

# CONCORD PUBLIC LIBRARY BOARD OF TRUSTEES

## Minutes

Monday, May 4, 2020

6:00 PM

Virtual Meeting vis Zoom

In Attendance: Jeremy Clemans, Ray Conner, Library Director-Todd Fabian, Becky Herrmann, Norman Kinsler, Michelle Marino, Charles O'Leary, Lisa Sands

- Call to Order: B. Herrmann calls the meeting to order 6:05 pm.
- T. Fabian reads aloud Governor Sununu's Emergency Order #12 pursuant to Executive Order 2020-04, this Concord Public Library Board of Trustees is authorized to meet electronically.
- N. Kinsler motions to accept minutes of March 2, 2020, monthly meeting, J. Clemans seconds.
- Library Director's Report and Monthly Update
  - It has been full steam ahead with the architects putting together plans and would like to video chat with members of the committee in the near future. He hopes to have plans soon to go over.
  - Discussed trends that the library follows to plan for the flexibility of the changing needs of the community in the future.
  - R. Conner suggests creating a plan to provide services in the event of future pandemics
  - Discussed transitioning to online/virtual resources and how proud he is of the library staff during this time.
  - The homepage lists a lot of the programs that the library is doing that patrons can refer to.
  - The budget is frozen to save as much money as they can while the building is closed.
  - Providing more ebooks and downloadable services than they ever have before.
  - Did away with fines and allowed all patron access trying to alleviate barriers to patrons
  - Staff are trialing a virtual reference chat – so patrons can chat with staff live time remotely and ask reference questions
  - C. Casco asked about libraries reopening. The Director explained that a NH Task Force, a national library committee, and local library directors are all generating reports regarding reopening but a date is not available yet. Hopefully we'll get these reports in the coming days and continue planning for phased reopening.
  - C. O'Leary asked about the elderly and people in nursing homes - does the library have a plan to alleviate the sense of isolation - how as a community resource can the library reach out to people who are isolated such as these? The Director answered by stating that the population in Concord is too large to start individually calling patrons, but it is being discussed-who to target and what information to give them?

- CPL Foundation Update
  - B. Herrmann states that the last CPL Foundation meeting was brief
  - Everyone in the Foundation was worried about the Concord public library and how can the Foundations support the library with electronic resources so people at home will have access.
  
- Old Business
  - Status of trustee appointments - B. Herrmann states we are still down a Trustee. The Director has not reached out to any possible new Trustees yet.
  - Update on Architect process - the Director recapped above in Director's Report and Monthly Update
  - The Director asked if we can table the discussion on Food Policy and Visitation Policy- if needed - in the fall
  
- New Business
  - Update on staffing at the library - The Director stated that there is a hiring freeze - unable to hire someone for the Youth Services Division Head and they have also furloughed seven library pages.
  - COVID-19 Library update/Re-opening plans - The Director is on the city's Reopening Committee which will have its first meeting this week. They will talk about consistency with reopening across city services.
  - The Director is part of many discussions and meetings regarding discussing how long COVID-19 lives on library materials.
  - The Director states that books returned to the library are being quarantined. We still don't want items returned but some have been left out front of the Library.
  - Library budget updates - The Director examined the FY20 budget for this fiscal year and looked for what he can cut in order to save money. The budget meetings will be in May for next year's budget. The Library Director is meeting with the city council at the end of May.
  - L. Sands asked about funding for new structures related to COVID-19 and keeping people safe. The Director stated Concord will provide the city workers with the proper safety equipment. This will not come from the library budget.
  - The Director has a plan to build some kind of plexiglass at the circ desks for safety.
  - J. Clemans asks if we are going to change skipping July and August or if we will continue to meet over the summer.
    - The Director would like to meet monthly - continue through summer so we can keep up with all the changes.

- B. Herrmann asked for the Director to share the feedback he's received regarding the library. The Director gives examples: Please reopen; Please reconsider; We miss you; We need you. All very positive feedback. The response to patrons is that the library has to follow the executive orders of the city and refers patrons to the e-resources the library provides. He states the patrons have been great and have been very understanding. The top things that the patrons are missing with the closure are the programming, the physical books - the physical experience of book browsing, and the human connection of interacting with the library community.
  - J. Clemens suggests a mini virtual Concord Reads so the community can virtually come together. The traditional Concord Reads has been pushed back to the Fall.
  - L. Sands asks about a summer reading plan. The Director said he has already started to plan as if they will not be open and has started working on virtual programs.
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- Public Comments - none
  - Next meeting: June 1, 2020
  - R. Conner motions to adjourn at 6:50 pm. C. Casco seconds the motion.