



Lunenburg Public Library

Trustees of Lunenburg Public Library, Meeting minutes

April 16th, 2020

Remote meeting via conference call and video link. All votes were done by roll call. Meeting was recorded.

Attending: Kate McCarron, Muir Haman – Director LPL, Bob Conroy, Harry Kubetz, Dick Mailloux, Maia Wentrup, Donna Saiia

Absent: Lars Widstrand,

The LPLBT meeting was called to order at 7:08 p.m. by Chairperson Harry Kubetz.

Public Comment

- No public comment.

Approval of Minutes

- Approval of February 27th BOT meeting minutes deferred. Minutes for March 14th emergency meeting have been submitted to the town.

Agenda Items

- **Director's Report**
 - Muir read the Director's report for the record.
 - The year is 83% complete. 72% of the budget has been expended.
 - Non-essential hiring and expenditures have been frozen for FY20.
 - The YA staff opening will not be posted for the near future.
 - State aid requirements for expenditures and hours have been revised for FY20. LPL will be in compliance with state requirements.
 - Budgets for Ebooks and Eaudiobooks have been increased to meet recent demand.
 - Programs have been continuing online via video with story times and staff blogs. Newsletters have included links to online resources.
 - The current closure extends to May 4th. If schools are closed beyond that date the library will also be closed to ensure the safety of staff and patrons.
 - Staff is continuing to develop new activities and programs: Discord book groups, virtual board game groups, book lists, and more.
 - Dick asked for clarification on the MAR requirement for FY21. Muir: We will likely be on par with being level funded for FY20 to FY21.
 - Dick congratulated Muir on his work on the continuation of library service and the excellent documentation of this.
 - The Adult Services report was read by Harry for the record.
 - The Children's Area report was read by Harry for the record.
- **Pandemic Policy**
 - Muir read the Pandemic Policy document for the record.
 - Maia suggested a change to #6: generalize to PPE rather than specific items.
 - Dick asked Muir to read #6 with new changes: 'Library staff will be provided with Personal Protective Equipment.'
 - Dick made a motion to accept the policy as amended, seconded by Maia. Motion was passed unanimously.
- **Responsibility Policy**
 - Muir read the document for the record.
 - Discussion followed on the definition of time periods, exceptions and how specific the policy should be.

- Muir pointed out that the possible lack of specific definition gives him some flexibility in its interpretation.
 - A 5th bullet point was suggested. Muir added: 'When a prolonged absence is recognized, the BOT may seek to hire a temporary qualified person through the MA Library System BiblioTemps employment service.'
 - Donna made a motion to accept the policy as amended, seconded by Kate. Motion was passed unanimously.
- **Operational Safety Policy**
 - Muir read the document for the record.
 - Kate suggested making the last sentences more concise.
 - Bullet #4 changed to: 'This notice will inform patrons of the time of closing, the reason for closing, and anticipated time of reopening.'
 - Dick made a motion to accept the policy as amended, seconded by Maia. Motion was passed unanimously.
- **Friends of LPL Update**
 - The Friends have not had a meeting since March. No update.
- **Board Comments**
 - No board comments.
- **Adjourn**
 - Motion to adjourn by Kate, seconded by Dick. Meeting was adjourned at 8:42 p.m.
- **Attached Documents**
 - April 16th 2020 Agenda
 - April Director's Report
 - April 2020 Adult Services Report
 - April 2020 Children's Area Report
 - Pandemic Policy
 - Operational Safety Policy
 - Responsibility Policy
 - Newsletter Facebook Stats



Lunenburg Public Library

AGENDA

Lunenburg Public Library Board of Trustees

Thursday April 16, 2020 6:45 p.m.

Lunenburg Public Library

Note that this meeting is in accordance with the
"Executive Order on Remote Participation"
and will be conducted remotely.

In accordance with the requirements of the Open Meeting Law, please be advised that this meeting is being recorded and will be available for viewing over the Lunenburg Public Access Youtube channel within 24 hours after the meeting.

The Town of Lunenburg, in response to the COVID-19 (Corona Virus) is currently following the guidance from the Lunenburg Board of Health, Massachusetts Department of Public Health and the CDC regarding the virus and steps communities can take to prevent the spread and all town facilities are currently closed to the public. In accordance with the Governor's Order Suspending Certain Provisions of the Open Meeting Law, G. L. c. 30A, § 20, all public meetings are being conducted remotely. This meeting will not be broadcast live. It will be recorded and will be able to be found on the LunenburgAccess YouTube channel within 24 hours after the meeting.

