

## TRACY MEMORIAL LIBRARY BOARD OF TRUSTEES

### MEETING MINUTES

Wednesday, January 20, 2021 at 5:00 pm

Due to the COVID-19 pandemic and in accordance with Governor Sununu's Emergency Order #12 pursuant to Executive Order 2020-04, this Board is authorized to meet electronically. The public has access to contemporaneously listen and participate in this meeting through video conferencing at <https://global.gotomeeting.com/join/974520429> or by phone by calling +1 (646) 749-3122 and using access code 974-520-429. For technical problems, please call (603) 526-4656 x4.

Chair Eula Kozma called the meeting to order at 5:02 pm.

Present via digital video roll call: Eula Kozma who stated she was alone (Chair 2021), Wendy Dumais and she stated she was alone (2021), Gordon Terwilliger and he stated he was alone (2021), Nancy Mahar and she stated she was alone (2022), Steve Solomon who arrived at 5:24 pm and stated he was alone (2023), Director Sandra Licks who stated she was alone as did Assistant Director Jo-Ann Roy. Head of Youth Services Ben Cote and employee/minute taker Jennifer Vitiello were in attendance. Absent: Marianne McEnrue (2023) and Kim Bonin (2022).

**A MOTION TO APPROVE** the minutes of the December 16, 2020 meeting for the Tracy Memorial Library Board of Trustees was made by Gordon Terwilliger and Wendy Dumais **SECONDED** the motion. There was no discussion, and the roll was called for approval: Nancy Mahar YES, Eula Kozma YES, Gordon Terwilliger YES, Wendy Dumais YES and Steve Solomon YES

**A MOTION TO ACCEPT** the cash donations of \$325 in the month of December was made by Wendy Dumais and Nancy Mahar **SECONDED** the motion. There was no discussion, and the roll was called for approval: Gordon Terwilliger YES, Nancy Mahar YES, Eula Kozma YES, Wendy Dumais YES

## COMMITTEE MEETINGS & REPORTS

### Library Director's Report by Sandra

There have been some recent changes for The Friends. Several members had terms expire, and Jen Shad (President) and Erin Garza (Vice President) are heading it up. Lisa Ensign Wood, who was on the board for 10 years and was instrumental in getting projects completed, has stepped down. Two new members, Kate and Louise Moses, a mother/daughter team, will be designing a web site that will allow for online donations via internet payments. It is hoped this will be ready for the summer donation campaign. The newsletter "Tracings" will continue to be published but The Friends are considering a different time schedule of spring/summer and fall/winter. Fundraising for 2020 brought in \$19,155. Trustee Wendy Dumais attended this meeting.

### New Programs: Adult Services / Technology Jo-Ann Roy

*A Libertarian Walks into a Bear*: The Utopian Plot to Liberate an American Town (And Some Bears) by author Matthew Hongoltz-Hetling will be giving a Zoom talk in March. This is a non-fiction book on how the small town of Grafton, New Hampshire became a radical experiment in small government until the bear attacks started. We have a copy of the book, but it is not available and Jo-Ann is going to order more copies.

### New Programs: Youth Services / Ben Cote

"Read with a Librarian" has been initiated by Putnam who expressed a need for more reading at home/school. A Zoom account has been set up and patrons need to reserve a time. Putnam is connecting with schools to get the word out. Patrons have the choice of reading to Putnam or they

can have Putnam read a book to them. Ben got this idea from another library and thought they would give it a try. Ben stated that he hoped this might help parents who are home-schooling.

Ben highlighted his annual report including 2020 stats and said that circulation is only down by ½ considering what a tough year it had been. With the help of staff, they have tried many new programs. The "take & make" craft bags are still a hit. Outdoor story time was unique and had very good attendance.

### **Online Resources for December**

Britannica	0
CreativeBug	active users 2
HeritageQuest	0
Hoopla	new users 11; total unique patrons 59; circs 131 (highest circ yet)
Kanopy	plays 23 (movies) patrons 3 (Jan. already off to a better start)
Mango	16 sessions (up a bit)
Overdrive	952 circs (mags at all time high 52) unique users 206
Ancestry	beginning was very strong, now just 2 sessions
NoveList	105 features used, most popular: read a likes & series info

### **UNIQUE BORROWERS PER MONTH**

#### **Pre-Pandemic**

Jun-19	719
Jul-19	803
Aug-19	797
Sep-19	714
Oct-19	704
Nov-19	618
Dec-19	566

#### **Porch Pick-Up (June 23) & Open Hours (Oct. 28)**

Jun-20	49
Jul-20	229
Aug-20	234
Sep-20	294
Oct-20	319
Nov-20	277
Dec-20	334

- December 2020 borrowers are up by 57 borrowers over previous month and represent 60% of borrowers in December 2019.

