

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

~~-Approved 6/8/2020-~~

**June 1, 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 B. Miller, seconded by S. Whalen that: The Minutes of May 18, 2020 be approved as written. Passed unanimously.

II. **Ongoing Business**

A. **Librarian's Report:** J. Kinnaman presented his Report for the past two (2) weeks and a report on the Kanopy trial (see attached). He recommended starting curbside service as soon as possible. A. Nichols referred to the *Reopening NH Libraries Task Force Best Practices Document* that lists curbside service under Stage 3 (see attached page 6). She asked whether the Trustees wanted to follow this *Staged Reopening Plan* in discussing reopening the Library. Consensus was that this Staged Plan offers a logical framework for reopening. The Library is currently in Stage 1 and beginning to move into Stage 2. S. Heath was concerned about the quality of the environment inside the closed building, as humidity will damage the Library's book and print collections. She felt it was important that staff be let back into the Library to at least empty the basement dehumidifiers and monitor the humidity on the main floor. After much discussion, motion by G. Lacasse, seconded by S. Whalen: To allow the Librarian to resume working in the Library building as needed. Passed unanimously. Motion by G. Lacasse, seconded by S. Whalen that: The Librarian continue working 18 hours per week with scheduling time in the building at his discretion. Passed unanimously. Consensus was he may start in the building after Wednesday of this week. J. Kinnaman was asked to let the Trustees know if he needs one of them to empty the dehumidifiers on a day he is off. S. Heath, A. Nichols and B. Miller all have a key to the Library; S. Heath will have one made for S. Whalen, who lives within walking distance. (Former Trustees Helen Heiner and Karin Karagozian may also have keys). J. Kinnaman questioned health screening measures for staff that may be required. He was asked to obtain a copy of the Employee COVID-19 Illness Policy from the Jackson Lewis firm referenced on page 24 of the *Reopening NH Libraries Task Force Best Practices Document*. Further discussion of health screening postponed pending additional information.

J. Kinnaman indicated he would like to open the dropbox, publicize this and start processing returns. After much discussion, the Board directed him to draft a procedure for processing returns in light of the COVID-19 pandemic before the end of the week for the Board's review and approval. There was some discussion as to whether to use the existing dropbox or a plastic storage bin system for the returns. Consensus was to use the dropbox if a plastic bin can be found to fit inside it; J. Kinnaman will pursue. Also, in preparation for re-opening, Stage 2 recommends a procedure be developed for curbside service, which would be offered in Stage 3. When drafted, this procedure will come before the Board for approval.

G. Lacasse asked about the need for a second scanner. J. Kinnaman thought a wireless remote scanner might be more useful than a simple hand-held scanner. Further discussion postponed until he can research various types of scanners and their cost. B. Miller suggested he also look at plastic covers that can be easily cleaned for the staff and public computer keyboards.

The free Kanopy trial ended June 1st. After reviewing the costs and benefits of Kanopy, RBDigital and Hoopla, motion by S. Heath, seconded by S. Whalen: To subscribe to Kanopy. Passed unanimously.

J. Kinnaman clarified that the \$550 platform fee for Hoopla was a one-time fee against which downloads were charged until expended; now the Library is billed monthly for videos viewed. Given time constraints, further discussion of setting a budget and capping the number of views postponed to next meeting.

J, Kinnaman reminded the Board that a decision on when to resume ordering books will need to be made soon. G. Lacasse noted that many book warehouses are out of stock, and items are on back-order. A. Nichols wondered if patrons will be hesitant to borrow Library materials, given COVID-19 concerns.

S. Heath asked for clarification about a bill she recently received for an Amazon order. J. Kinnaman reported the alcohol has been delivered, but not the soap solution.

B. Landscape Committee: S. Gurney voiced her concern that the large spruce tree is excessively browning and losing needles. She spoke with TurnKey Construction, the Town's grounds and landscaping contractor, and was told they will discuss tree care with the Selectmen. K. Ponton recommended S. Gurney also formally convey her concerns about the tree to the Board of Selectmen, who contracted with TurnKey and direct their work.