The following information is also provided for members of the public that would like to participate in the meeting remotely:

To Participate Remotely: From a computer, please use the link below to join the public meeting webinar: <https://zoom.us/j/162528225> or From a telephone, dial the toll free number (888) 475-4499 and enter Webinar ID: 162-528-225 #

If you have not registered with Zoom you will be asked for your name and an e-mail address.

Note: No participant ID is needed, just press # when asked. Telephone users may dial *9 to request to speak after joining the meeting. Computer and app users may use the "raise hand" feature to request to speak.

The agenda lists all the topics which may be discussed at the meeting and are those reasonably anticipated by the Chair. Votes may be taken as a result of these discussions. Not all items listed may in fact be discussed and other items not listed may also be brought up for discussion to the extent permitted by Open Meeting Law.

- Public Comment
- Agenda Items
- Approval of Minutes
- Director's Report
 - FY 2020 Budget Update
 - FY 2021 Budget Update
 - Staff Update
 - Programs Update
 - Technology Update
 - Building & Maintenance Update
 - Coronavirus Update
 - Continuity of Operations Plan
- Pandemic Policy
- Responsibility Policy
- Operational Safety Policy Review
- Friends Update
- Board Comments
- Other
- Adjourn

1023 Massachusetts Avenue • Lunenburg, MA 01462 • (978) 582-4140

Agenda Lunenburg Public Library Board of Trustees April 16, 2020



LUNENBURG PUBLIC LIBRARY DIRECTOR'S REPORT

Financials

	<u>FY20 Budget</u>	<u>Budget Expended</u>	<u>% Expended</u>
LIBRARY DIRECTOR SALARY	\$ 72,547	\$ 56,107	77%
ASST LIBRARY DIRECTOR SA	\$ 49,154	\$ 36,996	75%
LIBRARY STAFF SALARIES	\$ 170,176	\$ 133,276	78%
BLDG REPAIRS & MTC	\$ 1,000	\$ 573	57%
SEWERAGE DISPOSAL	\$ 600	\$ 460	77%
ELECTRICITY CHARGES	\$ 22,500	\$ 13,290	59%
HEATING CHARGES/NATUR	\$ 12,000	\$ 9,784	82%
WATER CHARGES	\$ 650	\$ 636	98%
NETWORK MAINTENANCE	\$ 500	\$ 180	36%
BOOK SERVICE	\$ 3,700	\$ -	0%
CONTRACTED SERVICES	\$ 2,000	\$ -	0%
CWMARS NETWORK	\$ 11,000	\$ 11,000	100%
POSTAGE	\$ 300	\$ 166	55%
OFFICE SUPPLIES	\$ 3,700	\$ 1,288	35%
CUSTODIAL SUPPLIES	\$ 300	\$ -	0%
LIBRARY MATERIAL	\$ 66,000	\$ 36,699	56%
MILEAGE REIMBURSEMENT	\$ 600	\$ 438	73%
<u>TOTALS</u>	\$ 416,727	\$ 300,892	72%

*Fy20 10/12= 83.3% completed

***Non-essential hiring and expenditures have been frozen for FY20.

State Aid requirement for FY20 budgets, MAR, and materials expenditures have been revised.

Hours Open Requirement: Hours reported for FY 2020 compliance period up to the Governor's State of Emergency Declaration on March 10, 2020 will meet full compliance with the Hours Open Requirement (reported on the FY 2021 Application and Compliance form).

Materials Expenditure Requirement: Expenditures on materials for FY 2020 from July 1, 2019 up to the Governor's State of Emergency Declaration on March 10, 2020 will meet full compliance with the FY 2020 Materials Expenditure Requirement (reported on the FY 2021 Application and Compliance form).

Accommodation Policies for the Hours Open and Materials Expenditure Requirement: Suspended for FY 2020 (reported in The FY2021 State Aid cycle); see above policy revision for requirements.

The Closure of a Public Library (Policy): the Policy is revised starting with the FY 2020 Policy and going forward to include for clarification, examples of natural catastrophes, i.e. fire, flood, storms, and epidemics/pandemics and other states of emergencies (Federal, State, and Local).



LUNENBURG PUBLIC LIBRARY DIRECTOR'S REPORT

NOTE: Libraries should reopen as soon as possible once the state of emergency is lifted. A municipality that does not reopen its library after municipal services are restored risks decertification.

