circulation. Ms Fisher, however, cautions against a premature reopening. At present, there is no firm consensus on how long CV-19 persists on various surfaces. The current thinking is that a minimum of 72 hours quarantine is needed for it to dissipate, but a definitive report might not be available until August 2020. A recent MIT study, which stated that loud talking could inject CV-19 into the air for up to 15 minutes, suggests an abundance of caution be observed in allowing patron access to the building. Especially so, as it may not be legally enforceable to require the use of masks.

Appended is an update of the librarian's Strategic Plan for Reopening the Library, which was requested by Chairperson Nichols at the end of March. The updates are extensive and contain several recommendations for actions. The most urgent of these for consideration is to inventory our on-hand supply of sanitizers. Pending decisions prior to the resumption of physical services include organizing work areas for reintegration of staff, designation of an area for the quarantine of returned materials, when to commence orders for new materials, and when to begin processing the return of existing loans.

Jaffrey PL has written an [Interim service plan](#), which is premised on meeting criteria for different stages of opening, as opposed to establishing a timeline. This seems like a sensible approach and is recommended for consideration.

**Website Management.** A patron attempting to register for a library card by iPhone was not able to access the registration page. This was a fault in Book Systems software; they supplied an updated login code which resolved the problem.

**Collection Development:** Michelle Taft, proprietor of Bayswater Books, posted our wish list on her website. A post on our website introduced the list to our patrons. At present, purchases from the list would be donations.

**Building Maintenance and supplies.** Two building issues were addressed to Trustee Chair Annette Nichols last week, the maintenance of the basement humidifiers and the retrieval of materials from the dropbox. Tyler Driscoll was able to get an additional supply of masks for the library but was not able to get any sanitary wipes. An inventory of available containers of hand soap and sanitary would be helpful to have before placing additional orders.

**Outreach, Activity Summary and Use of Resources.** A video interview with author Carl Hansen was

recorded on 5/5; work editing and presenting the video is in process. NH librarians under the direction of Pual McKinley of the Bristol Town Library are producing a Zoom recording of Shakespeare's A Midsummer Night's Dream, which is to be made available to public libraries statewide. The librarian is reading one of the parts.

Our Kanopy trial has been extended until May 29th. During the official trial period, 65 plays were made on the Kanopy platform, a strong performance for a new service. Hoppla had 44 uses during the same time frame, of which 25 were movies. 10 Kanopy videos and 6 Hoopla items (3 books, 3 TV shows, 0 movies) were borrowed. This data shows that our virtual patron base gravitates toward Kanopy at over twice the rate than Hoopla. If we retain Kanopy after the trial, which is recommended, costs can be contained by barring access to more expensive components, such as Great Courses and through user caps. A survey of the Kanopy platform is being developed to further measure patron interest in the platform.

Since last Friday, 61 Overdrive eBooks and audios were downloaded (264 in April). This week, there were 92 views of our Wordpress site (386 in the last 30 days) and 43 views of our Facebook Page (194 in the last 28 days).

**Policy Manual.** At present, user histories are not purged from our circulation system. While some patrons enjoy being able to access their reading histories, their existence does expose them to potential privacy violations. It might be advisable to write a patron privacy policy and revisit the retention of patron policies for the June meeting. A sample policy from the Bow PL is attached.

**Directors Report of Hours Worked:** The librarian worked 18 hours through 11am on Fri 5/15. 9 hours were spent on administrative tasks including reports, planning, and video conferences. 2 hours were spent on website maintenance. 2 hours were spent on collection development. 5 hours were spent on patron engagement. There were two patron interactions, one which revealed a bug in Atrium programming, which was addressed.

**The week ahead and beyond:** The librarian will continue to report on reopening task force reports and procedures, community engagement, policy manual updates and other tasks as required.

