

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

-Approved 2/22/21-

January 25, 2021

Minutes

Call to Order: Meeting called to order at 10:03am via Zoom.us. Present (electronically): Chairperson Annette Nichols, Treasurer Sarah Heath, Karen Ponton, Shannon Whalen, A. Xavier (alternate – voting for B. Miller); Library Assistant Lois Brady; Absent: Bette Miler. 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 S. Heath, seconded by S. Whalen that: The Minutes of December 14, 2020 be approved as written. Passed unanimously.

II. **Ongoing Business**

A. **Treasurer's Report:** Treasurer S. Heath distributed her monthly Report and a copy of the Annual Treasurer Report for the Town Annual Report. Expenses for December were \$3,823.63. There were no deposits or withdrawals from the MVSBS checking account during December. Motion by K. Ponton, seconded by A. Xavier: To accept the donation of \$100.00 from a Library patron (name kept confidential to protect privacy). Passed unanimously. Board Secretary will send thank you letter. Year-end 2020 expenses totaled \$51,691.90. This was approximately \$30,000.00 less than budgeted as Library services were curtailed in response to the pandemic. (These funds return to the Town's General Fund). Because of the Board's recent discussions related to this matter, K. Ponton asked which line items contain the computer and software contract renewal fees listed on the *Building & Equipment Maintenance Schedule*. Book Sys/snapshot (\$385.00), Deep Freeze/Adel-XT ((\$31.05), Remote Back-up/Adel-XT (\$99.50), and Symantec/Adel-XT ((\$200.00) are under *Repairs and Maintenance*; Book Sys/support (\$595.00) is under *Computer Maintenance Contract*. S. Heath reported the two (2) investment accounts (managed by NBT Wealth Management) that Mr. Nichols established to help fund the Library into perpetuity grew in value by about \$6,500.00 over the previous year. There was discussion about breaking down the expenses under *Books & Periodicals* into subsets, such as books, magazines/periodicals, CDs and DVDs, which S. Heath said could be done. A. Nichols questioned whether DVDs are still popular, given many computers no longer have DVD drives and the availability of streaming services. L. Brady said DVD use is expected to continue until broadband services are more generally available. Also, initial responses to the patron questionnaire indicate they like to borrow books for adults and DVDs. Motion by K. Ponton, seconded by S. Whalen: To accept the Treasurer's Report. Passed unanimously.

B. **Report from the Library:** L. Brady presented her Report (attached) and answered questions from Board members. A. Nichols found it helpful that the number of "unique users", that is, individual patrons using the Library, was included in her Report. L. Brady summarized information from a recent Scrooge & Marley Co-op discussion. Activity is down 30-50% overall at many Lakes Region libraries; digital services are being used more than physical services; reference questions have increased. Some Co-op members said they are not showing circulation statistics in their Annual Reports this year because the decline in numbers is misleading and due to the pandemic. A. Nichols asked about including a comparison of 2019 and 2020 circulation and user statistics in the Library Annual Report to the Town. Inclusion was left to the discretion of the chairperson, noting the concern was for true transparency. There was discussion about the work schedule L. Brady proposed in her Report. K. Ponton asked if Saturday might be scheduled instead of a Monday, Wednesday or Friday to accommodate patrons not able to get to the Library during the week. Consensus seemed to be for keeping the schedule as proposed for the time being, since patrons have already become used to it. L. Brady also spoke at some length about having more work to do than hours to do it. This contrasts with information the Board had been told repeatedly over the past several months that 18 hours per week was more than enough. Further discussion postponed, given time constraints. Motion by S. Whalen, seconded by S. Heath: To accept the Report from the Library. Passed unanimously.

C. Committee Reports

1. **Building Committee:** Postponed to future meeting.
2. **Policy Committee:** K. Ponton reported she has begun reviewing the Library personnel policies and plans to present a couple of policies at a time for the Board's review.
 - **Employment Classifications:** The Board discussed the proposed draft which would delete the classification of *Permanent Part-time Employee*. K. Ponton thought it was confusing and misleading. S. Heath noted that this classification had been used in the past but was no longer necessary. Motion by K. Ponton, seconded by A. Nichols: To adopt the Employment Classifications policy, as revised (attached). Passed unanimously.
 - **Holidays:** The Board discussed and revised the proposed draft to add the Friday after Thanksgiving as a holiday. There was some question as to how busy the Library has historically been on that day. L. Brady noted that adding this holiday would allow the staff to travel out of state to be with family over a long weekend. A. Nichols suggested a floating holiday instead of specifying that Friday. S. Whalen wondered about Christmas eve and New Year's eve. Consensus was that having the Library open from 10am to 1pm left those evenings free. Motion by S. Whalen, seconded by K. Ponton: To adopt the Holiday policy as revised to include the Friday after Thanksgiving (attached). Passed with three (3) in favor (K. Ponton, S. Whalen and A. Xavier) and two (2) opposed.
 - **Vacation:** The Board revised the proposed draft to clarify that "vacation time" refers to scheduled hours worked per week rather than number of days. There was no discussion about changing the amount of vacation time earned or accrued. Also, the phrase "in the event of involuntary discharge, the termination was not "for cause," as determined by the Board of Trustees" in the last paragraph was deleted because it made no sense. Motion by K. Ponton, seconded by S. Whalen: To adopt the Vacation policy as revised (attached). Passed unanimously.
3. **Search Committee:** A. Nichols reported that the Search Committee received two (2) applications thus far for the position of Interim Library Director, and that there may be another interested applicant.

