

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

-Amended & Approved 6/28/2021-

**May 24, 2021
Minutes**

Call to Order: Meeting called to order at 10:00am via Zoom.us. Present (electronically): Chairperson Annette Nichols, Treasurer Sarah Heath, Bette Miller, Karen Ponton, Shannon Whalen, A. Xavier (alternate); Interim Library Director 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 A. Nichols, seconded by S. Heath that: The Minutes of April 26, 2021 be approved as amended by showing only the results of the roll call votes. Roll call vote. Passed with 3 in favor, 1 opposed and 1 abstention.

II. **Ongoing Business**

A. **Treasurer's Report:** Treasurer S. Heath distributed her monthly Report. Expenses for April were \$4,452.57. She noted that the \$159.90 expense under *Repairs and Maintenance* was the annual service of the Mitsubishi mini-split. There were no deposits into the MVSBS checking account last month. There was discussion about how to handle the acceptance of book donations. Motion by K. Ponton, seconded by B. Miller: To call the question. Motion failed with 2 in favor and 3 against. Discussion continued. Motion by A. Nichols, seconded by S. Heath that: Any donated library materials of value less than \$50.00 will not need to be accepted by the Board. Roll call vote. Passed with 4 in favor and 1 abstention. Motion by K. Ponton, seconded by S. Heath: To purchase a Squam Lakes Science Center pass for \$300.00 and an online pass to the NH Historical Society for \$50.00 for use by any Nichols Library patron. Roll call vote. Passed unanimously. Motion by K. Ponton, seconded by S. Heath: To renew membership in the NH Preservation Alliance. Roll call vote. Passed unanimously. There was discussion about continuing to purchase a \$149.00/year maintenance contract for a copier that no longer works well. Motion by K. Ponton, seconded by A. Nichols: To not renew the copier maintenance contract. There was a question of whether Twin Rivers Office Machines or the Library owns the copier, and of how to dispose of the machine. K. Ponton and A. Nichols withdrew the motion until this information can be obtained. Motion by S. Whalen, seconded by B. Miller: To accept the Treasurer's Report. Roll call vote. Passed unanimously.

B. **Report from the Library:** L. Brady presented her Report (attached). She added that the May physical circulation number is 225 items, up from April. B. Miller asked about the need for background checks of volunteers, as she is concerned about potential liability. L. Brady said both current volunteers filled out the waiver form reviewed by Primex, and that she would not permit any volunteer to work alone with the public, especially children. She also cited the cost of having a background check performed. B. Miller offered to get additional information on this matter for the next Trustees' meeting. A. Nichols expressed appreciation to L. Brady for getting the Library ready for reopening to the public. The Board spent much time discussing revised reopening and staffing proposals (attached). Motion by K. Ponton, seconded by B. Miller: That the Library hours be Monday and Wednesday 10am-6pm and Saturday 10am-1pm through August. Roll call vote. Passed with 3 in favor and 2 opposed. Masks are still required and hand sanitizer for patron use is already available just inside the door of the Library. L. Brady asked for the Trustees' guidance regarding quarantining books and materials. Motion by K. Ponton, seconded by S. Heath: To quarantine books and materials only as required to use the NH Inter-library Loan van service. Roll call vote. Passed unanimously. Trustees discussed staffing options at some length. The Board is responsible for hiring all Library staff. Motion by S. Heath, seconded by S. Whalen: To allow the Interim Director to recruit a year-round, part-time Library assistant for 20 hours per week to work through 2021. Roll call vote. Passed unanimously. After brief discussion, motion by K. Ponton, seconded by S. Whalen: That the wages for

the year-round, part-time Library assistant be \$13/hour. Roll call vote. Passed unanimously. Motion by K. Ponton, seconded by S. Whalen: To allow the Interim Director to recruit a temporary library aide for 10 hour per week at \$11.00/hour. Roll call vote. Passed unanimously. Motion by K. Ponton, seconded by A. Nichols: To approve L. Brady's request for vacation time in July. Roll call vote. Passed unanimously. The Trustees were receptive to L. Brady's idea that another library may loan one of their employees who knows Atrium to cover Nichols Library when she is on vacation. Motion by A. Nichols, seconded by S. Heath: To accept the Interim Director's report. Roll call vote. Passed unanimously.

C. Committee Reports: Given time constraints, A. Nichols suggested an extra meeting be held to address the following reports:

1. **Building Survey & Design**

2. **Policy Committee:** K. Ponton asked that her earlier request for 15 minutes to begin discussion of personnel policies previously circulated to the Board be granted. S. Heath and A. Nichols thought the policies required more time for discussion.

