

Official Minutes

Hooksett Public Library Trustee Meeting

August 28, 2020 4:00 PM

**M. Farwell:** Please note that there is no physical location to observe and listen contemporaneously to this meeting, which is authorized by the Governor's Emergency Order. The public may access the meeting as it is ongoing by dialing (1) (872)240-3211, entering the access code: 686-240-661. The public can also "join" this meeting via the following link: <https://global.gotomeeting.com/join/686240661>

In attendance: Mary Farwell, Mac Broderick, and Tammy Hooker

Linda Kleinschmidt, excused

Barbara Davis entered the meeting at 4:21 pm

Guest: Heather Rainier, library director; Lee Ann Chase, Mark, Glisson, Anne Meyers, & Martha Simmons

Call to order: M. Farwell called meeting to order at 4:06 pm

Public Input none at this time

M. Farwell expressed that we are happy to see the staff at our meeting.

Trustees were looking for statistics for porch pickup and appointment. Mark will email to the trustees.

The appointments for browsing have picked up this week, which started on August 3

Per the Library Reopening Proposal dated 8-26-2020 the Hooksett library is currently operating under Plan A: Yellow.2

Plan and Services per Library Reopening Proposal dated 8-26-2020 were discussed and reviewed with a projected open date of 10-1-2020.

Porch Pickup-Porch pickup available for all open hours. We all agreed on the details and the timing. The plan looks to be simpler than before.

Hours-limiting time in the building, currently seeing an average of 20 minutes per Anne. Children Room's tables for display only and no toys. Families seem to need more time.

The library will keep the existing hours. Currently open until 8:00 pm on Tuesday and Thursday.

Bathrooms-are available for patron use.

Money-Lee Ann explained how the circulation clerks would handle the money. The library will continue to waive fines for overdue material. Library staff will collect fees for fax, notary services and printing if exact change in case is received. The circulation clerk will place an envelope on a piece of paper and pass it to the patron and they will insert cash inside the envelope. If exact amounts are not on hand, the applicable fees will be added to the patron's account for future payment. Normal transactions would occur and the envelope with cash would be placed in quarantine for 72 hours.

Computers-The library currently has two Chrome books that can be used for 90 minutes on the property or one for 6 hours. Currently, the staff feels using the Chrome books are the safest options instead of the stationary workstation computers in the library. Other libraries have been finding demand for assistance regarding library computers

Limiting Number of Patrons-

Anne expressed the open-door policy will allow non-Hooksett library card holders into the library and if they are able to enter the library the staff could have confrontation with that person. Also concerned about requiring patrons to wear a mask and how to handle it if they refuse to wear on. It was discussed that even if a patron has an appointment and agrees to wear a mask that they could remove it once in the library. How would the staff handle this issue?

Staff expressed concern about getting the word out if we have to dial back services. They felt it would be less confusing to the patrons by not opening until 10-1-2020. It was discussed that if the library has to dial back services that the rest of the state and libraries would be doing the same. We would use the same procedures to notify our patrons that we use if we close early any other time. Concern was expressed that it could upset a patron that came to the library and we were closed. It was stated that this could happen when we close for bad weather.

M. Farwell suggested No appointments but can drop in during open hours and call from the parking lot to come into the building. The staff would still have control and could educate the patrons and confirm they are Hooksett cardholder.

It was suggested that the library put 6-foot distances markings on the floor for social distancing

How many people would we allow in the library?

Limit how long in the library? It was suggested 30-40 minutes

New materials cover approximately 15% of the square footage available, which is where 75% of our patrons visit first. The staff will need to work on measures to spread out the new materials for ease of access while browsing.

Plan B as outlined in the library reopening proposal: Patrons will still need to contact the library from the parking lot before being allowed into the building in order to verify Hooksett card holders. Patrons will be admitted for browsing on a first come, first serve basis and the staff will monitor capacity.

The Trustees instructed the Library Director to make the necessary preparations to open the library on 9/8/2020 following Plan B of the Library Reopening Proposal.

Next Meeting Tuesday, September 15, 2020 at 5:30 pm at the library

B. Davis made a motion to adjourn the meeting M. Broderick seconded the motion.

Voted: 4 in favor, 0 opposed, 1 absent. The motion passed

Meeting adjourned at 5:20 pm