



Board of Library

Trustees Meeting Minutes

Tuesday, August 17, 2021 6:30pm

1 Attendance:

Lynn Coakley: present; Janet Hromjak: present (phone);
Jennifer O'Brien-Trafficante (Jennifer): present; Kathryn Parenti: present
Jennifer Siegrist (Jen): present; Shirley Wilson: present; John Yule: present

Chris Costantino, Alternate: present
Tracy Quirk-Berube, Alternate: absent
Betsy Solon, Director: present
Public present: None
Board of Selectman member Laura Dudziak: absent

2 Regular Reports

2.a Director's Report – August 17, 2021

STAFF NEWS

- Jane Martina took over as Head of Reference on August 1st and has been working with me to fill her former position. We have several good candidates and hope to fill the job beginning September 13th. In the meantime, Jane has enrolled in the PRIMEX Supervisor's Academy and will attend a session this Fall. One of her first in-house assignments is to develop a much-needed collection development policy for the NH Room so we can better control the contents and space of that area.
- We have hired three new Circulation Desk assistants and I am happy to announce that all of them are Milford residents! They will start training on Tuesday, August 17th and will be introduced to the board that evening.
- Dianna and Bernie LeBlanc volunteered their time to take inventory of the vault so we now have a list of its contents and are determining which items should stay and which should be relocated.
- Our college students will be leaving this month, but we expect them back over the holidays.
- In an effort to provide stellar customer service, I plan to hold training for both seasoned and new circulation and reference staff before our increased service hours in September. That may entail closing the Library for a morning or afternoon, with the Board's permission.

PROGRAM HIGHLIGHTS

- Summer Reading Statistics are almost complete. Attendance at programs really fluctuated – the hot weather and rainy days had great impact on numbers.
- We have scheduled one adult program for September (a virtual one based on Marie Kondo's "Tidying Up") and will begin welcoming back all of the book groups. Ledgewood has offered up their community room to the Evening Book Group, since many of their residents belong to that program.
- Teen and Children's programs will continue outside through mid-October.
- The Children's staff will attend September parent events at both elementary schools.
- The 3-D Printer is up and running. We produced many baby sharks for Shark Week last month.

- We have arranged with the Supervisors of the Checklist to host a voter registration event in the library on September 28th – National Voter Registration Day.
- Staff is brainstorming on an entry for the Labor Day Parade. This year’s parade theme is “Celebrating Community Spirit.” We plan to make use of the 2 NH Library of the Year banners.

FACILITIES

- The elevator stopped working on July 20th and needed to be repaired. It was functioning again before the end of the day.
- We have a sudden rodent problem but it is being addressed. The mice have been very bold and wandering around in broad daylight (eek!)
- Andrew has been working to replace all ceiling tiles on the main floor in order to improve air quality (tossing out the older, possibly moldy ones). During the process, he discovered that many of the ceiling lights are not attached to anything other than the ceiling tiles that house them so he is taking the additional step of chaining the lights to the wooden framework above the drop ceiling. This messy work is being done in the early morning or evening hours when no patrons are in the building.

REOPENING PLAN

Now that we have added more staff, we will be able to add more open hours to the public. We also plan to make the Keyes Room available for meetings and programs.

Beginning September 7th, the expanded hours will be:

<p>Monday, Thursday & Friday: 9am – 5pm Tuesday and Wednesday: 9am – 7:30pm Saturdays: 9am – 1pm</p>
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The Keyes Room will be available for meetings – which will have to end by 4:45pm or 7:15pm, depending on the week day. We continue to use the other meeting rooms for office space and furniture storage, but will work to clear them out over the next few months as the pandemic winds down.

OTHER

- Trina has applied for several grants for Children’s programming
- A welcome letter was sent to the new business at 19 Nashua Street (a copy will be included with this report)
- The Library BOS presentation is scheduled for October 25th
- The first draft of the 2022 Library Town Appropriations budget is due by August 23rd.
- We have offered the Library ZOOM account to the Friends so they can begin holding meetings again and are awaiting their response. They have not had a meeting since February 2020.
- We have an opportunity for more ARPA funds as long as the project costs \$10,000 or more. This can be discussed at the meeting.
- Passports continue to bring in both people and unexpected income – just over \$10,000 (after expenses) since January! August has been especially busy passport-wise, so that income will cer-

tainly increase. We plan to add 1 or 2 passport agents this Fall in order to keep up with the demand for this service.