## **Appendixes**

### **Pandemic Response**

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

Governor's Task Force on Economic Reopening Task Force. "[Official Meeting Minutes](#),"

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

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

## **Sanitizing Collections and Workplaces**

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

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.](#)

American Library Association. [How to Sanitize Collections in a Pandemic.](#)

## **Sample Policies**

Johns Hopkins University. [Report on phased reopening](#) (Revised, 4/17/2020)

Jaffrey PL. [Interim Service Policy](#)

Tulsa PL. [Communicable Disease Policy example](#)

## Strategic Plan for Re-opening of the Nichols Library. Updated May 14, 2020

The overall goal of actions during the post-peak COVID-19 period is to address the health and social impact of the pandemic on the library, as well as to prepare for a safe relaxation of mitigations and the resumption of physical services and building use, as circumstances permit. Timing of the re-opening process should be keyed on determinations made by state government, public health officials, and advisory statements from the State Library.

The Governor's stay at home order is in effect through May 31st. The relaxation of mitigation for some economic sectors begins on May 15th. The release of a best practices document by the state library task force on reopening NH libraries is scheduled for May 21st. Some libraries have resumed circulation of materials ahead of the report, including Laconia and Conway, but this practice is to date not general nor is it advocated by the NHSL. Center Harbor Emergency Manager Tyelr Driscoll has informed us that a limited reopening of the town offices is under discussion, with the goal of providing selected office access within a few weeks.

With the easing of mitigations by town government and selected sectors of the economy, there may be pressure from members of our user community to resume in-person services. Since the circulation of materials involves opportunities for infection on both ends of circulation transactions, care must be taken at every step of the way to follow safe procedures and to temper public enthusiasm for returning to the library with safe practices

### Preparing the Library Building for Resumption of Services

The first requirement for re-opening will be to assure that the building and its contents are free from contaminants. The present consensus is that a minimum of three days is required for library materials that have been exposed to CV-19.

Supplies will need to be gathered for the maintenance of a safe workplace. These would include soap, hand sanitizers, and masks. A request for no-touch thermometers to monitor staff in the workspace has been put out to Emergency Manager Discoll to help monitor staff health. A mapping of the work space should be done to set up zones for social distancing. The bathroom is going to be a problem as it is a confined space in which aerosols will be active for up to three hours. The town Emergency Coordinator can provide some resources, but the library may have to fend for itself in some instances.

Recommended actions: take inventory of available supplies. Place order for items as needed.

### Recovering Materials Presently in Circulation.

It has been recommended that the materials be removed from the bookdrop, which is not secure from the elements, and quarantined. Once this is done, these items will need to be discharged from circulation. Any damaged or mildewed items will need to be withdrawn.

There are an additional 333 items held by 143 patrons that will need to be returned and processed. It would be desirable to create a return period for the processing of these materials prior to resumption of circulation, so that we are not adding to the mass of materials that require sanitizing. It might be advisable to arrange a staggered return by patron name rather than having patrons return them en masse. If materials



are not returned within a set time period, a further decision might need to be made whether to continue to process the remaining materials or dispose of them, so as to not slow the re-opening process. Materials out on Interlibrary Loan will remain at large indefinitely, since the state library has no near-term plan to resume van service.

An area should be designated for isolation of returned materials. The basement is not recommended, given the high humidity levels. The meeting room could be used, although this area is also the best candidate for the library assistant's designated work area (see re-integrating staff). The table in the front reading room might be the best location. A folding table could be brought up from the basement to provide additional holding space.

Recommended action: establish a timetable for return of items alphabetically by patron name. Designate a quarantine space for returned materials. Material to be handled according to best practices guidelines provided by the NHSL.

#### Non-pandemic Related Preparations for Resumption of Services

Tasks left unfinished from the March 19 closing will need to be resumed. These include sorting 2019 non-fiction remains to be moved titles to the stacks and weeding as needed to make room for them. February magazine renewals have been allowed to lapse and June renewals will soon be due. It will need to be decided whether or not to resume these subscriptions. Advanced releases for the current period are being tracked. Patrons will likely expect to have some new materials on hand at the point services resume, so a selection of materials should be ordered ahead of any reopening. A wish list of desired items has been posted by Bayswater Books. Patrons are encouraged to buy and donate wish list items to the library.

Recommended actions: before resumption of circulation services, staff should be given a window for ordering and processing of selected new materials. This might or might not include wish list items purchased through Bayswater.