C. Next Meeting: Motion by S. Heath, seconded by B. Miller that: The Trustees meet on Monday, June 8 at 10:00am for a short meeting via Zoom. Passed unanimous.

III. Other Business: A. Nichols and B. Miller are planning to attend the NHLTA Virtual Roundtable for Trustees on Thursday, June 4, 2020.

Adjournment: Motion by S. Whalen, seconded by G. Lacasse to adjourn at 11:12am. Passed unanimously.

Respectfully submitted,
Karen Ponton, Secretary pro-tempore
att (4)

Best Practice Guidelines - Staged Reopening Plans, page 6

Below is an outline of a phased approach to reopening NH public libraries that can be tailored to each individual library as appropriate. Please be advised that this is not intended to be a timeline, but a resource for determining what stage is appropriate for your library at any given time. During this process library staff and trustees should consult various resources made available by the CDC, IMLS, ALA, NH DHHS the Governor's Economic Reopening Task Force, and your local emergency and/or health officials to help navigate between steps in your phased reopening process, whether you are moving forward or backward in the process.

Stage 1

- Building is not open to either staff or public.
- Services are all virtual/digital.
- Plan reopening steps such as how to manage curbside service, screening of staff, order supplies.

Stage 2

- Limited staff may work in buildings with appropriate social distancing: use staggered schedules, some staff work from home.
- Set up the building for curbside service, make a cleaning schedule.
- Services continue to be virtual/digital.
- Accept return of materials. Open book drop.
- Plan for return to earlier stages if necessary.

Stage 3

- Curbside and outreach delivery of materials begins during set hours with limited staff.
- Some staff may still work from home.
- Services continue to be virtual/digital.
- Buildings are closed to the public; begin set-up for social distancing or restricted access (i.e. collections/rooms closed off).
- Plan for return to earlier stages if necessary.

Stage 4

- Building is open to the public with restrictions (i.e. limit the number of people, time the public can spend in the building, reduce hours).
- Continue curbside service.
- Activities include use of public access computers on a limited basis, limited browsing of collection.
- Services continue to be virtual/digital.
- Plan for return to earlier stages if necessary.

Stage 5

- Fewer restrictions to building access by the public while virtual/digital services continue.
- Some in-person programming is possible.
- Plan for return to earlier stages if necessary.

Stage 6

- Continue to move to a new normal with full services restored.
- Plan for return to earlier stages if necessary.

Librarian's Report for the week of May 18-23, 2020

Reopening Updates

You have by now received the best practices document from the state library task force. I call attention to the discussion of phased-in services, particularly the emphasis on intermediary steps. The librarian's plan submitted at our last meeting is consistent with these practices. There were no updates from the town EM. The voice message service shows an increase of calls made to the library, likely to see if we are open.

Key matters to consider to make the facility ready for staff use and eventual circulation are an inventory of on-hand supplies, ordering of needed items, organization of staff work zones, designation of quarantine zones for returned materials, and acquiring selected new materials. News reports seized on the latest CDC update to downplay the risk of infection from objects, but due diligence is still recommended in handling materials.

One area of concern is the circulation desk, which is a vector for both returns and loans. A separate station with its own barcode scanner for processing returns is recommended. Scanners for such a station are under review.

A good article regarding [risks of contagion](#) notes that risk increases with 'proximity, contact and time'. These factors are amplified by multiple contacts, more so with persons not engaging in safe practices. This would indicate moderate risk in curbside circulation, much greater risk in public access to the facility, and prohibitive risk in allowing meetings or other large gatherings.

Collection Development: Additional wish list items were sent to Bayswater books on Friday. Per request, the wish list link has been highlighted on our website.

Policy Manual. No updates.

Directors Report of Hours Worked: The librarian worked 22 hours through Friday at noon. This included reviewing the NHSL best practices document (ongoing), reviewing literature on sanitizing circulating materials, assessing supply needs, reviewing streaming video platforms, and preparing a Kanopy trial survey. The reports and surveys will be available ahead of the next meeting. Four hours were spent on community engagement, including responding to 2 patron requests for assistance.

