

MINUTES OF BLAISDELL MEMORIAL LIBRARY TRUSTEES MEETING

April 15, 2020

Present: Liz Bolton, Kate Dupuis, Allison Friend-Gray, Jim Kelly, Lorraine Petrini, Jen Phillips
The meeting was called to order at 6:33pm.

Policy Updating/Current Task:

- Changing of alarm code is postponed until after the library reopens.
- The public hearing for the disbursement of the Giffin Estate is postponed until after the library reopens.
- The library director's review is on hold until we're back in person.

Secretary's Report: The minutes of the March 11th meeting were reviewed. Jim moved to accept the report. Lorraine seconded the motion. All voted in favor.

Treasurer's Report: The budget is on track. Money has been spent on the alarm, cleaning, materials, museum passes, supplies, and technology. Some museums are refunding or extending passes due to the closures; Liz will keep this on her radar. Allison moved to accept the report. Jen seconded the motion. All voted in favor.

Library Director's Report:

- Porch pickup is going well and is well received. The library isn't accepting any returns at this point; Liz will make a plan for repatriation when the library reopens. She may stagger returns; she will also disinfect the returns. The state is forming a reopening task force which will meet later this month.
- We discussed some plans for the eventual reopening of the library. Liz suggested opening just weekdays or limited days at first. She is concerned about keeping staff and patrons safe and healthy. Jen suggested finding out what is being discussed at the town level. Liz will keep a list of her questions about reopening to make sure we address all concerns and manage expectations.
- The trustees agreed it's a good idea to have Gina come in to do a deep cleaning as the reopening approaches. Liz will send some suggestions to the Trustees for book cleaning systems available for purchase.
- Allison moved to add the director's report to the minutes. Jim seconded the motion. All voted in favor.

Old Business:

- NHLTA Annual Meeting (May 12) is cancelled.

New Business:

- We will elect officers when we have a full board at our next meeting.

- Jen moved to send a letter to the selectmen to recommend Laura Cottrell as a trustee to replace Susan Medeiros. Allison seconded the motion. All voted in favor.
- Monthly tasks are being assessed - some don't apply during this closure. The lift inspection remains a priority.
- No donations have been received.

The meeting was adjourned at 7:32pm.

Next meeting: Wednesday, May 13, 2020, at 6:30pm.

Respectfully submitted,
Allison Friend-Gray

BLAISDELL MEMORIAL LIBRARY

Budget vs. Actual

Accrual Basis

January 1 through April 14, 2020

	Jan 1 - Apr 14, 20	Budget	\$ Over Budget
Ordinary Income/Expense			
Income			
Appropriation--Operating Exp.	23,500	47,000	-23,500
Total Income	23,500	47,000	-23,500
Expense			
Alarm System	360	1,000	-640
Cleaning	2,625	9,800	-7,175
Furniture	0	500	-500
Library Automation	0	1,900	-1,900
Maintenance	0	2,500	-2,500
Materials	5,497	19,500	-14,003
Mileage	0	100	-100
Miscellaneous	11	500	-489
Museum Passes	1,249	3,400	-2,151
Postage	0	150	-150
Prof. Dues/Continuing Educ.	0	600	-600
Programming	0	2,200	-2,200
Repairs--Equipment	0	350	-350
Supplies	708	3,000	-2,292
Technology	680	1,500	-820
Total Expense	11,130	47,000	-35,870
Net Ordinary Income	12,370	0	12,370
Other Income/Expense			
Other Income			
Fines	432	0	432
Donations	2,680	0	2,680
Photocopier	263	0	263
Interest Income (Savings)	43	0	43
Total Other Income	3,418	0	3,418
Other Expense			
Supplies paid w/copier funds	40	0	40
Photocopier expense	233	0	233
Total Other Expense	273	0	273
Net Other Income	3,145	0	3,145
Net Income	15,515	0	15,515

Director's Report 4.15.20

(Library closed on 3/15/2020 due to Pandemic)

Circulation and Usage Statistics:

- Physical circulations of materials took a drastic drop – to be expected due to the closing of the library in the face of the COVID-19 Pandemic. For comparison's sake, circulation dropped 61% from March 2019 – **3837** to March 2020 – **1483**. While the trend has been downward for some time, this was unprecedented and may have been cushioned somewhat by the 'Porch Pickup' of limited quantities of materials on 3/20 and 3/27. On those two days, we were able to circulate (check-out) an additional 252 items.
- Overdrive not surprisingly, also saw a drop in circulations despite a surge in usage. This is because Overdrive dropped their automatic checkout of holds option. Instead, people with holds were notified that the hold was available. If they were unable to check it out then, they were able to defer it to another time. This is a good option for users – they can still stay on the hold list if they want the book, and now they can defer that title to another time if they have reserved too many books. For libraries – it can amount to a drop in statistics because the system no longer checks the item out to the patron automatically – as it did this month.
- Thanks to newly available feature from Biblionix, we were able to do a mass change of due dates to reflect our anticipated reopening date, which was then changed again. Over 1100 due dates were changed first to April 5, then to May 5. We will change again if needed.
- Facebook Page visited 260 times in past 28 days, likes: 16 new page likes in March; 557 total likes. 596 total followers
- **Children's Programming:**
 - Regular LEGO Club – We were able to host one of these before the library closed. We had eight attendees (+parents) a smaller crowd than usual, certainly because of virus worries. We had already decided to clean the LEGO in a bleach/water solution after each meeting and had stopped serving popcorn at the end of the meeting. Jessie has since started doing a LEGO challenge online each week. She gives them a challenge and then moms/dads/caretakers can send in pictures of what was created. We will continue this for the time being – there is a definite audience and it allows play with learning.
 - Storytimes: Our third session of story times started on March 10. We got one week in before we closed. The attendance for the three days of story time was 15 – again, crushingly low but understandable given the coming pandemic situation.
 - BYG Meeting: We closed before this was held but Dan is now working on getting an online version going and is sending out invites to members.
- **Adult Programming:**
 - Game & Gab (5) our regulars are very faithful.