3. **Librarian Search**

III. New Business: Given time constraints and with the exception of *Item E*, A. Nichols suggested these agenda items be discussed at the extra meeting:

A. **2021 Book Sale**

B. **2021 NHLTA Virtual Spring Conference**

C. **Thresholds for Spending**

D. **Air Purifier:** A. Nichols offered to get information on possible equipment options, e.g, air-to-air exchange.

E. **Location and Format for Future Board Meetings:** S. Heath requested that meetings continue to held by Zoom.us; the other Trustees agreed.

IV. Other Business: A. Nichols scheduled an extra Board meeting for Monday, June 7th at 4pm..

Adjournment: Motion by K. Ponton, seconded by A. Xavier to adjourn at 11:38am. Passed unanimously.

Respectfully submitted,
Karen Ponton, Secretary
atts (3)

Director's Report for May 24, 2021 Trustee Meeting

Reopening Summary:

The building reopened to the public on Monday, May 3. To a person, visitors express how grateful they are that the library is reopened and how thankful they are for the service it provides. Several have indicated that they have been using other open libraries to browse in, but are glad to return here where it is quieter and materials are more readily available. Many people have also asked when the library will have more hours or return to pre-pandemic hours. I have been touched by how comforted people have been by being back in this space. Many people have made comments that include the phrase "my library," as in "I've been looking at books in another library, but it's good to be back in my library again." A few people have entered just to smell the special old-building-with-books smell and to bask in the familiar setting (they say they can smell it despite wearing a mask!).

News of the reopening went out in phases, first digitally (emailed newsletter, websites, Facebook) followed by newspaper press releases. In this short time (seven open days), the daily visitor count is slowly increasing from four on the first day to ten today, with a total of 42 in-building visitors. Eight curbside pickup requests were filled during that same time.

There have never been more than two visitors in the building at once, usually because a couple came in together. Only one person, a visiting daughter, requested a high-risk appointment for her parent. The parent asked to be added to the Altrusa Club delivery schedule.

Three people have received new library cards.

Building:

Crane Maintenance agreed to clean once a week beginning April 27, 2021.

Tyler Driscoll supplied an updated first-aid kit as well as hand sanitizer. He inspected the AED unit and new pads are on order. (Note that fire extinguishers and emergency lights were inspected in October 2020.)

An electrician from TNT Electrical revisited to check the newly installed motion sensor light switch in the bathroom that is not automatically turning off. It appears that wiring may be the issue. I asked them to wait for further notice before beginning any wiring work. For now, I will turn the light on when the library is open after dark.

The CHDPW removed cardboard and waste from basement.

Volunteers:

A lot of work went into getting the building and materials ready for the reopening and many thanks go to Jonathan Brady who volunteered 12 hours of his time to clean closets and shelves, shift books and DVDs, cut backstops that were missing on DVD shelves, fix a basement dehumidifier, dispose of expired cleaning products and food, and perform several other helpful tasks.

Also of note is another patron who is donating two hours per week of her time. She also donated \$100 to the library. A few other patrons are considering volunteering in the coming weeks.

A third patron donated two new nonfiction books that have since been requested and checked out by others.

Statistics:

Nov Dec Jan Feb Mar Apr

Physical Circulation

| | | | | | | |
|-------------------------|------------|------------|------------|------------|------------|------------|
| Adult Reading | 99 | 114 | 142 | 128 | 113 | 98 |
| Youth Reading | 7 | 4 | 6 | 6 | 2 | 6 |
| Audio Books (CD) | 9 | 9 | 27 | 22 | 19 | 30 |
| DVDs | 25 | 45 | 26 | 20 | 23 | 21 |
| Interlibrary borrowing | 4 | 17 | 4 | 18 | 20 | 3 |
| Total In-Library | 144 | 189 | 205 | 194 | 177 | 158 |

Digital-Access Circulation

| | | | | | | |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| NH Downloadable Books | 183 | 180 | 196 | 187 | 215 | 197 |
| Hoopla | 55 | 37 | 48 | 52 | 37 | 48 |
| Kanopy | 10 | 11 | 34 | 12 | 22 | 33 |
| Total Digital Access | 248 | 228 | 278 | 251 | 274 | 278 |

| | | | | | | |
|--------------------------------|------------|------------|------------|------------|------------|------------|
| Grand Total Circulation | 392 | 417 | 483 | 445 | 451 | 436 |
|--------------------------------|------------|------------|------------|------------|------------|------------|

