



Nesmith Library Board of Trustees

**Thursday, April 23, 2020
Meeting Minutes**



Present via video conference:

Trustees: Michelle Stith (Chair), Karen Moltenbrey (Assistant Chair), *Mark Branoff (Treasurer), Catherine Robertson Souter (Recording Secretary), Alberto Chang (Assistant Treasurer), Tara Picciano (Corresponding Secretary), J'aime Slocum (Member-at-large)

Director: Sylvie Brikiatis

Assistant Director: Nancy Vigezzi

****via telephone on conference call***

****S. Brikiatis and M. Branoff were both on site at Nesmith for the meeting***

Call to Order: The meeting was called to order at 10:38 am

Mission statement: read by M. Stith

- The focus of this meeting will be on running of library during COVID-19 Pandemic closure.

Reports:

FLOW report: Given by M. Stith

- The 2020 Strawberry Festival has been cancelled

Director's report:

- The parking lot has been seal-coated and re-stripped which will save us from having to close the library at a future date.
- The staff continues to monitor the building daily for issues. Cleaners are continuing to work in the building during closing. Talked to Dennis about doing deeper cleaning, things that can get done while we are closed.
- Staff is working remotely for the most part. They are doing even more hours in some cases.
 - If they need to be in the building it is scheduled so that it is mostly only one at a time and occasionally can be two if they can be far apart.
- Congratulations to Nancy Vigezzi who won the Technical Services award for New England.
- The entire team has really stepped up and are doing a great job. I could not be happier. Most are feeling that they would like to do even more.
- Maria scored an author for her next book group - she will attend the meeting virtually.
- Each of the programming librarians has created reading and resource lists aimed at different age groups.

- Molly created one for young adults and it was picked up by the State of Mississippi Library and forwarded to the entire state, crediting Nesmith Library.
- Azra has posted funny photos that have caught the eye of publishers and authors who asked if they could share the pictures she posted.
- She was also contacted by NHPR after seeing the photo and asked for input about stories they were doing on libraries.
- Maria is doing online Scategories and has gotten good reaction on that.
- Maria is also doing at least two virtual programs per month with adults.
- We are doing virtual and passive programming that can be available to download whenever you want.
- Going forward Azra and Molly are both looking at creating programming that can be done off screen in order to get kids off screen more.
- Azra and Molly have been collaborating with school librarians as we may have resources they don't have.
- There is a fair amount of reference going on. People are contacting us for help getting on their various devices on and some for finding resources.

*A. Chang asked about the demographics of people reaching out.

S. Brikiatis replied that by phone, it seems to be all seniors and by website or online it is usually parents.

- We have also started doing wellness phone calls. So far we have not reached anyone in need of something other than some interaction. The staff has enjoyed doing it and the people receiving calls are mostly thrilled and grateful.
- Azra and Molly are starting lists of parents who interact with the library a lot and may be missing that interaction - to reach out and talk about what they may need and what types of programming we should be planning for summer.
- At this point we are working on virtual programming for the summer, maybe creating packets with supplies to play along with our programming.
- We are going to reach out to schools to see if they are sending anything out to schools to kids that we can maybe piggyback on with a flyer or calendar for kids directly.
- We are looking at software program to do summer reading - raffle tickets, book reading etc. all online.
 - This would all be managed through a software program which would keep statistics.
 - Skot Paré agreed to have FLOW pay for this in place of the summer programming they would normally pay for.
- Circulation: As expected, digital services have gone way up.
 - We have 80 new Hoopla signups.
 - We will triple our circulation on Hoopla this month but the spending will only maybe double since Hoopla made about 1,000 titles free and lowered prices on many others.
- We are going to spend a lot less on performers and those we work with online will be charging a lot less.

- For instance, a virtual cooking show would have been \$350 if she came to library but she is only charging about \$100 to do it virtually. And an author visit normally is \$300 but we have one scheduled who is only charging \$50
- We are spending more on software packages. Plan to purchase a user package for GoToMeeting as that may get more use in future.
- We may want to shift spending to equipment also to loan out chrome books etc. they are cheaper than iPads and they have more functionality.

*C. Robertson Souter asked why use GoToMeeting and not Zoom? The use of GoToMeeting during the trustees meeting has been spotty.

*K. Moltenbrey reported that she has used it professionally and security can be set up to bar unwelcome drop ins.

