NASHUA PUBLIC LIBRARY
2 COURT STREET
NASHUA, NEW HAMPSHIRE 03060

LIBRARY BOARD OF TRUSTEES MEETING

October 6, 2020
7:00 P.M.

AGENDA

1. Review of monthly bills and trust fund requests

2. Approval of Minutes from September meeting

3. Staff appointments: library assistants
   a) Tracy Kittredge beginning on 10/12/2020 at $16.35/hour
   b) Dan Joseph beginning on 10/19/2020 at $16.50/hour

4. Next phase of reopening

5. Other business

Nashua Public Library

October 6, 2020
Director's Report

Instead of my usual update this month's report focuses on my plans for our next phase of reopening.

Why now?
Businesses and museums are opening all over New England, most stores have reopened and restaurants continue to offer indoor and outdoor dining service all of which is creating an expectation among our customers that the library will follow suit and expand access. The customer survey we did clearly demonstrated very high demand for the ability to browse the stacks and I believe it is possible to offer that on a limited basis in a manner that is safe for customers and staff. There are many other NH libraries that are already allowing customers to browse the stacks including some other large libraries like Manchester, Concord, Keene and Merrimack. I was able to get some good information from the directors at those libraries about their procedures and safety measures, and since none of these libraries has had a COVID case among their staff I do feel confident in their recommendations.

Our plan: (this is a general outline, we are still working out procedures and systems)

- Open the Adult and Teen stacks and the DVD collection for browsing in early November.
- 30 minute appointments to browse the adult and teen stacks on Monday-Thursday between 10-12 and 4-6 PM and Saturdays from 10AM-2PM (times are tentative) for a limited number of customers at once. Customers will enter and leave the closed off area at the Information Desk.
- There will be no customer seating available and our computers will remain available by appointment only. We may add one computer seat for customers needing a workspace.
- The Children's room and Chandler wing will remain closed
- Curbside service will continue to be offered

Safety precautions: beyond the basic mask requirement

- Only a small number of customers will be allowed into the stacks for browsing at one time.
- Customers will be asked to sanitize their hands when they enter the stacks
- Customers will be asked to practice social distancing in the stacks, signage will be posted reminding them to stay 6 feet away from others.
- Staff will not be scheduled to work in the stacks during the hours dedicated to browsing appointments.
- The city's safety team will review our plans before we implement them to insure that we are in compliance with the latest recommendations from the city and the state. I anticipate they may have other recommendations (like one-way aisles, etc.)

Staff/customer concerns

Some staff have expressed a concern about quarantining or sanitizing materials that customers have taken off the shelf and then returned. There is no reasonable way to accomplish that and in the end it is an unnecessary step for a few reasons:

- Customers are masked so their respiratory droplets won't reach the materials
- The time spent considering a book or DVD is too short to create a significant risk of exposure.
- We already have browsing collections available for customers and our current precautions of mask wearing and hand washing have been successful in the 3 months that we have been open.

Removing dawdling customers at the end of their appointment is another concern, security staff will do regular rounds through the aisles at the end of each appointment time to gather up stragglers

Mask wearing is already enforced at the front door and we have had no significant issues with compliance thus far. Security will be called to speak to customers who take off their mask once they enter the stacks. I don't expect this to be an issue based on the experience in other communities.

Triggers to retract/cease expanded operations: these apply to curbside delivery as well

- Inability to keep PPE and disinfecting supplies on hand
- Mayor's decision to close city buildings
- Low staffing levels
- COVID19 case related to library services
- COVID19 case among library staff

REGULAR MEETING OF THE BOARD OF TRUSTEES
OF THE NASHUA PUBLIC LIBRARY

A regular meeting of the Board of Library Trustees was held at 7:00 pm on September 1 2020. Due to the library's closure to the public related to COVID-19 the meeting was held virtually using Cisco Webex Meetings.

Trustees present were:

Linda Laflamme (Chairman)
David Pinsonneault
Paul Bergeron
Kristin Kane
Manny Espitia

Also present were Library Director Jennifer McCormack, Assistant Director Jenn Hosking, who took the minutes. One member of the public joined the meeting via phone.

Chairman Laflamme called the meeting to order at 7:04 pm.

