

MINUTES OF BLAISDELL MEMORIAL LIBRARY TRUSTEES MEETING

September 16, 2020

Present: Liz Bolton, Allison Friend-Gray, Lorraine Petrini, Jen Phillips, Deb Merrick, Kate Knight-Dupuis

The meeting was called to order at 6:39 pm.

Policy Updating/Current Task:

- The Giffin Estate public meeting has been set; trustees were reminded that it has been published in the paper so date is set and will only be postponed in the event of an emergency. As it is an open meeting, it is scheduled for 6:30 p.m. on Wednesday, October 7, 2020 at the library
- The Director's contract has been renewed and fully executed.

Secretary's Report:

The minutes of the August meeting were reviewed. Allison moved to accept the report. Lorraine seconded the motion. All voted in favor.

Treasurer's Report:

- The treasurer's report was reviewed; we continue to be on-budget in almost all categories. Allison moved to accept the Treasurer's report. Lorraine seconded. All voted in favor.

Library Director's Report:

- The interlibrary loan program (ILL) is now reopened. There have been some challenges repatriating borrowed items, but we are in decent shape, with not too many missing items either from our library or to other libraries out to our patrons.
- Circulation and visits continue to increase.
- Curbside service usage has dropped, but patrons continue to exercise the option to swing by and pick up orders that have been selected and bagged for them, reducing time indoors. We plan to continue to offer these services for the foreseeable future.
- Overdrive continues to be well-used, and they are increasing their prices by \$150.
- If we can continue on-budget, Liz suggests considering the purchase of a Hoopla subscription. If we move forward with this, the purchase would be made toward end-of-year.
- Children's programming is going well. Jesse continues to develop ideas and packets; Robin is planning for an online storytime using Macmillan titles as they

are providing blanket license for readings during the pandemic so no potential copyright concerns.

- Staffing continues to be adequate for the hours the library is open. However, we are unable to adjust or extend hours as we are limited by availability. Liz will begin the process of reviewing resumes to fill two positions: circulation assistant and per diem.
- Almost all patrons are complying with masking policies. We continue our own efforts to sanitize the building and the collection. Returns are held for three days for sanitization.
- Late November we will host a local author for an online event. It will be recorded.

Lorraine moved to accept the Director's report and Allison seconded. All voted in favor.

Old Business:

- Liz will ask the Friends if they are planning to conduct their annual Fall clean up of the grounds. If they are not planning on doing so, we will need to pay someone to complete this task, as having debris around the library is not only unsightly but also potentially unsafe.
- The Giffin Estate Meeting will take place before the next Trustee meeting on October 7. Chris Sterndale has made the required public notification.

New Business:

- Deb Merrick, after many years of service to the Library Trustees, has decided not to renew her position as an alternate, given her upcoming move out of town.

Allison moved to adjourn and the meeting ended at 7:22

Next meeting: October 7, 2020 at 6:30PM for in-person and virtual attendance to accept the Giffin Estate donation. The regular Trustee meeting will be immediately following, upon adjournment of the Public Hearing.

Respectfully submitted,
Jen Phillips

BLAISDELL MEMORIAL LIBRARY

Budget vs. Actual

January 1 through September 16, 2020

	Jan 1 - Sep 16, 20	Budget	\$ Over Budget
Ordinary Income/Expense			
Income			
Appropriation--Operating Exp.	47,000	47,000	0
Total Income	47,000	47,000	0
Expense			
Alarm System	987	1,000	-13
Cleaning	5,096	9,800	-4,704
Furniture	0	500	-500
Library Automation	1,800	1,900	-100
Maintenance	1,222	2,500	-1,278
Materials	10,982	19,500	-8,518
Mileage	0	100	-100
Miscellaneous	11	500	-489
Museum Passes	1,249	3,400	-2,151
Postage	64	150	-86
Prof. Dues/Continuing Educ.	188	600	-412
Programming	540	2,200	-1,660
Repairs--Equipment	0	350	-350
Supplies	2,022	3,000	-978
Technology	800	1,500	-700
Total Expense	24,961	47,000	-22,039
Net Ordinary Income	22,039	0	22,039
Other Income/Expense			
Other Income			
Fines	611	0	611
Donations	2,680	0	2,680
Photocopier	387	0	387
Interest Income (Savings)	134	0	134
Total Other Income	3,812	0	3,812
Other Expense			
Supplies paid w/copier funds	160	0	160
Photocopier expense	699	0	699
Total Other Expense	859	0	859
Net Other Income	2,953	0	2,953
Net Income	24,992	0	24,992