*S. Brikiatis: I suggest that we re-open, we follow FFRCA rules, which are new laws in place to cover related personnel outages. This is how the town is handling it. It covers medical leave and leave that is not strictly medical but related to COVID-19.

*M. Stith: We should think about how the internal workspace is set up and work to spread people out in building more.

*C Robertson Souter: Do we need a special room to isolate someone who suddenly shows signs of illness? Maybe a study room or a the FLOW book room?

Treasurer's Report:

- We are 25% of year has passed and we have spent 22.72% of appropriation.
 - The library remains in compliance with RSA 32:7

New Business:

Phased Plan for re-opening:

- Presented by S. Brikiatis (see attachment)
 - This is the reverse of our shut down plan. Programming was first and will be last to be brought on.
 - There is no timeline on it as it will be allied to markers and milestones given to us by local and state officials.
 - We need to coordinate with GMILCs so that all libraries open at same time so no one library will be inundated.
 - It will also depend somewhat on how other public buildings in town are opening We will not open before Town Hall opens.
 - A report from the state indicated that infection cases are still going up. We are not flattening as of yet. I have been told to expect a further update on closures by Monday.

*K. Moltenbrey: Southern NH is considered a suburb of Boston so that is a concern. We have to weigh what is happening locally rather than what is happening in other parts of the state.

*S. Brikiatis: Yes, openings will be regional. I am also on the task force for guidelines for libraries in this state. The guidelines will be set to markers that are local. We don't want everyone using the same timeline. Salem and Windham won't be on same timeline as Bethlehem and Lincoln.

*M. Stith: Windham Terrace has put out a request for large print books because library has closed. Can we work with them?

*S. Brikiatis: We have not yet - because we are not sending materials out as of yet. Those types of deliveries would be the first thing we would do: homebound and outreach deliveries and it would be very controlled.

*M. Stith: Maybe we should communicate what our plan is for them.

*S. Brikiatis: I will have Maria call them and discuss.

*C Robertson Souter: In the final step on the plan, we still plan to have heightened cleaning and PPE for staff. When will this end (or will it?)

*S. Brikiatis: We may have to do this until there is a vaccine. There is no real defined end of this and we could need to move back to other scenarios if there is a rise outbreaks again.

Also I don't think library world will ever be the same, everything will have to change. There have been many conversations about that amongst librarians. One big concern is that the library is for people with no access at home and how do we bridge that divide if we don't do that in person?

Most people have more questions than answers at this point. We also realize that things like virtual meetings will happen more and we may need to loan out more equipment than we have in the past. This could also affect budget going forward.

When there is a downturn in the economy, usage goes up but the budget goes down. We have already been thinking about how to maximize services with less budget. We expect we will be asked to submit a lower budget next year.

I am also keeping track of all expenses because of this closure. There has been no money allocated to local government yet but that may change and we may be able to recoup if there is.

*C. Robertson Souter: Could we work with grant money to supply lower cost equipment for residents to purchase. Maybe get a lower price if we make a larger purchase.

*S. Brikiatis: The library could not act as distributor but we could maybe partner with someone else. If we could find a partner who was willing to work with us may be able to do that.

*M. Stith: This is maybe something FLOW could do.

*A. Chang: But they would also maybe not have access to wifi.

*S. Brikiatis: We could maybe loan out hotspots. I would also hope that people realize the value of internet access as a utility and maybe there will be changes to regulations and the infrastructure for wifi could be pumped up.

*C. Robertson Souter: Where do you get access to surgical masks etc.?

*S. Brikiatis: Amazon made PPE available to non-profits and government accounts. So we have some surgical masks and eye protection and are buying cleaning solutions. And if we don't need them I can shift to fire and police who can use them.

Announcements:

- There is an online NHLTA meeting tomorrow that is sold out. K. Moltenbrey and M. Branoff may attend.
 - Minutes will be taken and posted on NHLTA website.
- Saturday June 13 - NHLTA is still planning an orientation meeting and it has not been cancelled yet. Decisions will be made with more information to help us make right decision.
- The next Trustees meeting will take place on May 12 at 6:30 p.m.
 - These virtual meetings are still public meetings as we are monitoring email to allow admittance if someone would like access.

Meeting adjourned 11:48 a.m.

Respectfully submitted,
Catherine Robertson Souter

Minutes approved May 12, 2020