The Board examined the bills and, upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Espitia, unanimously:

RESOLVED that bills in the amount of **$32,277.49** be approved for payment from the FY2020 **Regular** budget and bills in the amount of **$110.00** be approved for payment from the **Fines** budget.

The vote was taken by voice roll call which resulted as follows:

Yea: Linda Laflamme (Chairman)
Paul Bergeron
David Pinsonneault
Manny Espitia
Kristen Kane

Upon a motion duly made by Ms. Kane, seconded by Mr. Pinsonneault, the Board unanimously **approved the minutes of the June 6, 2020 meeting.**

The vote was taken by voice roll call which resulted as follows:

Yea: Linda Laflamme (Chairman)
Paul Bergeron
David Pinsonneault
Manny Espitia
Kristen Kane

Director McCormack presented a revised material selection policy. Upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Bergeron, the Board unanimously **approved the material selection policy as presented.**

The vote was taken by voice roll call which resulted as follows:

Yea: Linda Laflamme (Chairman)
Paul Bergeron
David Pinsonneault
Manny Espitia
Kristen Kane

By Director McCormack requested any temporary library card accounts created since March 2020 be extended through the end of the 20/21 academic year. This will help support remote learning for all ages by allowing immediate access to our e-resources for new customers while limiting the number of customers that have to come into the building. Upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Espitia, the Board unanimously **approved the extension of any temporarily library card accounts to be valid through the end of the 20/21 academic school year.**

The vote was taken by voice roll call which resulted as follows:

Yea: Linda Laflamme (Chairman)
Paul Bergeron
David Pinsonneault
Manny Espitia
Kristen Kane

Director McCormack shared an update on library operations and plans for the next phase of reopening the library which may be implemented in Mid-October pending the status of any community COVID-19 outbreaks. Customers were surveyed to better understand what service is most in demand. Results showed an overwhelming desire for entry to the collection stacks for browsing. Director McCormack will continue to work with library staff to outline a safe plan for additional services and share with the Board at the next meeting.

In other business, Director McCormack announced the authorization to fill two library assistant vacancies, which were posted today. Chairman Laflamme shared that CBA negotiations are ongoing. Mr. Bergeron complimented library staff on successfully offering library services and maintaining a level of quality customer service during this trying time.

There being no further business to come before the Board, upon a motion duly made by Mr. Pinsonneault and seconded by Mr. Bergeron, the Trustees unanimously:

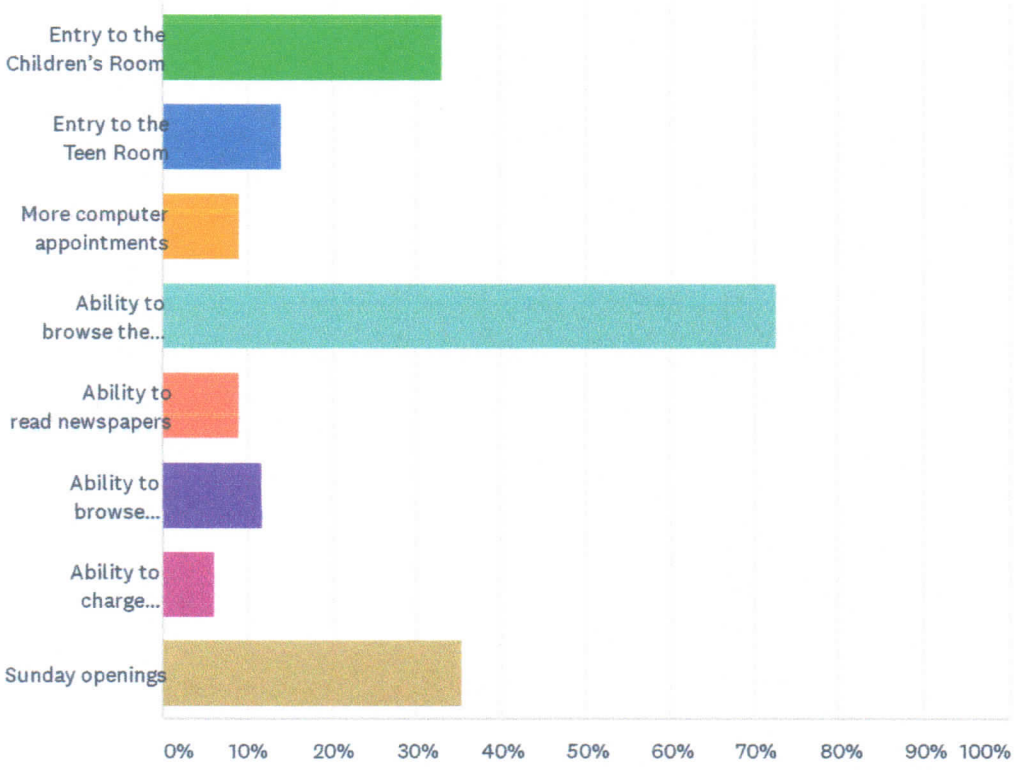
RESOLVED: That the meeting be adjourned at 7:45 pm.