## CIRCULATION

<u>Pre-Pandemic</u>	<u>Issues</u>	<u>Renewals</u>	<u>Total</u>
Jun-19	4658	1179	5837
Jul-19	5925	1326	7251
Aug-19	5229	1248	6477
Sep-19	4014	935	4949
Oct-19	4902	1360	6262
Nov-19	4021	1067	5088
Dec-19	3501	1018	4519

### Porch Pick-Up (Jun-23) & Open Hours (Oct-28)

Jun-20	122	19	141
Jul-20	1416	492	1908
Aug-20	1285	257	1542
Sep-20	1490	236	1726
Oct-20	1651	290	1941
Nov-20	1621	396	2017
Dec-20	2186	388	2574

- December 2020 circ is up 557 over November 2020 and 57% of circs in December 2019.

**Status of Open Hours:** This is going well, holding steady and patrons very appreciative, Wednesday main floor open hours: 3 people at circulation desk (Bill, Brian, Beth) and a greeter (Sandra Licks, Jo-Ann Roy, trustee Gordon Terwilliger, trustee Nancy Mahar)

December 23 total 54

December 30 total 62

January 6 total 49

January 13 total 51

January 20 total 52

**Thursday Youth Department Open Hours** are going well with Ben and Putnam averaging four or five families per day. Everyone has been respectful and kept their masks on. Ben felt it has been a very positive experience.

### **New Hampshire COVID data as of today:**

- Number of people diagnosed with COVID-19: 58,709
- Most-recent daily PCR test positivity rate (data released 1/19): 4.9%
- Number of deaths attributed to COVID-19: 938
- Number of active cases: 6,126
- Number of patients who have recovered: 51,645
- Number of current hospitalizations: 254

**New London COVID data as of today:**

- New London: 9 active cases; 81 total cases (0 new)

In summary, Sandra is comfortable with what we are offering at this point (the open hours are limited as is capacity and porch pickup.) There is a regular discussion with staff to make sure they are comfortable too. Sandra recommends that we continue as it is working for now. Levels of service will and should be reviewed on a regular basis.

**Report by Ben Cote, Head of Youth Services**

Last year was our most successful year in terms of stats in about 15 years. Going into this year was the hope that we would break those records again, but then came March. All of those good steps that we have been building on came to a screeching halt. I talked to my friend Detective Buddy Roe and he said we need to try to give people in the community a sense of consistency and show the taxpayers we are still here working. We started daily Storytime in the middle of March and continued through June.

We realized we have to keep trying new things without fear of failure. If you told me that I would make a video with Buddy and that over 2000 people would see us singing and dancing and acting pretty silly I would say you're crazy. It was very successful, and we are trying to put out some collaborative videos about washing your hands and wearing helmets as more people started biking this spring. Parents have come up to me in the grocery store to say thank you so much. They added the story time is like a consistent part of their day, it is something that they really look forward to. Other staff members connected also. Beth did a great job with the bear hunt. She reached out to different community members and family members along Main Street and set up the summer reading program. We premiered the book bike with the help of The Friends. We had outdoor story times this fall. We had a special Halloween program that was collaborated with other teen librarians in the state. We had a virtual Christmas program. We had over 12,000 people look at our Storytimes on Facebook and some of them were as far away as Saratoga Springs, Florida, Hawaii and Ireland. While some other libraries reported that stats were down about 25%, I was happy to see that we are higher than that. I think it's more useful to look at the previous years. You can see we did about a third as many items circulated as last year but when combined with the virtual programs it was nice to see that we weren't short-changing anyone on the number of programs that we provided. We had about half as many participants and our most viewed video was the book bike announcement that was shared and liked and commented on by over 400 people and featured in associated national publications. That was really good PR move for us, we're still here and working towards positive connections.

**Facilities Committee**

Kim Bonin was absent, but Sandra reported that an email response was received from Bob Bowers of the Town's Building & Facilities Committee concerning the sprinkler system project and saying his committee has no need to meet with the Selectmen and they do not wish to interfere with the project. This was in follow up to Kim Bonin's memo dated December 21 saying the Board of Trustees is moving forward.