Municipal Appropriation Requirement (MAR) Chapter 78, Section 19A

The MAR formula has not changed and the requirement has not been reset. *"No city or town shall receive any money under this section in any year when the appropriation of said city or town for free public library services is below an amount equal to the average of its appropriation for free public library service for the three years immediately preceding, increased by two and one-half per cent of said average. Said board may, upon petition of a community, waive aforesaid requirement upon demonstration of fiscal hardship. Said waiver may only be granted by said board in a given fiscal year to not more than ten cities and towns in the commonwealth."*

▪ FY21 Budget

Fy21 Budget Process will start from scratch, with a new financial forecast based on additional research into the 2007, 2008, 2009 years. A new timeline/schedule was approved at a March Selectman meeting.

▪ Staff

Town buildings have been closed to the public since 3/14, now more than a month. Since closure, staff has been tireless in developing and adjusting to new modes of serving the community. I cannot commend each of them highly enough. We are answering email and phone queries, though with what seems decreasing frequency. Our attempts to increase our social media presence, and develop and deliver virtual programs has been remarkably successful.

Staff has been meeting weekly as a whole on Wednesdays to catch up, check in, and connect with each other. We have been working on documenting job responsibilities and training. We have also begun to host sessions of cross-training so that we will have a primary and two backup staff people for each area of responsibility.

Professional development has been another area of focus, with several staff members really capitalizing on the opportunity to expand their skills in response to the current situation and in anticipation of re-opening.

With the hiring freeze, our YA librarian position will not be posted.

CWMARS and I have added large amounts to our various budgets for ebooks and eaudiobooks to meet increased demand. Our circulations during March were about 1500 compared to 2000 for January and February combined. We will spend at least \$5000 extra on our Overdrive Advantage account (items available only to Lunenburg residents) by the end of FY20. CWMARS has added Cost-per-circ titles to the collection and additional magazine titles as well.

▪ Programs

Storytimes, Chapter book storytime, guest storytime, craft lab are all proceeding in online versions. Most of the staff has agreed to participate in providing "guest" storytime videos. Content sharing



LUNENBURG PUBLIC LIBRARY DIRECTOR'S REPORT

like book recommendations, recipes sharing, covid19 mythbusters, book pick tournament, informational articles are all on the way or already delivered as well.

We've created new Youtube and Instagram accounts, and have expanded our Facebook posting schedule to accommodate these increases in virtual programming. We have also sent out several newsletter messages with updates and links to resources. We have been updating the same information on the website as well. Sherri wrote an article on hiking and its health benefits that was well received and posted on the website and sent in a newsletter message. We are working on other similar articles for future messages building on individual staff member's interests/passions.

Multiple posts and messages across platforms each day. More than 100 follows on Instagram in less than a month, hundreds more Facebook views than usual, and dozens of storytimes posted or to be posted to Youtube. These channels are completely

▪ Technology

We've created lists of links to resources available to our residents, and disseminated them through newsletter messages and on the website. We've also created links to resources that were only available in the library, like Ancestry.

The Zoom platform is being utilized for staff cross-training and meetings. A free account has enough features for staff purposes.

▪ Building & Maintenance

The building management system has been set to a lower temperature maintenance regime while the building is unoccupied.

Mail is on hold and is being picked up at least weekly. Deliveries/shipments from vendors are on hold. Calls are forwarded to a Google Voice number that staff can share responsibility of checking and answering. Emails for all areas of staff responsibility are posted on the front doors and on the web.

▪ Coronavirus Update

Our closure currently extends to May 4. If there is an extension of the closure of schools and non-emergency daycare centers beyond that point, the library should also remain closed. From the outset of library closures in MA, it's been clear that those closures drive families and children to libraries as a substitute, creating more demand for library services. It would be inappropriate, however, to not prioritize the safety of all by opening the library before these other gathering places, not least of all because the library serves more seniors and high risk individuals than these other places.

Since we've been closed, we've received patron 63 calls.

We are working on communications to highlight the value of the library for next week's National Library Week. We are continuing to develop new channels of engagement for our community: Discord book groups, virtual board game groups, book lists, and more.

▪ Continuity of Operations Plan



LUNENBURG PUBLIC LIBRARY DIRECTOR'S REPORT

I created a COOP for the library during the initial preparations for closing the building and working remotely. I have updated it to include a greater level of detail. I have attached it for your convenience. The plan documents how the library might continue to operate with fewer staff or other physical limitations.