Respectfully Submitted,
Betsy Solon

2.b Review and approve minutes from 6/15/21

Shirley motioned to approve the minutes from 6/15/21 with the following changes: we were not remote for the meeting and NH libraries getting \$1.2M. Motion to approve as amended by Lynn and seconded by Shirley. All approved less Jen who abstained as she was not at the meeting.

2.c Treasurer's report

Both the June and July reports were reviewed. Received \$3,121 in June from gifts and grants and \$57 from the building fund jar. Amherst Label gave \$750 to the Friends of the Library for the Summer Reading Program. The Friends will turn the money over to us. Motion to accept donations of \$3,178 made by Shirley and seconded by Janet. All approved.

3 New business

- a. State Library ARPA, Part II was discussed. Requests must for for \$10K or more. Options were discussed for using the money. Katie will get together with Andrew on this and Jen will act as the liaison for the library team. All Trustees agreed to pursue the money.
- b. Fine discussion – In 2019 we stopped fines on youth materials; during Covid we stopped all fines. There has been no real impact by doing this and a lot of libraries are not charging fine. A motion was made by Jen and seconded by Jennifer that starting September 1st fines would only be charged on brand new items (this is determined by the bar code on the item). All approved.
- c. Staff professional day – Betsy would like to close the Library for 4 hours on either 9/1 or 9/3 to do customer service training and professional development with the staff. Motion made by Lynn and seconded by John for the Library to close for half a day in the next few weeks to conduct customer service training and professional development with the staff. All approved.
- d. Budget – first pass – town administrator meeting with library on 8/25 at 11am. Betsy proposed budget for 2022 including 3.5% COLA. Lynn, Betsy and Kathy will review. Overages are due to Covid in 2021. It was discussed to raise the building contractual equipment item to \$3K and increase media (cost of books going up), and reduce budgeting for cd's and dvd's. The group will bring the budget back to Trustees after they review it. Betsy will forward email with budget dates & deliberative session dates.
- e. Labor Day Parade – celebrating community spirit. Thinking of hanging our Library of the Year banners on someone's car and driving in the parade.
- f. Other new business – none

4 Public Questions and Comments - There were no public comments.

5 Old business

- a. ARPA funds – The money Milford received is going to water utilities and communications.
- b. Roof skylight – drawings are in, everything is on backorder.
- c. Air quality testing update – We have mold where we had leaks, but we are going to wait on cleaning until we get the roof fixed. Discussed purchasing small air purifiers for the Children's room, Betsy's office and the NH room. Motion made by Lynn and seconded by Shirley to

authorize spending up to \$2K for small air purifiers from the building supply budget. All approved.

- d. Mask policy update – it was decided to keep the mask mandate in place for the staff. Masks for patrons will remain optional and be encouraged. Signs will be remain posted with that messaging on the doors. We will readdress this monthly.
- e. Reopening plan – fall hours: We will be adding evening hours. Most likely no Sunday hours for the remainder of the year. Library programs may meet outside. Expanded hours listed in Director’s report. Motion made by Jen and seconded by Lynn to change the Trustee meeting time to 6pm starting in September.
- f. Strategic plan – Shirley incorporated comments into the existing plan. Recommendation to combine strategic plan and multi-year actions to reduce document size and differentiate between on-going items and goal items. Jen and Jennifer, along with Tracy will work with Shirley on a sub-committee to work on this.
- g. Old business - none

6 Close Meeting – 7:50 pm

- a Next Trustees regular meeting on Tuesday, **9/21/21 at 6:00 pm in outside program space.**

7 Non-Public meeting – Approval of non-public minutes

Jennifer made a motion seconded by Lynn close the public portion of the meeting at 7:50PM and go into non-public session under NH RSA Section 91-A:3; III Non-Public Minutes. All approved.

There were no comments from the Trustees regarding the non-public session and no decisions made in the non-public session.

Shirley motioned to exit the non-public meeting at 8PM, seconded by John. All approved.

Jen motioned to adjourn the meeting at 8pm, seconded by John. All approved.