Attest_____

David K. Pinsonneault, Secretary

Q1 We are planning for reopening of additional library services. Which of them would you most like to see return next? Select up to 3.

Answered: 299 Skipped: 20



ANSWER CHOICES	RESPONSES	
Entry to the Children's Room	33.11%	99
Entry to the Teen Room	14.05%	42
More computer appointments	9.03%	27
Ability to browse the book, DVD, and CD stacks	72.58%	217
Ability to read newspapers	9.03%	27
Ability to browse magazines	11.71%	35
Ability to charge electronic devices	6.02%	18
Sunday openings	35.45%	106
Total Respondents: 299		

#	COMMENTS	DATE
1	Most missed the music concerts--- of the Summer. Your year round concerts atract many Seniors!	9/21/2020 11:53 AM
2	Story hours	9/15/2020 4:50 PM
3	But most importantly, BE SAFE! ❤	9/13/2020 12:01 AM
4	Especially enjoy browsing new non-fiction	9/5/2020 4:10 PM
5	Missing the genealogy room where i can actually pick up a book & research my family records.	8/31/2020 7:56 AM
6	I am curious as to why inter library loan has not returned yet. i hope that option will be available soon. thank you.	8/29/2020 2:47 PM
7	Patron is illiterate and can't use our catalog.	8/29/2020 12:09 PM
8	Interlibrary loan	8/28/2020 4:04 PM
9	Looking forward to reopening!!! Thank you!	8/27/2020 5:44 PM
10	I miss being being to peruse at my leisure and the smell of books	8/27/2020 8:17 AM
11	It's so much easier to help my children find books to read (interest + level) when we can browse the books.	8/26/2020 9:37 PM
12	Desperate to read current paper magazines! Mail delivery has delayed many of my subscriptions!!	8/26/2020 3:45 PM
13	I love to be able to go to the library and find my own book. Most of the time while looking for a specific book, I find others that catch my interest. That only happens when I can browse the stacks myself.	8/26/2020 3:16 PM
14	I don't understand why you haven't added several scanners to allow people to safely check out books themselves (after browsing the stacks). That should sharply reduce the number of people waiting in line at the front desk, so that they can stay six feet or more apart. Don't put them near the front desk, use the large floor area between the paperbacks/computers and the reference? desk instead.	8/26/2020 1:31 PM
15	Becoming hub for community members to come together safely and maintain healthy distance.	8/26/2020 11:28 AM
16	Focus on services for the youth first. Thanks. Donna Marceau	8/26/2020 11:02 AM
17	From patron comments. Kris M.	8/26/2020 8:05 AM
18	Nothing...my daughter used to love to go...knowing that it was closed for someone having covid19. Are people going in getting screened . We won't visit for a long while	8/25/2020 9:59 PM
19	I'm waiting to order to order some inter library loan books.	8/25/2020 9:57 PM
20	Thank you guys for everything that you do. I love my library and go to it almost every week. You guys always keep the FB page so fresh and offer so many things amidst this hard time. You are all dedicated and love what you do and it shows. Thank you so much <3	8/25/2020 6:15 PM
21	Ability to buy old books	8/25/2020 2:36 PM
22	We have been very happy with curbside pickup of our book requests. (It's a big saver of our budget too, as while you were closed we spent a lot of $$ on Amazon, keeping the kids engaged with new books). Adding Sunday as a pick up day would be nice! We are not likely to come in to browse the library offerings yet, so the other choices are not necessary for us at this time. Thanks so much!	8/25/2020 1:33 PM
23	Events outside	8/25/2020 1:00 PM
24	Also buying used books. Neither can happen safely right now with an at risk family. We need to work together as a nation to stamp out the virus rather than keep pushing against restrictions.	8/25/2020 12:53 PM
25	ability to do work from there.	8/25/2020 12:10 PM
26	While I would love to come in and browse the stacks, being in the "at risk" group I am grateful	8/25/2020 12:09 PM