Director's Report 9.16.20

Circulation and Usage Statistics:

- Circulation of physical items went up again in August– the library circulated 1821 items in August up from 1540 in July, an increase of 18%
- Overdrive checkouts for August 2020 rose to 651 from 561 in August of 2019, an increase of 16%.
- 482 patrons came into the library during August – the library was open Tues/Thurs 10am – 5pm, Wednesdays 12 – 8pm, and Saturday mornings from 10am – Noon.
- Outside porch (curbside) pickup saw 36 items picked up during curbside only hours. Many more bagged reserve items were picked up in-library during open hours.
- Facebook Page visited 133 times in past 28 days, likes: 2 new page likes in August; 568 total likes. 608 total followers
- **Children's Programming:**
 - The first week in August was the last week of the summer reading program. There was a final craft kit distribution during this week, followed by a drawing and distribution of prizes. There were six prizes, two adult, one PreK and three for kids. Thanks to Carrie Bounds for all her hard work contacting local businesses for donations. All prizes have been picked up.
 - Craft kits were extremely popular. 48 were assembled the first week and approximately 26 per week the next five weeks of the program. Overall, 162 craft kits were distributed. People are still asking for them as we mentioned that we will be doing a monthly craft kit starting at the end of September.
 - Jessie has continued to post Wild Adventure Wednesdays on Facebook – each Wednesday features a different outdoor venue or activity suitable for families. This posting will continue through the start of school. After that time, we will switch over to other library related programming such as LEGO Club and STEM activities. These will be offered on a rotating basis.
 - Dan, Robin, Jessie, and Liz had an outdoor meeting on Thursday, September 2 to do some initial planning for virtual children's activities. Robin is willing to do a monthly filmed story time the first Tuesday of the month (probable starting date in October), followed by a LEGO Club Tuesday, an Art Exploration Tuesday, and a STEM Tuesday.
- **Adult Programming:**
 - Afternoon Book Group - This group has been meeting for the entirety of the pandemic. They switched to Zoom for meetings in April, May, and June, and have used the library grounds for meetings in July and August. As we look toward the cooler fall and winter weather approaching, they have asked if they will be able to come inside the library for their meetings. They will if their group is less than 10, they wear masks, and they socially distance in the meeting room. We have started to order KitKeeper book kits for them with the anticipation that the van delivery system will continue to operate during the upcoming winter months with quarantine protocols in place.

- A local author wants to have a virtual book talk to promote their new book. We are willing to work with this author and have suggested that they come in and let us film them and then put the book talk on our website rather than try to do a live “Zoom” or other type of meeting. This program will probably take place in November.
- Virtually all museums have re-opened. We have had one patron reserve a museum pass since they reopened. Only the MFA is still closed, with a tentative reopening date of ‘early fall’. Most museums are honoring library passes and extending the length of membership by the number of days they were closed. We have not renewed any expiring memberships due to the climate of uncertainty and the lack of use.

Technology:

- Staff computers needed some work after an update to Google Chrome was installed, and they then failed to display Apollo screens properly. When Apollo was called, we were instructed to clear the cache on the staff computers to fix the issue.
- With some technology money left, we are considering installing new hard drives in most of the patron computers. Dick advises that we wait another month or so, then order and install the drives to improve response time for users.
- Computers are available for patron use. We ask that users make an appointment although we do take walk-ins as space allows.
- Most patrons using the computers need to print.

Banking/Financials: (As of 9.10.20)

- Operating: \$ 27,711
- Debit: \$ 230
- Copier/Fines: \$ 1809
- Donations: \$8784

Staffing/Service:

- We have four staff members who can/will work in the library, so we are able to be open Tuesdays/Thursdays 10am – 5pm, Wednesdays 12 – 8pm, and Saturdays 10am – 12pm.
- Curbside demand has gone down as the library has been open to the public – but some continue to need this option so we will keep it intact with possible changes down the road. This might include curbside as an ‘on-demand’ option. People are still requesting materials but many more are simply picking up when the library is open.
- One Library Per Diem only wants to be called in to work if someone is out sick and needs replacement. Unfortunately, the hours they are available are practically nil.
- We have posted the Library Assistant: Circulation and Technical Services position that Dan vacated in March. We hope to fill it sometime in October.