D. **IT Service Provider:** Postponed due to time constraints and no immediate need to address this matter..

Non-public Session: At 11:23am, motion by A. Nichols, seconded by S. Whalen: 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, A. Nichols-yes, K. Ponton-yes, S. Whalen-yes, A. Xavier-yes. L. Brady was not present for the non-public session. At 12:02pm, motion by A. Nichols, seconded by K. Ponton: To end the non-public session. Passed unanimously.

Meeting reconvened by A. Nichols at 12:02pm.

Interim Library Director: The Board is in the process of revising a position description and an employment agreement for the position of Interim Library Director.

III. **New Business:** None.

IV. Other Business

A. **Annual Report:** A. Nichols is working on the Annual Report. As suggested by S. Whalen, the repair of the front steps will be added. A. Nichols will send a copy to the Trustees for final comment later today.

B. **Spruce Tree:** A. Nichols reported that the Selectmen will probably have the dying tree removed and replaced in the Spring.

Adjournment: Motion by K. Ponton, seconded by S. Whalen to adjourn at 12:05pm. Passed unanimously.

Respectfully submitted,
Karen Ponton, Secretary
atts (4)

Report from the Library: January 20, 2021

Staff Changes. Jon Kinnaman retired January 1, 2021. In December 2020, Jon and I began working together in order to provide continuing service to patrons. We covered a lot in a small amount of time and successfully made a smooth transition during the last few days of 2020. Several patrons have sent notes and emails to both Jon and Glenn Walter, expressing their thanks and gratitude for the thoughtful and personal service they provided over many years. My work is to continue and expand upon that excellent service as we move forward in 2021.

My proposed work schedule: 18 hours, as many in building as possible:

- 12 hours: 10-2 Monday, Wednesday, Friday (to ensure best service for callers/curbside)
- 6 hours: before and after 10-2 on Monday, Wednesday, Friday; Thursday mornings if NHSL or Scrooge & Marley coop meeting; any other time that benefits being in the building.

Happenings at Nichols Library. With a new year, time-saving changes have been a priority, second only to patron service. One change is condensing email from four active accounts to one: chlibrarynh@gmail.com. Faster response time, better organization, and less checking are already beneficial.

Some of the many small but long-term time saving victories: a thorough cleanup of overdue items reduced the number of calls and emails from patrons who had items on account that they had returned. Atrium customer support fixed an issue that made it easy to miss reserves when checking items in. A few quick changes to the library's on-line catalog includes a benefit for patrons: by viewing the "Home" tab you will see several titles scrolling by in "What's New" and "What's Hot" instead of the 2 or 3 that showed before.
(<http://192.168.1.5/opac/jenml/index.html#menuHome>)

Trustee Survey: As of today, 18 surveys have been handed out (5 of them today) and 9 have been returned. So far, the rate of return (9 out of 14 on Monday) is very good and the responses positive.

Happenings at the state-level. The New Hampshire State Library (NHSL) had a regular virtual Directors Meeting on January 7, 2021. The sharply rising number of Covid cases during and after December has more libraries returning to curbside service. There was anticipation that the New Hampshire Governor was going to extend the mask mandate that expired on January 15, 2021 – he did, extending it to March 26, 2021 (See last line to find it: <https://www.governor.nh.gov/sites/g/files/ehbemt336/files/documents/emergency-order-81.pdf>).

The interlibrary loan van service was discussed as the service has been interrupted on several recent occasions due to staff illness or inclement weather. And most recently: "Due to concerns for the safety of state library employees, there will be no van delivery today or tomorrow (January 19, 20)." The interlibrary loan system has been vital to libraries and the state is doing all that they can to ensure its regular schedule.

Annual Circulation and Annual Report to the State. Despite the challenges that patrons, staff, trustees, and other community members have faced during 2020, it is encouraging to see how important the library is, especially to a core set of users. In my short time here, almost every patron I have communicated with has expressed appreciation and gratitude for the library.

Below is a comparison chart of circulation by material type and active users for 2019 and 2020. Due to the pandemic and temporary closure, it is no surprise that physical in-library circulation decreased and digital circulation increased. (Note that Jon ran his report a day short of the end of the year, thus a few numbers in 2020 are different).

The Annual Report for NHSL has not begun yet, but is expected to be opened soon.

The Future. Looking forward, it will be time well spent to plan for when and how to re-open; hours and staff needed to do that; possible outdoor space for service and/or indoor air exchange; preparing to freshen up indoor displays and signage to welcome patrons and a new time. We have an exciting year ahead full of opportunity!

