

Hooksett Public Library Trustee Meeting
Official Minutes
March 31, 2020 5:30 PM

M. Farwell called the meeting to order at 5:34 pm

In attendance: Roll Call:

Mary Farwell-yes
Mac Broderick-yes
Tammy Hooker-yes
Linda Kleinschmidt -yes
Barbara Davis-yes

Guest: Heather Rainier, Library Director

Public Input none at this time.

Secretary's Report

B. Davis moved to accept the February 25, 2020. L. Kleinschmidt seconded the motion.

Roll Call Vote:

Mary Farwell-abstained
Mac Broderick-yes
Tammy Hooker-yes
Linda Kleinschmidt -yes
Barbara Davis-yes

The motion passed

B. Davis moved to accept the February 13, 2020. L. Kleinschmidt seconded the motion.

Roll Call Vote:

Mary Farwell-abstained
Mac Broderick-yes
Tammy Hooker-yes
Linda Kleinschmidt -yes
Barbara Davis-yes

The motion passed.

B. Davis moved to accept the March 17, 2020 Non Public minutes. L. Kleinschmidt seconded the motion. Roll Call Vote:

Mary Farwell-yes
Mac Broderick-yes
Tammy Hooker-yes
Linda Kleinschmidt -yes
Barbara Davis-yes
The motion passed

Treasurer's Report deferred

Library Director's Report-updates

Online Chat

We are now offering online chat with staff through the website. We were able to secure a subscription for about \$300 a year that allows multiple of us to be on the platform and answer questions at any given time. There is also a frequently asked questions section that is now available on our website at <https://hooksetlibrary.org/library-news/2020/03/28/frequently-asked-questions-about-library-buildings-closure> Our model is to have patron and youth services staff as the front-line responders answering questions with a senior staff person also logged in and on-call for further support for procedural, policy or other questions that may arise. We have developed a schedule for hours from around 7:30/8:00am to 10:00pm. The director is encouraging staff to fill in the shifts that best work for their lives and in turn to expand our hours of availability a bit beyond our regular open hours - such as Sundays! We've always wanted Sunday hours and now we can provide access to staff - even if it is just remotely. The staff is using a tracking form. It was suggested that we publish hours on the website for the online chat.

Staff is finding it challenging to work at home during this challenging time with balancing work and home responsibilities. Senior staff is using GoToMeeting to stay in touch

Youth Services has started Online story time. It was more difficult to set up than originally thought due to copy right. They will continue with daily online story times, STEAM programs, baby rhymes. Transitioning book club to online forum and exploring new online tween programs. Preparing for summer reading programs for in person or adapted to online.

New library cards there has been some request. A form was created so that they can verify that they are Hooksett residents. The new patron will have a library card number and can pick up their new card once the library is open. Will promote more now that it is set up.

LogMeIn / GoToMyPC - 10 free license for 3 months. Mark G is working on installing onto senior staff PCs.

The director to follow with GMILCS regarding library owned computers to access Polaris via a VPN.

She will also follow up with Mark regarding purchasing a laptop that is not a Chrome book to be used to access Polaris if necessary.

Staff is doing professional development and keeping tracking of hours. Will share tracking information with the trustees.

Director will forward the frequently asked questions regarding Families First Coronavirus Response Act (FFCRA) and Family Leave Expansion Act to the trustees. She will also provide any updates as they occur

It was discussed if some of the staff is comfortable working in the library. Some have expressed their concern about the building being so large and being the only one in the building. It was asked if two people could work in the library together while still maintaining distance between each other. Director to explore with staff.

The director has joined a Urban Library group which has a weekly town meeting. It is providing additional information that is not being provided elsewhere.

The director learned through the Urbans group that some cities are working with their emergency management departments to assist with remote work that does not require training. Director will get more information and will reach out to the town emergency management to see if part time employees can help in any way.

Programs currently being offered online or being considered:

1. Adult book club
2. A guide for online meetings - for library groups to utilize
3. Technology support programs

It was suggested if part time circulation staff do a project regarding digitizing. We do not currently have the platform. Director to investigate see what is involved and maybe have the staff research.

Purchasing more audio & eBooks for Hooksett card holders only

How to offer more services:

- Reader Advisory
- Review of policies
- Give projects-big book of ideas

Meeting Owl Pro hub proposal for the meeting rooms. Deferred at this time.

LibraryAware-Technology Services Started a trial of LibraryAware from NoveList/Ebsco so that we could take the resource for a test drive and see if it would be a viable replacement for our ConstantContact and Wowbrary services and help us to streamline our marketing/publicity efforts, especially for the Youth Services area where lots of happenings warrant having an easy-to-use resource for promotional efforts. He drafted a LA Review document for us to use to document the pros/cons of the resource and reached out to NH libraries currently using LA: Amherst and Hampstead Libraries, and the Concord Public Library. Mat B. from the Concord Library gave LA a ringing endorsement, which means that the product is well worth the trouble and investment. The staff reviewing the product will meet virtually to discuss the usability and if it is a good replacement for Wowbrary and Constant Contact.

