

**Wiggin Memorial Library
Stratham, NH**

Board of Trustees Meeting Minutes

**Monday, June 21, 2021, 6:30pm
Meeting Held @ Wiggin Memorial Library**

I. Call to Order - Kate Kim called the meeting to order at 6:46 pm.

Attendees - Library Director Lesley Kimball, Library Trustee and Chair Kate Kim, Library Trustee Michael Hunter, Library Trustee and Treasurer Steve Simons, Library Trustee and Secretary Susan Wilbur, Library Trustee Dree Sherry, Library Alternate Trustee Beth Rohloff, Library Alternate Trustee Mike Deutsch

II. Welcome / Guests - Assistant Director Scott Campbell

III. Review / Adoption of Minutes - Susan moved to adopt the May 17, 2021 meeting minutes. Steve seconded the motion. All voted in favor.

IV. Director's Report - Lesley shared via email and in person.

Scott Campbell has started as Assistant Director and is training with Tricia. Sam is going to be the Digital Services Librarian, officially starting August 1. Sam and Scott have been working with Lee, the IT contractor, this week to go over the top priorities.

To create an office space in the front corner, the quote is almost \$14K. Lesley will stay in touch with David Moore about coordinating with any town projects. She is also going to speak to Ralph Danko to see what could be done on a smaller scale. Sam will stay in the children's room office for now. Kate asked about the space study and if that should be explored before building out any office space. Lesley said yes and she hopes to request that money (CIP) this year from the Select Board. She also will reach back out to the space study company she got a quote from pre-COVID to see if they are still available. Lucia has transitioned to Head of Youth Services. She, Courtney and Mary-Ellen working on any reorganizing that needs to happen.

The Select Board is meeting tonight to vote on releasing roof repair funds. The carpet has been cleaned. There is no update on carpet replacement.

The library is still untangling various COVID precautions / mitigations. Masks are still required inside due to the many kids in library. For the outdoor programs, masks are encouraged but not required. Kate brought up the guidelines for SAU16 not requiring masks and that that may impact patrons response to the mask policy.

Right now, there are 43 hours for library building access with the goal of heading back to 52 hours (pre-COVID). Do we go back to what we had? Do we have Sunday hours? One idea that Sam and Scott discussed is putting lockers in the vestibule that people could use for pick-up orders during closed hours. Perhaps lockers aren't even necessary and pick-up orders could be left on the shelves as usual. Michael H. suggested a camera in the vestibule for security.

Kate asked how it was going with staff using their time off / vacation hours now that we are about halfway through the year... with the idea that they don't end up with hours at the end of the year that can't be carried over. Lesley thinks staff is in good shape. She will ask Dawna for an update on where staff stand.

Scott mentioned other libraries not seeing a demand for open evening hours and suggested we look at the usefulness of evening hours. Pre-COVID, Lesley found 4-6pm was the busiest time of day except for story time. The question is what will patrons want now, post-COVID. The important goal is to go back to the total number of open hours.

Beth asked if Hallway Pickup is here to stay. Lesley said yes, demand has definitely dropped off but there are still patrons who really appreciate it.

Lesley plans to meet individually with last year's Budget Advisory Committee members to ask questions and discuss the library providing value during COVID and going forward.

Regarding STATS, Lesley asked the BOT to look at where are we now. Do we shift our thinking as to what stats we need to collect? What stats would help our goals? Door stats are helpful for looking at trends for changing library hours but not useful for specific numbers of patrons in and out. Currently, the library tracks digital circulation, traditional circulation, museum pass use and new library cards.

Kate thought it is too early to make any conclusions at this point, too early to look at trends/metrics until the library is back up and running at the standard level of serving the community, i.e., not limiting numbers for programs, not requiring masks. Lesley is in agreement and wants to rebuild ease of use for the library, remove any barriers and get messages out to patrons in a timely manner.

Michael D. suggested the theory order of Goal / Question / Metric.

Dree is optimistic of Zoom programming expanding access to the library. Kate agreed and asked if that can continue. Lesley said yes, programming can continue that way or most efficiently, offer hybrid programming. Tricia has seen higher attendance with the Zoom programs. Tricia's position is now Remote Adult Services so she will continue to focus on this.