Unique Users

Nov Dec Jan Feb Mar Apr

| | | | | | | |
|-----------------------------|----|----|----|----|----|----|
| In-Library Active Borrowers | 33 | 35 | 27 | 25 | 31 | 30 |
| NH Downladable Books | 32 | 30 | 34 | 29 | 29 | 30 |
| Hoopla | 8 | 8 | 10 | 8 | 9 | 10 |
| Kanopy | 3 | 3 | 6 | 3 | 4 | 5 |

The following chart compares core users during the same open and non-open parts of the year. This, as well as the other statistics, will become more relevant as we see how reopening affects library use.

| Type of library user* | Jan-April 2019 OPEN | Jan-April 2021 Curbside Only | Sep-Dec 2019 OPEN | Sep-Dec 2020 Curbside Only |
|-----------------------|------------------------|---------------------------------------|----------------------|-------------------------------------|
| Core User | 55 | 7 | 59 | 14 |
| Casual User | 46 | 19 | 77 | 20 |
| Infrequent | 42 | 26 | 67 | 47 |
| Total | 143 | 52 | 203 | 81 |

*Core = 3 or more loans/month

Casual = 1 or 2 loans/month

Infrequent = less than 1 loan/month

Summer Pass Consideration:

Squam Lakes Natural Science Center (Holderness): cost to library is \$300.

Details: Four trail admissions for \$10 each. 1 pass per day (May 1 to November 1), open daily.

Regular admission is \$18/adult or senior, \$13 for youth. Patron value = \$40, saving them \$17 to \$32 depending on their group size.

The Squam Lakes Natural Science Center pass does the following:

1. Allows residents to go at reduced rates.
2. Brings patrons through the door of the library and provides good community support.
3. Provides mutual support with another worthy local nonprofit organization.

Suggest we limit use to people who have a residence/address in New Hampshire.

ACTION ITEM: Pass or no pass?

Current and Future Focus:

Current goal: Increase patron use and circulation by providing more service hours, increasing outreach (press, digital, local bulletin boards) to raise awareness that the library is open and of the services we provide, and continuing new material acquisitions.

As time and staff allow, create programming such as book groups, senior-service oriented information, mindfulness practice, and other programs based on requests received in recent months.

Respectfully submitted,

Lois Brady

Interim Director

James E. Nichols Memorial Library

May 17, 2021

Reopening Revised Proposal for June May 17 2021

Reopening has been so smooth and successful that I recommend the following revised plan for June the Trustees consideration:

Hours: Monday and Wednesday 10 a.m. to 6 p.m. Saturday 10 a.m. to 1 p.m.

- Note these are familiar, remembered pre-pandemic hours that patrons are used to and have been asking about.
- High-risk appointments can be arranged during non-public hours if anyone requests them.

Occupancy limit: 10

- Tyler Driscoll measured and we agreed this is a very doable number, coming in below guidelines of half occupancy (15 for Nichols).
- We will likely never reach this level of visitors unless we allow meetings or have indoor programs.

Meetings allowed

- Advance notice recommended.
- Limit number in meeting room?

No time limit for visits.

Computers, Internet and Curbside Pickup all available.

Masks required; hand sanitizer and social distancing encouraged.

Returned book quarantine: stick with NH State Library for ease, with offer to wipe cover with alcohol wipe if patron wants item sooner.

Respectfully submitted,
Lois Brady
Interim Director
James E. Nichols Memorial Library
May 17, 2021

Staffing Proposal Revised

May 17, 2021

My recommendation for how we best serve the community:

Goal:

1. Staff hours per week: 53 maximum in winter and 60 maximum in summer
2. Library open hours per week: 33 hours (traditional open time pre-pandemic)
3. Hire a summer part-time staff person June to mid-August, 10 hours per week, to assist with the increased summer traffic.
4. Hire a year-round part-time staff person, averaging 20 to 25 hours per week.
5. My hours stay at 35 to 40 until I have the year-round person, then go to 30 to 35 hours per week.

A sample of how the money might look for the year if everyone was working by 5/30/21 (31 weeks to end of year):

Director: 33 hours x \$17/ hour = \$561/week x 31 weeks = \$17,391

Assistant, year-round: 20 hours x \$13/hour = \$260/week x 31 weeks = \$8,060

Assistant, summer: 10 hours x \$11/hour = \$110/week x 11 weeks = \$1,210

Total salary for last 31 weeks of year = \$26,661 (Total salaries for whole year would be approximately \$37,000)

Respectfully submitted,

Lois Brady

Interim Director

James E. Nichols Memorial Library

May 17, 2021