	for the curbside service and hope it will continue even as more services open up.	
27	My kids enjoyed the pick up to go craft.	8/25/2020 12:09 PM
28	Although I'd like to be able to browse the stacks, the service I'd most like to see restored isn't on this list. It's interlibrary loan.	8/25/2020 9:37 AM
29	I really miss browsing for books! The availability currently is so limited.	8/25/2020 8:50 AM
30	Need to see "New Books"...	8/25/2020 7:21 AM
31	I use only online resources.	8/24/2020 8:09 PM
32	I love our Library! Hats off to every employee, maintenance staff, & security personnel for helping the members cope with the pandemic by putting yourselves out there so we can have respite. God bless you all. Please stay safe.	8/24/2020 6:26 PM
33	Ability to borrow from inter-library loan	8/24/2020 5:48 PM
34	Hope you are still getting quilt magazines!!	8/24/2020 5:46 PM
35	We really miss the Children's Room!!	8/24/2020 5:15 PM
36	As octogenarians, we appreciate the curbside service as the walk uphill us often too tiring for us. So appreciate the staff who have provided this service and selfishly hope it might continue.	8/24/2020 2:30 PM
37	The teen section is easy enough, it's in the open and not like you don't dust and clean it.	8/24/2020 2:17 PM
38	Overall, good job.	8/24/2020 1:27 PM
39	This one is a no-brainer.	8/24/2020 11:28 AM
40	Miss going through isles to see which book / author I would like to read. Can't find books currently as I only have my phone no Internet and it always closes out before I can complete the information. Please allow entry to isles so books & authors may be viewed and picked out. Thank you.	8/24/2020 11:17 AM
41	Inter library loans- I do not have a smart phone and do not read books electronically.	8/24/2020 11:15 AM
42	As long as curbside pick up is available, I will not be personally entering the library as I am an elder and still avoiding contact situations.	8/24/2020 10:57 AM
43	Thank you for asking for our input, and for the clear communication and careful planning!	8/24/2020 10:49 AM
44	I would like to see the library end its ridiculous and unconstitutional mandate of mask-wearing by those who are not sick. The CDC, the WHO and the US Surgeon General have ALL stated that mask-wearing does nothing to prevent the spread of the Chinese Communist Party virus. If this is true, why are we all being forced to wear them??? Wake up, people!!! This is tyranny!!! This virus has a survival rate of 98.5%!!!	8/24/2020 10:42 AM
45	You're doing a great job so far!	8/24/2020 10:39 AM
46	Specifically the DVD stacks, but I am also able to manage with the hold and pickup system currently being used. Thanks for all your great work!	8/24/2020 9:52 AM
47	Looking forward to visiting the library.	8/24/2020 9:02 AM
48	Missing the openings of Rooms to meet in - someday.	8/24/2020 9:01 AM
49	Meeting rooms!	8/24/2020 8:54 AM
50	Thank you all!	8/24/2020 8:32 AM
51	The card catalog stations should be opened – they can be wiped off to sterilize them.	8/24/2020 8:24 AM
52	Meeting rooms open with strict guidelines.	8/24/2020 7:52 AM
53	Curbside pickup has been safe, friendly, and convenient. Thank you for the great service.	8/24/2020 7:40 AM
54	I continue to be most grateful for the help your staff gives.	8/24/2020 7:34 AM
55	Thanks!	8/24/2020 7:09 AM
56	I wish the NPL would live stream lectures. I do miss interesting speakers.	8/24/2020 7:07 AM