There was a walk-thru on January 11th attended by Sandra, Kim Bonin, Frank Anzalone, a sprinkler contractor and a general contractor. And today the general contractor stopped by to look at a few areas to clarify his pricing. Kim Bonin attended a Budget Committee meeting last week and detailed the current status.

### **Personnel & Policy Committee**

The only item for discussion was from the Library Director Search Committee. Eula summarized and noted the posting went live on Monday, January 18th to begin the recruiting process. She also shortened the actual time for recruitment from 8 weeks to 6 weeks and expects top candidates to be culled by the search firm by March 14th at which time their applications will be handed over to the board.

Jo-Ann stated all staff members attended the informational/sharing Zoom meeting offered by Jobeth Bradbury of Bradbury Miller Associates. All staff had glowing praise for current director and said it was important for them to be included in the discussion.

**Open discussion.** There were no items brought up.

### **OLD BUSINESS**

Response to COVID-19 pandemic covered in library director's report.

**Sprinkler system project** covered in facilities committee report.

**FY 2022 budget request** was presented at the recent Budget Committee meeting which was attended via Zoom by Sandra and 4 Trustees and there were no questions concerning the proposed budget which was approved.

### **NEW BUSINESS**

Time without a library director was discussed by the board as to who on the board should be consulted when decisions were needed. For the staff, Jo-Ann Roy, Ben Cote and Missy Carroll will work as a team. There was concern about navigating the pandemic and possible staff illness, and there are materials from the NH Dept. of Health and Human Services to aid with this. There was concern about the tiers of services and this is covered in the newly created pandemic policy. As to other decisions Eula offered her guidance and stated she would formally communicate with staff members via email and virtual meetings on a weekly basis or as needed. Gordon should be consulted for personnel issues and Kim for building issues. As to routine financial decisions Nancy and Sandra are reviewing procedures so that the bills get paid, and staff will be sure to direct all bills to Nancy. Wendy offered her assistance as she is a signatory for checks.

**Town Annual Report** was completed by Sandra, and a copy was distributed to all trustees. Most of this report is statistics. The report started out on an optimistic note with January, February and March 2020 and then how the pandemic slowed that progress. The library did acquire new materials as the pandemic progressed but have not been able to do any routine weeding since volunteer staff did not come in. Circulation is down by a half, but all the new services and ways we pivoted were highlighted.

**Filing period for candidacy for elected officials** is January 20th through 29th. Everyone on the board agreed to get the word out.

**Letter from Garden at Tracy Library:** Eula shared a letter she received from Carol Fraley asking for some recognition for the front garden volunteer Sally Dean. According to the Memorandum of Understanding between the Library and the Garden, the front plantings on Main Street are not maintained by the Garden but are the Library's responsibility. Nancy Mahar said this is not a lot of work but just cleaning up the original design. Sally Dean has been doing this for three years on her own time, billing only for materials. Eula suggested she and Nancy attend a meeting with the Garden at Tracy Library board and they could discuss future coordination. In recognition it was decided to give Sally Dean a gift certificate to be paid for with library budget money.

#### **UPCOMING SPECIAL EVENTS / MEETINGS**

- Budget Committee capital reserves and final budget, January 20, 2021 at 7:00 pm
- Budget Committee Public Hearing, February 3, 2021 at 7:00 pm
- Sandra's send off, February 5, 4:30-6:00 pm

#### **OTHER BUSINESS/FUTURE AGENDA ITEMS**

- Treasurer's Report (February). Nancy Mahar said she will close out the books for December 2020 and have ready for the next meeting in February.
- Review policy of fee for non-residents who work in Town  
(To be discussed at a future meeting.)
- Review traditional open hours: Tu. & Th. 9am-8pm; W. & F. 9am-5pm; Sa. 9am-1pm  
(To be discussed at a future meeting.)

NON-PUBLIC: The Board of Trustees may enter into non-public session, if so voted, to discuss items listed under RSA 91-A:3 II (a-h).

#### **NEXT MEETING**

- Third Weds. at 5:00 pm: February 17, skip March [Town Elections & Meeting], April 21

**A MOTION TO ADJOURN THE MEETING** was made by Steve Solomon. Nancy Mahar **SECONDED** the motion. The meeting adjourned and the roll was called for approval: Eula Kozma YES, Nancy Mahar YES, Steve Solomon YES, Gordon Terwilliger YES, Wendy Dumais YES

The meeting adjourned at 6:28 pm.

Respectfully submitted,

Jennifer Vitiello  
Recording Secretary