

## **MINUTES OF BLAISDELL MEMORIAL LIBRARY TRUSTEES MEETING**

May 13, 2020

**Present:** Liz Bolton, Allison Friend-Gray, Jim Kelly, Deb Merrick, Lorraine Petrini, Jen Phillips  
The meeting was called to order at 6:36pm.

### **Policy Updating/Current Task:**

- The changing of alarm code and the library director's review is postponed until after the library reopens.

**Secretary's Report:** The minutes of the April 15th meeting were reviewed. Jen moved to accept the report. Jim seconded the motion. All voted in favor.

**Treasurer's Report:** There is no treasurer's report. Liz will ask Janet for a report for the next meeting. Liz doesn't have any concerns about the budget; she may need to move some money around as it's being spent differently during this stay-at-home time.

### **Library Director's Report:**

- Liz, Jessie, and Dan are discussing and making plans for the summer. They are also attending webinars and tutorials to learn strategies on how to reopen and/or meet needs virtually. Liz is exploring adding to our online offerings.
- Reopening: For now, the library will continue to offer curbside pick up only, even adding an extra curbside pick up day starting in June. When the time comes to reopen, there are many considerations that the director and the trustees discussed; options include moving to appointment-only visits; limiting access to the stacks; being conscious of disinfecting and how long the COVID-19 virus can live on surfaces; using a touchless thermometer to take employees temperatures; putting up plexiglass shields. Actions can only be mandatory for patrons if the governor has also required it. As reopening approaches, the trustees will meet with Liz more frequently to support her in the transition; we will create a comprehensive list of considerations for these meetings.
- The lift inspection has been postponed to 5/27.
- Gina will start next Monday and clean with Liz out of the building.
- Allison moved to add the director's report to the minutes. Jen seconded the motion. All voted in favor.

### **Old Business:**

- Laura Cottrell has been appointed by the selectboard to fill the vacancy left by Susan Medeiros's resignation.

### **New Business:**

- Election of officers:

- Allison moved to nominate Jen as the chair of the board. Lorraine seconded the motion. All voted in favor.
- Jen moved to nominate Allison as the secretary of the board. Lorraine seconded the motion. All voted in favor.
- Allison will ask the NHLTA if a treasurer must be appointed. This seems unnecessary since there is a volunteer who keeps the books for the library.
- Monthly tasks are being assessed - some don't apply during this closure. Liz and Jen will communicate about anything that needs to be done with the physical building.
- No donations have been received.

The meeting was adjourned at 7:51pm.

Next meeting: Wednesday, June 10, 2020, at 6:30pm.

Respectfully submitted,  
Allison Friend-Gray

## **Director's Report 5.13.20**

**(Library closed to public month of April 2020)**

### **Circulation and Usage Statistics:**

- Circulations are limited to our curbside 'porch pickup' service. Per the statistics in Apollo, we check out approximately 50 items per week in this fashion, thus the 277 circulations in April.
- Overdrive did see a new high for use in April with 643 checkouts.
- Due dates of items were changed again to reflect a new date of June 2.
- Returns of materials started on Sunday, April 26 by letter of the alphabet. We are not being overwhelmed, and, as of today, Saturday, May 9, we have received about 350 of the approximately 1500 items currently checked out. The schedule for returns will change to Tuesday/Thursday/Friday, during the hours the library has a staff member in the building with buckets being placed out on the porch. The book drop remains closed for the time being – it should probably reopen in June.
- Facebook Page visited 343 times in past 28 days, likes: 3 new page likes in April; 560 total likes. 599 total followers

### **Children's Programming:**

- Jessie is posting several times per week on Facebook. During April (National Poetry Month), she put out a poetry prompt on Mondays for a different type of poem to engage the children. Jessie also puts a LEGO challenge out on Thursdays which always get some engagement and she has been posting online story times from PBS and other sources.
- The New Hampshire State Library is looking into options for a Virtual Summer Reading Program using either a Beanstack or a READSquared platform. This would be paid for by the state, using approximately \$25,000.00 of the CARES money allotted to the State Library. All 234 libraries in the state would be eligible to utilize this at little to no cost. While this has been discussed for weeks, the project may be on hold as the platform companies are suddenly swamped with many more orders than anticipated. On our end, Jessie is prepping weekly themes for the summer and working on 'grab & go' craft and STEM (Dan is working on these) kits for children to take out and do at home. Similarly, Jessie will be curating book lists and book kits for checkouts based on themes for summer reading. At best, we hope to be able to offer some physical books and activities while also using the virtual platform. We have held off cancelling our performers as that is an economic hit for someone else down the line. Having performers do their shows virtually is an option that many are starting to offer – our booked performances were for animals and rocket launches – these may or may not translate well to the virtual.
- Jessie and Dan are now beefing up their virtual skills as it becomes apparent that virtual programming will be necessary (if not the 'new normal') for the immediate future.