57	Whatever is safest for your staff and for the public. You always do a terrific job. Stay healthy.	8/23/2020 3:20 PM
58	Appreciate staff help when I can't find info I'm looking for. Thank you.	8/23/2020 9:26 AM
59	Opening the stacks and other rooms are probably not a good idea at this point. There are staff who are uncomfortable with it, and the pandemic situation hasn't changed to make it any safer than it has been in the past few months.	8/22/2020 1:30 PM
60	interlibrary loan	8/22/2020 1:13 PM
61	I am happy using the online programming you are offering. Great job! For now, I don't need any additional services. But, I will be happy when you can have book sales again. Fortunately, I have about 100 books in "cue" from prior sales, so my stash will outlast the pandemic. Be safe, be well. You provide such great services to the entire community.	8/22/2020 10:45 AM
62	I would like to see more Nashua specific items, books, newspapers, etc online to use from home. Thanks.	8/21/2020 2:58 PM
63	I miss being able to browse and interacting with the staff. It's always an enjoyable experience. I hope it will be available again soon!	8/21/2020 12:20 PM
64	I live in a senior facility and won't be going into any public buildings until this epidemic is over.	8/21/2020 11:35 AM
65	You made my day when you opened. Thank you!	8/21/2020 10:49 AM
66	Provide a limited number of patrons access for library browsing on a one hour per week basis by reserving time in advance of necessary to avoid overcrowding.	8/21/2020 10:32 AM
67	add inter library loan service--this tool is important for many of us doing research work	8/21/2020 10:13 AM
68	I miss the library. I hope--assume--that you will require masks.	8/21/2020 9:29 AM
69	Thanks for the Book Delivery service in the parking lot. It has been very helpful.	8/21/2020 9:25 AM
70	Delivery of books to elderly	8/21/2020 9:17 AM
71	I am still staying at home. Hope to be able to visit the library again some time soon.	8/21/2020 9:03 AM
72	Thank you for all that you do	8/21/2020 7:19 AM
73	I think keeping the open space the way it is now is good. allowing additional entry to other parts of the library is only allowing more surfaces to be affected and a larger area that is quit hard to continuously clean with only 1-2 people. I believe allowing more computer slots will be beneficial for our patrons and will give access for more people to charge devices if needed.	8/21/2020 7:08 AM
74	Thank you for asking us!	8/21/2020 7:02 AM
75	Great job so far. I'm so happy that you were able to have curbside pick up and then limited indoor availability. The library has always been an important resource to me. The online options are also wonderful and especially useful during full closure.	8/21/2020 6:52 AM
76	Although I would like more browsing, I have been able to get wonderful books through curbside pickup.	8/21/2020 6:29 AM
77	Tk u for curbside pickup and online selections and holds.also auto renewal	8/21/2020 12:42 AM
78	Thank you for all your extra efforts during this difficult time.	8/21/2020 12:00 AM
79	Would appreciate the re-establishment of the Inter-Library Loan Program.	8/20/2020 11:34 PM
80	Cannot decide which. If you are allowed to read newspapers, can this be combined with reading magazines? The same for dvds, cd racks? Combine charge devices with computer programs and then open both childrens and teen rooms.	8/20/2020 11:11 PM
81	You are doing awesome job so far, many thanks for all you've done already	8/20/2020 11:05 PM
82	I honestly don't know. Sorry.	8/20/2020 10:57 PM
83	Thank you for all you are doing to keep the book supply going!	8/20/2020 10:13 PM
84	I hope you continue the great mail service for 60 and older. I am high risk for Covid and won't be able to enter the library for awhile.	8/20/2020 9:46 PM

85	It is not safe to have lots of people in the building yet - keep doing your part to keep our numbers down so they don't have to wholly shut down schools again.	8/20/2020 4:52 PM
86	Mostly I get a lot of complaints about not being allowed to sit and stay or use meeting spaces... and being unable to browse on their own (aka, everything 100% back to normal), but as staff, I'm not sure if I'd be comfortable with that quite yet. I do also get a lot of complaints about not enough computer appointments or time, and not being open everyday to the public, which I've selected, I think that's reasonable and something we could realistically improve and feel safe about.	8/20/2020 3:17 PM
87	These are what I've seen to be the most requested out of the items listed above. - Brendan	8/20/2020 2:59 PM
88	I've really only heard adults be surprised the stacks are closed and at least one left when he couldn't browse. Also had an adult outside of the library tell me he probably wouldn't stop in even though the new books are available because what he liked was browsing the stacks for what he hadn't read yet. Haven't spoken with many parents or younger customers.	8/20/2020 2:41 PM
89	Places to study	8/20/2020 2:40 PM
90	As much as I would love to return to the children's room I wouldn't feel comfortable bringing my children this year. :(	8/20/2020 10:58 AM
91	I'm glad you added a comments box	8/19/2020 2:36 PM