- Evening Book Group (0) – Not held this month – may have to investigate a Zoom offering
- Afternoon Book Group (6) – About our usual number
- Cookbook Group (0) – Closed before it was held. Dan and Jessie are doing an online program called What's Cookin' Wednesday in which they take items from the pantry and create a dish, the making of which is detailed on the site. We're hoping for other staff and patron participation on this one – everyone is at home, eating.

Technology:

- Had to wait for Dan's laptop to come in. When it did, Dick came in and set it up with the software and ability to print to all printers. Dan can now take it home and work on it from home as he's had some issues with firewalls and access on his at-home computer.

Banking/Financials: (As of 4.10.20)

- Operating: \$16619
- Debit: \$490
- Copier/Fines: \$1505
- Donations: \$8776
- Who has access to transfer money from operating/copier/donations to debit? All Amazon purchases come directly from that as do HP printer Inks, so we do need to have transfers made periodically as the account depletes.

Staffing:

- All staff, except for Dan and Jessie, remain at home with no work. No one is coming into the library except the director. Of these five positions, two are per diem positions with 5 to 12 hours generally, one is our ILL aide with 8 hours weekly, another is our story time aide with 7.50 hours weekly, and our page with 7 weekly hours. One person has filed for unemployment. I see some difficulty in trying to transition these staff to work-at-home as so many of them deal with people and physical jobs in the library.
- Dan has had a rough start to his new position. For the past few weeks since he started, I have tasked him with learning WordPress and updating our webpage which has far too much text and not enough links. During the past week, he has become much more familiar with the software and is now making real strides. He is also taking place in the weekly online Children's and Youth Services meetings and is planning activities with Jessie.
- Jessie has been working on the weekly LEGO challenge to keep the LEGO Club going and is looking into options for the probable virtual summer reading program. She has also gotten caught up on professional development and has written up procedures for holding the different children's programs so that everyone can hop in if necessary. She and Dan are collaborating on new online content and dreaming up ways we can engage our users rather than just offer information.
- I asked Gina Hill, our cleaner, to stop coming on March 19. She was last here on the 16th to clean up after our last open weekend and I said with the library closed and revenues uncertain we would let her know what the next steps would be. As she has lost clients due

to the pandemic, she would like to come in and do a deep cleaning of the library. I think this a good idea but, as we are unsure of the opening date, I told her I would consult with the trustees and align with the practices of other NH libraries as they reopen.

Collection:

- I've nearly finished weeding and shifting our adult non-fiction. We are now below the Apollo limit of 19000 items and should have the collection slimmed down in time for reopening.
- Ordering items is temporarily on hold as shippers prioritize orders based on content. Most collection development has been done and several carts are on hand to order when we have a clearer picture on the logistics of reopening and whether or not we will continue to put as much money into a physical collection when there are other, digital options that might be useful for those who cannot visit the library. (i.e., Hoopla)
- Should we investigate purchasing a book sanitizing system? Many books will be coming back when we reopen and the checking in and quarantining of these – as well as the safety for staff members, needs to be considered.

Policies and Procedures:

- I have written a basic Pandemic Policy based upon others that were sent out just prior to the pandemic situation – it will need tweaking.
- I will be writing, in the future, a work-from-home policy that might address some of the issues I am having with the ability of the staff to work from home if necessary.
- A task force based upon the issues all libraries will face during the reopening process has been set up through the NH State Library and will start having meetings in mid-April.
- Reopening – there are many questions to this considering the continued need for social distancing for the near future and beyond. Some things I am considering are the movement of public computers away from one another, the possible need of early opening hours for seniors and the immune compromised, daily cleaning procedures for staff, the issue of bathroom availability – can we make our bathroom available only to those who are using the library? Many just stop in and use it on the way to wherever they are going – if we will need to clean after each user – this could become a relentless task. There is also the very real possibility that we will have to limit either the number of people in the library at any one given time or the amount of time in a given program so that we do not have people even needing to use the bathroom.