#### Re-integrating Staff.

Re-engagement of furloughed staff will be required as we begin to process new orders and process due materials which patrons have been holding. The Library Assistant would need to be notified of a return to work date and instructed in protocols for safe practices and social distancing. Communications with Glenn indicate enthusiasm to return to work. That might need to be tempered with respect to the proper pace of operations. The Nichols Library building has a small footprint and is laid out around a central circulation desk, which makes it difficult to maintain social distancing. It might be desirable for staff to establish separate work areas. Use of the bathroom is a problem, as the virus can persist for several hours in an air space. The State Library recommends that the library trustees review personal policies relative to pandemic concerns, staff rights, and liability.

Recommended action: review personnel policies and establish protocols for sanitary practices and social distancing by staff. Designate quarantine area for returns.

## 2. Phased Resumption of Services

A number of re-opening templates have been appended to the librarian's reports of the last six weeks. Several principles seem to stand out. First, that any resumption of services will need to be phased in and, secondly that they are not bound to a timetable.

Lor Fisher of the state library cautions that "material exchange is a two-way street. Says Fisher, "since

Library staff could harbor the virus and transfer it to materials, it is important to consider what is an appropriate protocol for outgoing materials". These raise additional liability issues regarding the safety and monitoring of staff.

#### Tiers of Service.

The most common tiers consist of curb-side pickup, limited facility access, general facility access for small numbers of people, and resumption of activities involving 10 or more persons. Each tier would require protocols for materials handling, social distancing, and limitation of contact. At each stage guidance should be taken from health authorities, the state government and advisory statements for the state library

**Curbside circulation.** This phase would allow for circulation of materials to patrons waiting outside the library. Requests would need to be made in advance. Materials would be passed out of the library to a pickup point. Appointments for pickup might be desirable. Drop off and pick up points will need to be designated.

**Limited building access.** This phase opens the building for short visits either for pickup of materials or possible use of workstations. This phase brings with it increased opportunities for infection. A MIT study notes that loud talking can leave the virus in the air for up to fifteen minutes. Legal opinion is divided on requiring the wearing of masks; it can certainly be requested or advised. Existing templates advise time capping initial visits to 15 minutes or less and might involve restriction to certain parts of the library, possibility including the toilet, stacks, copy room and offices. Appointments might be advisable. We should anticipate patron impatience with these restrictions.

Regular use of the building allowing unrestricted visitation or resuming programming would not appear to be anticipated in the near future.

#### Patron Expectations

At all levels of reopening, patron expectations will have to be tempered. In addition to accessing the collection some patrons will be anxious to resume the social aspects of library service. It will be important to communicate clearly with the public so that they have clear expectations about each phase of the process. It is possible some patrons or guests may become angry or disinclined to cooperate with protocols. Preparations for dealing with these contingencies and guidance for staff in handling them will need to be developed.

#### Continuity of Virtual Services.

Anticipating that physical services may be limited for some time, it would be advisable to maintain virtual services as a means of staying connected with our patron base.

It is hoped that this overview will help in identifying needed areas of actions and concerns that need to be addressed as mitigations of CV-19 are lifted.

## Appendixes

### Pandemic Response

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

### Updates of Existing Policies

- Who May Use the Library/Registration, add “patrons may register online by supplying the requested information. Approved applicants can request a library card during open hours.” Allows for registrations during periods when the library is closed.
- Collection Development/Criteria add “9. Selection of materials treating public controversies will be based on evidence of patron interest, diversity and reviews”. Adds criteria for passing treatments of divisive or partisan subjects.
- Circulation/Lending Policies, strike “VHS”; change loans of DVDs from 5 to 7 per week: “patrons may borrow up to seven DVDs for seven days. Patrons may only take three new DVDs at a time.” This change keeps pace with patron requests while capping loans of new DVDs. Our collection is large enough to manage the increase to seven per week.
- Interlibrary loan/ borrowing, change “block requests...are not accepted” to “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.
- Consider drafting an expanded privacy policy, with particular attention to adding a cut-off date for patron histories.

No changes are recommended for the following policies: Collection Maintenance, Gifts, Challenges, Cooperation or Reference.

### New Policies

Parent exchanges are covered by the existing patron conduct policy, which disallows unaccompanied children, disturbances and harassing or violent behavior.

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.”