Kate asked about new ways to reach out to the community - Thursdays in the Park, Starbucks - and remind patrons what the library has to offer. Sam and Lesley went to Thursdays in the Park pre-COVID and didn't find it quite the right venue. Scott agreed. There will be two pop-up libraries at the park this summer, separate from Thursdays, so hopefully those will be more successful.

V. Old Business -

a. Roof Leaks - No new updates.

b. NH Legislature Status of Bill to Allow Remote Meetings / By-laws - Lesley made changes to the Trustee By-laws to allow remote meeting access under certain conditions. The new wording states "Remote meeting access for voting board members is allowed under certain conditions; a quorum must be present at the meeting's physical location. Members of the public must be allowed access to the physical location of the meeting with an option to attend remotely." Susan moved to adopt the above wording into the Trustee By-Laws. Steve seconded the motion. All voted in favor.

VI. New Business -

a. Policies Review -

i. Circulation - Lesley shared a revised draft and pointed out Section H. 2. "Only library users with adult or youth borrowers' cards may borrow movies; library users aged 11-13 may borrow movies with a signed parental permission form on file at the library." Discussion followed regarding this text and the confidentiality required by law of library records. This is a limit in the policy that Lesley doesn't know how to fix at this time. BOT should review and plan to discuss at the next meeting.

ii. Equipment Loan - Lesley shared the policy with no suggested changes. Michael moved to accept the policy as written, dated 6/2021. Susan seconded the motion. All voted in favor. Lesley passed around a final copy for the trustees to sign.

iii. Social Media Policy and Staff Guidelines / Current Applications - Lesley shared the policy with no suggested changes. Kate shared about seeing the library roof leak posted twice on social media and didn't think it was the right tone for library social media. Lesley discussed and shared the policy with staff. If the BOT sees anything they think is not the right tone for social media, let Lesley know. Scott will also be reviewing the policy and guidelines.

b. Recognition of Former Trustee, Joanne Ward - Joanne wasn't able to attend. Susan will drop off the card and gift to her.

c. Staff Appreciation and Longevity - Patti reached 5 years in 2020. In 2021, Judy will reach 5 years, Mary-Ellen 10 years and Karen 15 years. Judy and Patti will receive a pin. Mary-Ellen and Karen will receive a pin plus a \$250 longevity gift card. (This comes out of the education and training budget line).

Lesley asked Kate to do cards for each of them. At the next meeting, the BOT will discuss some sort of staff appreciation idea for the fall. Lesley will ask the staff for honest feedback of what they would like to feel appreciated.

VII. Town Updates -

a. Town Building Mask Policy Update - People who are fully vaccinated are not required to wear face masks while on Town property including inside of Town owned buildings. People who are unvaccinated or only partially vaccinated against COVID-19 shall continue to wear face masks and physically distance when around other people indoors and outdoors, if unable to consistently maintain 6 feet of physical separation from others.

- At the SB meeting, they went over the library policy requiring masks. Allison Knab confirmed that “town owned buildings” isn’t meant to include the library.

b. Town Clerk / Tax Collector - Deb Bakie has been appointed Town Clerk/Tax Collector. Jim Joseph is Deputy Town Clerk and Tara Madden is the assistant. Assessing will be a contracted service as of 7/1/2021.

c. Police Department - “Our Police Department is pursuing CALEA accreditation, a nationally-respected designation. The accreditation assures communities that their agency complies with state-of-the-art standards in four basic areas; policy and procedures, administration, operations, and support services.” National Night Out has been scheduled for Aug. 3.

VIII. Treasurer’s Report - Lesley shared via email and in person.

a. Monthly Report - Steve shared that 46% of year has gone by and overall, we are in good shape. Steve moved to accept \$50 Annual Appeal gifts and \$70 Operating Gifts, Michael seconded the motion. All voted in favor.

b. Bank Signature Card Update - Michael needs to go to the bank to sign.

c. Library Credit Card Accounts - Cancelled Tricia’s card. Requested new card for Scott.

d. Digital Payroll System - Still waiting. Scott has previewed it. It is up and running but no data in there yet.

IX. Executive Session (Non-public session if necessary) RSA 91-A:3 - None needed.

X. Next Meeting - Scheduled for July 19, 2021, 6:30pm

XI. Adjournment - Steve moved to adjourn the meeting; Susan seconded the motion. All voted in favor. Meeting was adjourned at 8:41 pm.