Budget:

- I asked Chris Sterndale if there might be budget cuts as we have not passed the budget at town meeting and, given the new reality of high unemployment and possible low tax revenue, some libraries throughout the state have had to cut their budget already. He remains cautiously optimistic.
- We have been seeing some fuel and electricity savings due to my pushing down the thermostat throughout the library and only using lights in areas I am working. We're also saving on cleaning and materials.

- The water heater needed replacing the third week of March. I have not heard from the town if we will be responsible for this cost, but I am happy to have reliable hot water in the library once again.

Library Statistics Ending March 31, 2020

Monthly Circulation (includes print & e-resources)

Month	Total 2009	Total 2010	Total 2011	Total 2012	Total 2013	Total 2014	Total 2015	Total 2016	Total 2017	2017 OD	Total 2018	2018 OD	2019 Total	2019 OD	2020 Total	2020 OD
Jan	2299	2903	2588	2932	3257	2726	2435	3276	3057	491	2547	382	3542	621	2648	625
Feb	2512	2790	2864	3230	3011	2738	2623	3138	2967	379	2780	460	3290	568	2323	619
Mar	2921	3378	3380	3102	3290	3171	3068	3729	3304	459	3100	448	3837	614	1483	558
Apr	2518	3025	2848	3383	3664	3002	3147	3236	3263	412	2689	463	3263	550		
May	2521	2824	2593	3012	2830	2665	2554	3079	3152	399	2827	479	3154	552		
Jun	2721	3336	3035	3108	3510	2847	2878	3540	3908	382	2572	492	3524	541		
Jul	4060	4701	4249	4375	4894	4051	4162	3985	3303	359	3616	562	3884	626		
Aug	3486	3929	4285	4094	4176	3429	3614	3681	3419	377	3420	559	3452	561		
Sep	3158	3320	2899	3133	3381	2496	3233	3365	2576	325	2905	552	2648	570		
Oct	2767	2854	3188	3401	3561	2845	3053	3291	2780	322	3257	629	2899	604		
Nov	2609	2893	2778	2709	2433	2373	2807	2794	2669	327	3228	590	2324	572		
Dec	2657	2543	2510	2427	2340	2403	2991	2874	2232	341	2899	546	2205	562		
Total	34229	38496	37217	38906	40347	34746	36565	39988	36630	4573	35840	6162	35817	6379	6454	1802

Monthly Gate Count

Month	Total 2014	Total 2015	Total 2016	Total 2017	Total 2018	Total 2019	Total 2020	Total 2021	Total 2022	Total 2023	Total 2024
Jan	N/A	1889	2203	2068	2240	2695	2648				
Feb	N/A	1846	2128	2100	2375	2240	2121				
Mar	N/A	2522	2981	2552	2649	2668	1248				
Apr	N/A	2636	2638	2590	2374	2462					
May	N/A	2776	3142	3207	2795	3137					
Jun	N/A	2476	3198	3010	2653	2586					
Jul	N/A	3262	3477	2871	3226	3108					
Aug	N/A	2936	3649	3211	3135	3150					
Sep	N/A	3039	2827	2569	2658	2764					
Oct	N/A	2660	2746	2936	2943	3120					
Nov	2321	2667	2441	3330	2541	2381					
Dec	2140	2375	2261	2377	2266	2021					
Total	4461	31084	33691	32821	31855	32332	6017	0	0	0	0

Library Statistics Ending March 31, 2020

2020 Miscellaneous Library Usage Statistics

Month	Total materials added	New patrons	Volunteer Hours	Children's Programs	Children's program attendance	Adult Programs	Adult program attendance	Museum pass usage	PC usage	Ancestry searches	EBSCO searches	Website Traffic
Jan	43	14	5	16	120	6	46	9	69	117	0	1672
Feb	109	8	4	16	185	8	52	19	76	19	0	1425
Mar	35	1	0	4	23	6	91	4	38	40	0	1171
Apr												
May												
Jun												
Jul												
Aug												
Sep												
Oct												
Nov												
Dec												
Total	187	23	9	36	328	20	189	32	183	176	0	4268

2019 Miscellaneous Library Usage Statistics

Month	Total materials added	New patrons	Volunteer Hours	Children's Programs	Children's program attendance	Adult Programs	Adult program attendance	Museum pass usage	PC usage	Ancestry searches	EBSCO searches	Website Traffic
Jan	225	12	45	6	173	9	85	11	85	177	19	1734
Feb	170	10	50	5	97	10	64	24	70	213	36	1399
Mar	130	22	46	6	242	9	131	19	75	291	0	1429
Apr	142	7	50	8	158	12	100	18	70	262	158	1510
May	139	18	52	4	105	9	104	13	75	94	0	1469
Jun	145	26	55	4	115	7	47	15	70	120	11	1928
Jul	166	19	30	5	65	5	45	12	49	233	7	1398
Aug	73	35	32	2	94	6	41	24	51	179	25	1736
Sep	134	15	30	2	85	7	54	7	58	114	4	1659
Oct	105	16	36	2	91	6	58	11	56	171	0	1627
Nov	44	15	45	4	97	6	51	13	49	155	0	1215
Dec	113	6	31	6	67	4	52	12	51	148	0	1257
Total	1586	201	502	54	1389	90	832	179	759	2157	260	18361