

**Wiggin Memorial Library
Stratham, NH**

Board of Trustees Meeting Minutes

**Wednesday, April 1, 2020
Virtual Meeting Via Zoom**

I. Call to Order - Michael called the meeting to order at 6:30pm. Roll call attendance - Library Trustee and Secretary Susan Wilbur, Library Trustee and Treasurer Steve Simons, Library Trustee Joanne Ward, Library Trustee Michael Hunter, Library Director Lesley Kimball

II. Status of Elected Trustees - Susan was sworn in yesterday morning. Kate will be sworn in in the near future.

III. Welcome / Guests - Welcome to guests Mike Deutsch and Kathy Bower. Lesley will be submitting their appointments (as well as one for Beth Rohloff) for Alternate Trustee to the BOT.

Kate Kim arrived at the meeting at 6:37pm. / Cindy Rivers arrived at the meeting at 6:38pm.

IV. Review / Adoption of Minutes - Joanne moved to accept the March 25, 2020 meeting minutes and Steve seconded. Minutes were accepted unanimously by roll call vote - Joanne, Susan, Steve, Michael, and Kate - all voted yes.

V. Old Business -

A. Coronavirus COVID-19 Response -

i. State of the State, Town, Library - Lesley shared that librarians around the state are still discussing curbside pick up. Libraries, as part of town government, are essential but the governor's order says to do as much as possible digitally or remotely. The State Librarian and the Department of Business and Economic Affairs are encouraging remote means of business and businesses not require the public to report to their places of business. Lesley agrees that libraries need to not be in the way and not create any potential problems for first responders and passing materials back and forth could be getting in the way.

At the town offices, there are about 6-7 people in the building - Town Administrator, Head of Finance, 1-2 people in the Town Clerk's office, Building Inspector/Health Officer, Facilities/Maintenance, Head of DPW. The town is tracking any time people come and go in the building. The COVID Coordination Team, of which Lesley is a part, meet by conference call.

Lesley has not reconsidered curbside material lending. She is still focused on digital materials and tech help. The last time the public was in the library was March 16. Up until today, only Lesley has been in the library as well as Steve and Michael to process bills and sign checks. Today one other library staff went in to the library. The protocol is to wear gloves and only have one person in the library at a time. No library staff is allowed in the town office part of building.

Joanne mentioned that the Brentwood Library offered patrons the option to sit in their parking lot to use the library wifi. Lesley said we could offer the same in our newsletter.

Steve asked who is doing tech help. Lesley is handling it all now (by phone, email or Zoom) but asking staff to help if necessary. Steve and the other BOT want to make sure all the responsibility doesn't fall on Lesley. She said the staff is good at asking how they can help her.

B. Town Budget Status - The Select Board will be meeting Monday, April 6 and Lesley will call in.

VI. New Business -

A. Circulation Policy / Eligible Age for Library Card Application / New Patron Type - Lesley, Sam, Lucia and Tricia discussed offering children, age 5 and up, a digital only library card. Right now, the policy is 8 and up. Steve asked about other libraries' policies. Lesley said many libraries have younger age limits and some offer digital only cards but they may not be related to just children. Joanne asked if we were getting requests for that and mentioned that Brentwood gives all first graders a library card during a field trip to the library. Lesley said there is no downside and the staff feel families would appreciate it. Kathy asked whether a vote is needed. Yes, we need one because it is part of a library policy.

Cindy Rivers left the meeting at 6:58pm. / Beth Rohloff joined the meeting at 6:59pm.

Joanne made a motion to amend the Circulation Policy by adding a card type to section A6 entitled "Child Resident Digital Only (ages 4-7)" and Susan seconded the motion. The motion was accepted unanimously by roll call vote - Joanne, Susan, Steve, Michael and Kate - all voted yes.

Lesley will promote this change in the newsletter and online and will contact SMS and Cornerstone (via Kate) to see if they can also share this new option.

B. Review Remote Work Plans and Tracking - Lesley has been researching (town and other libraries) to work out the best option. She is proposing that the BOT decide to pay library staff for their regular hours and the staff will keep track of their tasks but not track their tasks by the minute. She has a fillable .pdf for their timesheet and staff will fill it out based on their normal hours. Attached to that will be a weekly report of everything they have done giving Lesley the opportunity to monitor and assess what staff are doing. Lesley feels this is a good compromise of having accountability to the BOT and taxpayers but alleviating any stress and confusion from the staff.

Steve made a motion that the BOT authorizes the library director to deploy the library staff to work remotely and be paid for regular hours during the balance of the current crisis. The director will monitor the staff with weekly reports and individual performance conversations. Joanne seconded the motion. The motion was approved unanimously by roll call vote - Joanne, Susan, Steve, Michael, Kate - all voted yes.

Susan asked about the library being the pickup point for the school food program. Lesley said it actually takes place in the parking lot of the municipal center and the library is not involved.

Kate spoke to someone at the Hampton Library who received the suggestion to take online courses during this time of remote work. Lesley said Sam is coordinating continuing education options for the staff.

Joanne asked about online story times. Courtney and Sam are working on recording stories that people could call in and access any time. This would also avoid adding extra screen time for kids. Lesley is contacting the tech person to figure out how to do this over the phone system.

Steve asked if the Public Health Crisis Policy is posted online. No, Lesley will put it up on the website. The Bedbug Policy is put on hold.

VII. No Executive Session needed.

VIII. Reports -

A. Treasurer: Invoices Paid, Bank Balance - No official report but bills have been paid and library is on budget. Steve asked about the credit card. Lesley said, as of yesterday, the bill hadn't arrived. Due date is usually around the 14th.

B. Director: Statistics, Programming, Services Principles, Senior Staff Team - Lesley doesn't have statistics at this time but knows what she wants to track. The Senior Staff Team (Lesley, Tricia, Lucia, Sam) have Zoom meetings twice a week and are using Slack. Staff meetings for all staff happen once a week. Lesley said everyone has stepped up and is doing their part and working well together.

Michael asked about the fatigue factor/burnout for staff. Lesley said it is a concern, especially for the Senior Team. She is asking for reports from all staff to make sure they aren't doing too much. Staff have been calling patrons to check in and see how people are doing and are energized from those connections. Lesley continues to work on getting the right type of work to the right person to avoid fatigue.

Lesley has been sending out a daily newsletter to about 960 people and has received great feedback - high open rate and no unsubscribes.

IX. Next Meeting - Scheduled for Monday, April 20, 2020. 6:30pm.

X. Adjournment - Steve moved to adjourn and Joanne seconded. Motion approved unanimously by roll call vote - Michael, Steve, Kate, Joanne and Susan - all voted yes. Meeting was adjourned at 8:01 pm.