The week ahead and beyond: Priorities for the upcoming week are completing the review of streaming platforms, developing specific procedures for staff use of the facility and preparing for limited acquisitions and circulation.

Appendixes

Pandemic Response

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

CDC. [How COVID-19 Spreads](#). Updated 5/22/2020

Brmage, Erin. [The Risks-How to Avoid Them](#).

Wen, Leana. [Four concepts to assess your personal risk as the U.S. reopens](#). Washington Post, 5/21/2020 ([Leana S. Wen](#).MIT Technology Review. “ [Loud talking could leave coronavirus in the air for up to 14 minutes](#).”

Ed Young, [America’s Patchwork Pandemic](#). Atlantic, 5/20/2020.

Reopening Updates.

Governor’s Task Force on Economic Reopening Task Force. “[Official Meeting Minutes](#).”

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

Primex/NH Municipal Assoc. [Webinar on Reopening Public Buildings](#). June 3 release; registration is now open.

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

UNH Extension, [Cleaning , sanitizing and disinfecting surfaces part one](#) and [part two](#) 5/12/2020

Maryland State Library Resource Center. [Handling Materials During COVID 19](#).

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

NHSL. [Staged Reopening Resources Links](#).

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

Jaffrey PL. [Interim Service Policy](#)

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

Librarian's Report for the week of May 25-29, 2020

Reopening Updates. Gov Sununu expects the [stay at home order to continue](#). Town Offices remain closed to the public at least through next Wednesday. There are no updates from the town emergency manager. Most of the SAM Coop libraries are offering curbside circulation. Our voice message service shows an increase of calls made to the library, likely to see if we are open.

Draft plans for Resuming Library Use. Provisional staff procedures for processing returns and handling new checkouts have been drafted. We have most of the equipment and materials needed to go forward, including masks, nitrile gloves, sanitizing agents, and an outdoor pickup table. Items needed include paper bags for outgoing items and a plastic bin to hold outgoing books during inclement weather. It is recommended to have an additional bin to collect returns. Desirable would be a book cart and bar code scanner, which would allow the librarian's office to be used as a backup circulation station. These items project for use not just in the present emergency, but in ongoing weeding and inventorying activities.

Patron Building Access. A few NH libraries are allowing limited building access, most typically for computer use and document printing. In the near term, some document needs could be met by having patrons email or text documents to be printed. It is strongly urged that additional protections, space mapping and procedures be put in place before such access was allowed. Patron browsing is not yet recommended. Anticipating a need, protective shields for the circ desk have been researched; the firms most commonly recommended by NH librarians are [Ami Graphics](#), Stafford and [Makeit Labs](#), Nashua.

CARES Grant. The NH State Library is applying for a CARES grant to cover costs for expanding broadband and possibly providing mobile devices for patron use. Libraries are to submit current download rates and estimated costs of upgrading services to the NH state library. This information can be gotten from Metrocast tech support. Survey results must be submitted ahead of the grant submission date which is June 13th.

Collection Development. Baker and Taylor needs to be notified if we are to resume orders. The local bookstore notes that stocking is below norm and items are going out of print more quickly. A report on the Kanopy trial and other online digital platforms is attached.

Community engagement: video interview with local author Carl Hansen and NH librarian's table reading of *Midsummer Night's Dream* were linked to from the website. A patron survey of Kanopy was posted on the library's Wordpress page and sent out by email, which also reported on the community engagement activities already mentioned.

Collection Development: No updates

Policy Manual. No updates.

Directors Report of Hours Worked: The librarian worked 20 hours through Friday at noon. This included drafting procedures for curbside circulation and reviewing online video platforms; completing community engagement projects; surveying NH library practices for sanitizing materials and Kanopy trial survey.

The week ahead and beyond: Gather CARES grant info from Metrocast. Other priorities are contingent on the board's decision regarding whether or not to resume circulation.

Appendixes

Pandemic Response

WMUR. [Sununu: Expect stay-at-home order to continue](#) (5/28)

NHSL [COVID-19 Resources](#).

CDC. [How COVID-19 Spreads](#). Updated 5/22/2020

Brmage, Erin. [The Risks-How to Avoid Them](#).