Respectfully submitted,
Lois Brady
January 20, 2021

In-Library Circulation	2019	2020
Adult Reading	4846	1665
Youth Reading	431	86
Audio Books (CD)	603	191
DVDs	2906	737
Interlibrary borrowing	499	103
Passes	42	0
Rentals	1	0
Total In-Library	9328	2782

Digital Access Circulation		
NH Downloadable Books	1883	2322
Hoopla	297	387
Kanopy	N/A	137
Total Digital Access	2180	2846

Grand Total Circulation	11508	5628
--------------------------------	--------------	-------------

EMPLOYMENT CLASSIFICATIONS

At the time of hire, the employee is classified as full-time, part-time or temporary. Unless otherwise specified in writing or as required by law, the benefits described in this Manual apply only to full-time employees. All other policies described in this Manual apply to all employees with the exception of certain wage, salary and time off limitations. An employee unsure of the job classification for his/her position should ask the Board of Trustees.

FULL-TIME EMPLOYEES: Employees regularly scheduled to work 36 or more hours per week are full-time employees.

PART-TIME EMPLOYEES: Employees regularly scheduled to work less than 36 hours per week are part-time employees. Part-time employees are not eligible for benefits described in the Manual except where approved by the Board of Trustees or to the extent required by state or federal law.

TEMPORARY EMPLOYEES: Employees who are hired for specific periods of time or for the completion of a specific project are temporary employees. Seasonal employees, those hired to work for twenty-six (26) weeks or less, are considered to be temporary employees. Temporary employees are not eligible for benefits described in this Manual except to the extent required by state or federal law.

James E. Nichols Memorial Library

HOLIDAYS

Full-time and part-time employees are entitled to the following paid holidays, provided that the employee normally works on that day. Holiday pay will be paid at the straight time hourly rate and will be prorated for employees who regularly work fewer than eight (8) hours on that day.

Employees may be required to work on holidays. An employee who is required to work on a holiday will receive a floating holiday. The floating holiday must be scheduled at least one week in advance and approved by the Librarian and/or Board of Trustees.

If a holiday falls during an employee's vacation leave, the employee will not receive vacation compensation for the day the holiday occurred; the employee will receive holiday compensation.

The James E. Nichols Memorial Library observes the following holidays:

- | | |
|-------------------------------|--------------------------|
| • New Year's Day | January 1 |
| • Martin Luther King, Jr. Day | 3rd Monday of January |
| • President's Day | 3rd Monday of February |
| • Memorial Day | Last Monday of May |
| • Independence Day | July 4 |
| • Labor Day | 1st Monday in September |
| • Columbus Day | 2nd Monday of October |
| • Veterans Day | November 11 |
| • Thanksgiving Day | 4th Thursday in November |
| • Friday after Thanksgiving | |
| • Christmas Day | December 25 |

Any holiday falling on a Saturday that the Library is scheduled to be open will be observed on that day. All other holidays will be observed on the day designated by the State of New Hampshire.

The Library will be open from 10:00am to 1:00pm on the Wednesday before Thanksgiving, Christmas Eve and New Year's Eve.

Revised and Approved by the Board of Trustees 1/25/2021

James E. Nichols Memorial Library

VACATION

Full-time and part-time employees are eligible for paid vacation. Paid vacation is pro-rated for part-time employees. Temporary employees are not entitled to paid vacation time.

Vacation time is granted to eligible employees based upon length of service and anniversary date. If there is a break in service, eligibility for vacation will be based on the employee's current hire date.

No part of an employee's scheduled vacation may be converted to sick leave. If illness or injury occurs during a vacation, sick leave benefits will not begin until the employee is scheduled to return to work. If requested, the Board of Trustees may grant the use of vacation time to cover extenuating circumstances due to personal or family illness.

If requested, an employee shall be paid his/her vacation pay before starting vacation, provided that such vacation is scheduled at least two (2) weeks in advance. Otherwise, the employee shall be paid his/her vacation pay upon return from vacation.

Vacation pay for a full week will be paid at the normal straight time scheduled hours; i.e., if someone is scheduled for 36 hours per week, their vacation pay will be for 36 hours for each full week requested; employees normally scheduled for less than 36 hours will be paid the number of hours normally scheduled for each full week requested.

Vacation is earned during the employee's hire date year and is accrued according to the following schedule.

FULL-TIME EMPLOYEES

Years of Continuous Service

Vacation Time

One (1) year

One (1) week of scheduled hours worked/week

Two (2) years

Two (2) weeks of scheduled hours worked/week

Five (5) years

Three (3) weeks of scheduled hours worked/week

PART-TIME EMPLOYEES

Years of Continuous Service

Vacation Time

One (1) year

One (1) week of scheduled hours worked/week

Vacation time must be used during the year in which it is earned. The Library will not pay employees for unused, accrued vacation time at the end of the year. Vacation time may not be carried over and accumulated in subsequent years. Employees will not be paid accrued, unused vacation pay upon termination from employment unless the employee has been actively employed for at least six (6) months prior to the termination and, in the event of resignation, the employee has given at least two (2) weeks' notice of his/her intent to resign.

Revised and Approved by the Board of Trustees 1/25/2021