- Our Children's Librarian continues to work from home, coming in on Sundays when there are no others in the library. We have purchased a CRICUT machine to enhance our craft kit offerings and STEM to-go kits as well as signage and other crafts. Dick was able to download the CRICUT software onto our Sony laptop so work can be done in the meeting room.
- The story time librarian will be doing one virtual pre-recorded story time per month.
- Evening hours on Wednesdays continue to see low (or no) numbers. Evening curbside on Thursdays is being offered only until 7pm and is also seeing extremely low numbers.
- On Friday, September 25, the library will start offering Friday open hours from 10am – 2pm **by appointment only**. No exceptions. Each appointment will be for a 30-minute time slot, one person at a time. The time can be used on the computers, browsing, and/or checking out books or coming in to copy/scan/fax materials. Curbside will still be offered from 2 – 5 on Fridays. Originally, this was the day to come during the shutdown and is remembered by most.
- Saturday service, from 10am – 12pm started at the beginning of August and continues to be one of our busiest days. Starting Saturday, September 26, the library will be open for service to inside patrons from 10am to 2pm.

Collection:

- We added 121 items during the month of August.
- The children's DVD section was packed tight. We were able to weed a few titles to ease space after running some usage reports.
- Olivia is working on inventory of the children's fiction section.
- Liz is running reports and weeding the children's picture book section after crowding was noted in the B, C, F, H, K, L, M, S, and T sections. We are also vacuuming out each bucket as we weed.

Policies and Procedures:

- We are asking patrons to wear masks when they come in the library. Hand sanitizer is right at the front door and everyone entering is asked to sanitize before coming in and browsing.
- Patrons have multiple options for return of materials.
- Overdue notices are being run again with patrons being notified when they get to the upper stages. Some items are still checked out from before the library closure in March. Some of these patrons continue to ask for extensions. Stage 1, 2, and 3 have incredibly low numbers. Stage 4 is higher than we would like. Several of these are for other libraries – ILL materials that have not been returned. We will be mailing letters shortly.
- The state library will be restarting the ILL system on September 15. At that time, we will be able to make and fill requests. Out of the 234 libraries in the state, 200+ requested that the system restart. Quarantine times will be built into the process so it will take a little longer to send/receive materials.

- Staff are asked not to come to work if they are feeling any potential symptoms or if they are unsure.
- Staff are still sanitizing and wearing masks/shields when patrons are in the building.
- Most patrons are now wearing masks coming in the library or accepting our offers of masks to use while inside.

Budget:

- The programming budget is still extremely healthy – we will start purchasing materials for kit distribution – out of this line item.
- Ordering movies via Amazon has slowed down tremendously – no new movies of note are available due to the shutdowns that started in March and many new releases are coming out through Amazon, Netflix or Hulu – bypassing the need for DVDs.
- We will start ordering books on CD again, people are going back to work and are starting to look for books to listen to while driving.
- We purchased the CRICUT machine as requested by the Children's Librarian. Dick downloaded the software onto a laptop currently residing in the meeting room. The machine will be used to help with the assembly of Take and Make craft kits, Art Exploration kits, signage, and adult crafting amongst other things.
- We are starting the process of trying to get quotes to level the front sidewalk. Several of the concrete slabs have settled considerably which is leading to tripping hazards at intervals. We have approximately \$1000 left in our maintenance budget that could be applied to this project. Liz spoke with Chris S. about this, but he was unable to recommend anyone as the person the town has used in the past is not returning calls about a current project.

Library Statistics Ending August 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	277	643
May	2521	2824	2593	3012	2830	2665	2554	3079	3152	399	2827	479	3154	552	440	693
Jun	2721	3336	3035	3108	3510	2847	2878	3540	3908	382	2572	492	3524	541	1156	642
Jul	4060	4701	4249	4375	4894	4051	4162	3985	3303	359	3616	562	3884	626	1540	656
Aug	3486	3929	4285	4094	4176	3429	3614	3681	3419	377	3420	559	3452	561	1821	651
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	11688	5087

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	0				
Jun	N/A	2476	3198	3010	2653	2586	140				
Jul	N/A	3262	3477	2871	3226	3108	424				
Aug	N/A	2936	3649	3211	3135	3150	482				
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	7063	0	0	0	0

Library Statistics Ending August 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	14	6	0	0	0	0	0	0	0	121	0	1249
May	0	2	0	0	0	0	0	0	0	429	0	1222
Jun	148	8	0	0	0	0	0	0	4	688	0	1851
Jul	119	8	0	0	0	0	0	0	33	364	0	1750
Aug	121	9	0	0	0	0	0	0	31	65	0	1512
Sep												
Oct												
Nov												
Dec												
Total	589	50	9	36	328	20	189	32	251	1843	0	11852

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