Committee reports

- Personnel-deferred
- Policy
 - Personnel-deferred
 - Meeting Room-deferred
 - Vacation accrual -deferred
- Security -deferred-The director to reach out to the part time staff to see if anyone is interested in joining the committee and available to do some research-

Friends-will not be meeting. Research staff that might want to review DonorPerfect for the Friends

Unfinished Business

Staffing Director to revisit the hours for the second custodial position since he is not working the hours hired for. Trustees suggested that we investigate doing a deep clean in the bathroom's downstairs.

Facility Issues

Children's room renovation update

- Plumbing in the downstairs is complete, the final installation is waiting on the installation of the cabinets
- Cabinets - On order, paused at the woodworker. We received notification from Tucker Interiors last week prior to the shelter in place notification that some projects will be delayed due to the current situation. Director to follow up to see if the library's cabinets have been delayed and estimated time.
- Demolition of closet has begun. Ran into metal post in closet. Director to follow up on status.
- Electrical - Complete.
- Heat registers - Pending per Macy Industries, Director will contact Macy by email to explore options and forward photos of the heat registers
- Flooring - Contract signed, installation paused due to the current situation.
- Painting-to be started.

HVAC-town contract, no updates currently

HVAC-Trustees suggested that the director reach out to Rob Roy Mechanical to obtain a quote for Spring maintenance, which would be part of our spring contract. We would like to be added to his schedule

Staff work Space-was put on hold at this time

Town scheduling roof inspections for all town owned buildings- The Library is included in the lineup for roof inspections, Earl is planning to use same company as last time. The director shared our report from the inspection last time to illustrate for Earl how comprehensive the consultant was

Outside lighting and parking lot /driveway Improvements-deferred

Budget- planning for spring expenditures. Will discuss in detail at our next meeting on April 14th once the director reviews and analysis year end expenditures.

Trustee calendar

Other unfinished business

Mac Broderick left the meeting at 7:45 pm

New business

Acceptance of donations:	
Double Midnight Comics	\$300.00
Sew Bee	\$13.00
Model T	\$30.00
Mahjongg	\$40.00

Deborah Slavic	\$10.00
Nepalese Lt. Soc	\$80.00
Girls on the Run	\$150.00
Amanda McNally	\$150.00

Total	\$773.00
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B. Davis moved to accept the above donations. L. Kleinschmidt seconded the motion.

Mary Farwell-yes

Mac Broderick-absent

Tammy Hooker-yes

Linda Kleinschmidt -yes

Barbara Davis-yes

The motion passed

Trustees discussed the director sending out weekly updates. Director felt that is was not necessary and will send updates when necessary. In the meantime Trustees are to email the director any questions or concerns and send to all.

Painting floor of front portico-director will obtain updated quote from Miville that provided us a quote in August of 2019. Also review better lighting.

Staff is working on a list of print books to buy once we are open.

L. Kleinschmidt made a motion to adjourn the meeting. B. Davis seconded the motion.

Mary Farwell-yes

Mac Broderick-absent

Tammy Hooker-yes

Linda Kleinschmidt -yes

Barbara Davis-yes

The motion passed

Meeting adjourned at 7:51 pm

Next meeting to be held on April 14, 2020 at 5:30 pm

Respectfully submitted, Tammy Hooker, Board Secretary

A Checklist To Ensure Meetings Are Compliant With The Right-to Know Law During The State Of Emergency

As Chair of the Hooksett Library Trustee, I find that due to the State of Emergency declared by the Governor as a result of the COVID-19 pandemic and in accordance with the Governor's Emergency Order #12 pursuant to Executive Order 2020-04, this public body is authorized to meet electronically. Please note that there is no physical location to observe and listen contemporaneously to this meeting, which was authorized pursuant to the Governor's Emergency Order.

However, in accordance with the Emergency Order, I am confirming that we are:

- a) Providing public access to the meeting by telephone, with additional access possibilities by video or other electronic means: We are utilizing GoToMeeting for this electronic meeting. All members of the Board of Trustee have the ability to communicate contemporaneously during this meeting through this platform, and the public has access to contemporaneously listen and, if necessary, participate in this meeting through dialing the following phone # 872-240-3212 and password 429-016-773.
- b) Providing public notice of the necessary information for accessing the meeting: We previously gave notice to the public of the necessary information for accessing the meeting, including how to access the meeting using telephonically. Instructions have also been provided on the website of the Board of Trustee at: www.hoosettlibrary.org.
- c) Providing a mechanism for the public to alert the public body during the meeting if there are problems with access: If anybody has a problem, please call 603-860-0413 or email at: t.tammyhooker@comcast.net.
- d) Adjourning the meeting if the public is unable to access the meeting: In the event the public is unable to access the meeting, the meeting will be adjourned and rescheduled.

Please note that all votes that are taken during this meeting shall be done by roll call vote. Let's start the meeting by taking a roll call attendance. When each member states their presence, please also state whether there is anyone in the room with you during this meeting, which is required under the Right-toKnow law.