- **Adult Programming:**

- Afternoon Book Group – has run their group via Zoom for the past two months with 6-8 people each time. We are their book supplier and hope for an update on the resumption of ILL services via the state.
- Evening Book Group – may be looking into a Zoom format as well.

**Technology:**

- Dick stopped by to give some advice on computers and social distancing. With the need to clean items after each use being recommended by the CDC, limiting the computers to three rather than five, will be necessary. One computer on the high table, one of the bank of three by the copier, and one at the back desk by the window. All others will have their keyboards/mice removed. If we did have need of more computers, we could set them up on the large tables if necessary. Having people sign up to use a computer and assigning them to a recently cleaned computer will be the new format.

**Banking/Financials:** (As of 5.13.20)

- Operating: \$16401
- Debit: \$416
- Copier/Fines: \$1505
- Donations: \$8778
- 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. With returns coming back in, I will be asking one or two staff members to come in and reshelve items in children's and adult/YA. It seems we could have one person in children's, one upstairs in the stacks, and one in the office with PPE and social distancing in place.
- Four staff members are willing to come in to help with the shelving. Not all staff may be willing/able to come back in the library when we reopen.
- Gina Hill will restart library cleaning on Mondays/Thursdays the week of May 11. First up is a deep cleaning of all chairs. Most chairs have been removed from the upstairs area and are now in the community room. If all are cleaned, we can swap them out daily as needed to quarantine those that have been used.

**Collection:**

- I am working on weeding and shifting our adult fiction. Non-fiction, YA, and biography are finished. We are now well below the Apollo limit of 19000 items will continue to weed damaged and low-circulation items.

- Baker and Taylor put holds on all orders from states with stay-at-home orders including New Hampshire. I emailed them this week and said we were available for deliveries. They will start shipping again in the next week or two.
- We may need to consider another digital platform such as Hoopla to provide content for readers. Hoopla offers TV, movies, music and books and has a pricing structure that works by checkouts – therefore, most libraries limit the number of Hoopla checkouts a patron may have monthly - generally 3-5. Hoopla can be pricey, but it offers simultaneous checkouts of the same item which makes it helpful for book groups. Liz needs to do more research on this item.
- Liz has bought boxes of gloves, extra hand sanitizer, soap, paper towels and has 10 face shields on order (to be picked up in Nashua – a company called Makeitlabs is providing them to libraries free of charge as long as she can come and get them). Staff have varying levels of comfort with what they will and will not do and I cannot see us opening to the public in any way, shape, or form, before early June.

#### **Policies and Procedures:**

- The task force working on guidelines for reopening is still meeting. Present advice is not to reopen before we are ready, and to be able to change our plans frequently as guidelines from various agencies (CDC) change daily.
- Liz is working on a reopening plan - there are many questions to this considering the continued need for social distancing for the near future and beyond. Current advice seems to advocate that everything needs to be cleaned after it has been touched by someone. Libraries are an entirely browse-based business and asking people not to touch anything (especially children) has made many libraries decide to close off stacks and simply get the material for the patrons themselves when they reopen. I really do not want to take it that far. I would rather provide gloves for use in the library – but that probably is not an option either. At several director's meetings we've been told that we can limit time, place, and manner of behavior, (you can use the computers for 30 minutes), but we cannot limit content (as in – you can only read email). I do not know where the wearing of PPE comes within that spectrum.
- Things to consider:
  - Social Distancing for staff
  - Limits on amount of time spent in library
  - Cleaning protocols for high touch surfaces – doors, railings, light switches
  - How much PPE should staff wear – gloves? Gloves only when checking books in/out? Masks? Face shield but no mask?
  - Staff contact with cleaning fluids?
  - Appointments for patrons?
  - Removing all shared pens, staplers, and offering only when asked and then cleaning?
- We will continue curbside through the summer and will be adding Saturdays as another delivery day by the beginning of June.

**Budget:**

- While we are saving on heat/electricity, costs for cleaning supplies and PPE is probably going to take up the savings as well as some extra monies saved in other line items.
- The lift is being inspected on Monday, May 11. This will be done by All Ways Accessible as it is the year for the weight inspection (stated capacity of 750 lbs.) and they have the necessary weights to perform the test.



# Library Statistics Ending April 30, 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	277	643
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	6731	2445

## 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	0				
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 April 30, 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	14	6	0	0	0	0	0	0	0	121	0	1249
May												
Jun												
Jul												
Aug												
Sep												
Oct												
Nov												
Dec												
Total	201	23	9	36	328	20	189	32	183	297	0	5517

## 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