Wen, Leana. [Four concepts to assess your personal risk as the U.S. reopens](#). Washington Post, 5/21/2020 ([Leana S. Wen](#)).

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

Ed Young, [America's Patchwork Pandemic](#). Atlantic, 5/20/2020.

<https://www.wmur.com/article/sununu-expect-stay-at-home-order-to-continue/32703892>

Reopening Updates.

WMUR. “

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

NHLA. [NHLA Statement Regarding Reopening of Libraries](#). 5/26/2020

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

Primex/NH Municipal Assoc. [Webinar on Reopening Public Buildings](#). June 3 release; registration is now open.

Primex. COVID-19: [Preparing Your Workplace](#).

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

Library Journal. [Library App Providers Launch Curbside Pickup Schedulers](#)

Sanitizing Collections and Workplaces

UNH Extension, [Cleaning , sanitizing and disinfecting surfaces part one](#) and [part two](#) 5/12/2020

Maryland State Library Resource Center. [Handling Materials During COVID 19](#).

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

NHSL. [Staged Reopening Resources Links](#).

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

Jaffrey PL. [Interim Service Policy](#)

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

Kanopy Trial Report

Our official Kanopy trial, which ends today, tallied 68 uses during the one month trial period. Actual use was actually somewhat less. There were several multiple views of the same video, which, based on subject interest, were likely made by one or two patrons. A more accurate estimate would be around 53 views, 20 which were films and 33 which were documentary or educational programs. Kanopy kids was not accessed, which was disappointing, given its excellent content.

Survey responses on Kanopy's content were evenly split between those who found the content outstanding and those who found it fair. This is particularly so in regards to movies. Their content appeals primary to viewers interested in classic, independent and foreign films as opposed to mainstream movies.

Unfortunately, there is no online source for mainstream movies that caters to public library use. Licenses for top box office movies are controlled by companies which only serve the individual market, such as Amazon Prime and Netflix.

In the library market, Hoopla Digital provides a grab bag of recent and classic films, which has attracted only moderate patron interest at Nichols Library. There were 25 Hoopla videos viewed during the period while the Kanopy trial period was open, which is half as many videos as were viewed on Kanopy. Hoopla costs are normally contained by user cap; these have been lifted during the stay-at-home period.

RB Digital, which was backburnered in favor of the Kanopy trial, is another mixed bag of content. RB gives patrons access to four collections: Acorn Video (British drama and comedy), Quella (concert videos), Indie Flix (overlaps with Kanopy) and 4 educational channels. RB charges an annual \$250 platform fee in addition to charges for viewing content.

Here is the cost breakdown of the three platforms:

Provider	Platform Fee	Minimums	Billing	Price
Kanopy	None	None	Monthly	2.00* /item
RBDigital	\$250/yr	None	Monthly	2.99/ ea.1 wk access
Hoopla	\$550/pd	None	Monthly	.99-2.99/item

Of the three platforms, Kanopy is the superior source for video and the most friendly, price wise. Had we been playing during the trial, our use would have amounted to about \$106 for the month. This does not, however, project to an average cost per month, as we can contain costs by applying users caps as we do with Hoopla. Costs with caps would more likely fall in the \$20-\$30 per month range we saw in the first year with Hoopla. Kanopy does not require platform or setup fees. There are no monthly or annual minimums. Kanopy does suggest setting a target budget, but this is used only to trigger a warning if we were to approach the budget cap. This would give us a chance to recalibrate our user caps and budget. In addition, Kanopy is a small company which provides personable service (as evidenced by the trial extension). Since Kanopy is already in place and the need for online engagement is likely to continue while pandemic concerns linger, I strongly recommend we go live for a year of Kanopy, applying user caps and a budget ceiling to contain costs.

Appendix: Streaming Video Platform Review in Library Journal

Library Journal. [RBDigital Introduces Unlimited Streaming](#) (4/10/2018).

Library Journal. [Beta Testers Weight in on Hoopla](#).

Library Journal. [Streaming Video Reference Reviews](#). (10/3/2017)