Trustee Report
Adult Services
April 2020

Since working remotely, I have been working on building our social media presence on Instagram as the best virtual form of adult services we can offer while the building is closed. We set up an account in mid-March, using the handle @lunenburglibrary, posting our first content on March 19th. Since then we've been scheduling 2-3 posts a day and seen our following grow to 105 followers as of Monday April 13th.

At the end of March I attended a webinar on creating a digital branch at your library, and have been incorporating some of their recommendations since then. One of their keys to building a library Instagram account is balance. This is achieved by posting educational, informative, and entertaining content in equal measures. I have been assessing our digital content schedule to ensure we strike this balance by mindfully scheduling weekly recipes, virtual book displays, library updates, easy fitness break instructions, guess your librarian's bookshelf, virtual museum tours, and more, at various times.

So far we have posted 40 times with a total of 361 likes, an average of 9 likes per post. Our most popular content has been our morning motivation posts. Cheryl found inspirational quotes online and created really beautiful posts in Canva for them. A new one is posted every Monday-Thursday, and Saturday at 9 am. I think it's important that we make a good impression each morning with some hopeful encouragement for our followers!

In addition to virtual programming, I started working on sewing face masks for some employees at the senior center who are still delivering meals to seniors. A few others have reached out to me to receive masks, bringing my total requests to 35. I asked some women in our stitchcraft group if they could help, but have not heard from anyone yet. I can manage the requests on my own for now, but we would like to ideally partner with another community location to offer face masks to the public from the library. Muir is communicating with Hannaford as a potential drop-off location, but that is still in negotiation. I think it's important that we maintain library visibility, especially while closed, and show our community that we can use our resources to assist in social service projects during times of crisis.

Trustee Report for March/April, 2020

Miss Debbie Story Time Videos	7
Guest Reader Story Times	5
PJ Chapter Book Reading videos	10
Number of children's special programs offered	6
Webinars Attended	6
Views for videos (may or may not engage)	700+!

I would like to begin my report by extending a heartfelt thank you to Muir and all my co-workers. Working from home has been challenge, for some more than others. I have made numerous phone calls and emails asking for support which has been freely and patiently given. This experience has once again reinforced for me what a wonderful, generous group of people that I have the pleasure of working with- you guys are the best!

Activities for Remote Learning/Patron Interaction:

March 23- April 13: Seven Story Time with Miss Debbie videos posted on YouTube and Facebook I have been creating remote story times using books from either authors & publishers who have given permission for librarians to use their materials or books with pub dates of 50+ years ago (there are many of those that are still viable!) Included in these story times are readiness and reinforcement activities, songs, poems and craft activities. I am very careful to create activities and art experiences with materials that the families probably have at home. I have also been very fortunate to have 2 guest readers who have contributed 5 story times for us! Doc Haman has been sharing his wonderful stories about his pet squirrel Stumpy which are his own amazing creations! I also featured a story time done by my daughter Alison and granddaughter Josie who shared the story The Pokey Little Puppy. I love the variety and richness that these readers have brought to our library postings and I'm sure our patrons have enjoyed them too! I have reached out to other potential guest readers so hopefully we'll have more!

March 25- April 8: 10 P J Chapter Book Time Read Aloud videos. Each evening, Monday through Thursday, I have been reading a chapter or two of some favorite juvenile fiction books (again being mindful of copyrights) Our first book was Ralph S Mouse by Beverly Cleary.

We have enjoyed some enthusiastic comments from our patrons so I would say that these, Miss Debbie and P J Chapter Book Time, postings are worth the effort!:

~This is wonderful and Lunenburg is so fortunate to have you and the rest of the library staff to be ready to help the community during this trying time.

~Josie's following along with these and loving them!

~Awesome! I applaud you. Mem Fox is one of my favorites. Could you make this shareable? I have a few mom/dad friends who have littles that might enjoy story time! Thank you!💕

I have even had shout outs from some of my former students from 20 + years ago and a couple from Pelham Library patrons!

March 26- Zoom Meeting with kids from LPL Kids Book Group to discuss our March book Jubilee by Patricia Reilly Giff. It was wonderful to see the kids and they seemed to enjoy meeting up with each other. As per their request, we have decided to continue book club for a couple more months!

Scavenger Hunts: We posted an Inventor Scavenger Hunt in early April and are planning to post new ones every other week.



Egg Hunt: Marabeth and I posted a fun egg hunt on our web page this weekend. As the kids searched through the site for the eggs, they were also having a chance to see some of the great things we have posted there.

S T E A M Saturday: 2 posted. March, which was family group activity which involved doing some estimating. April was an art STEAM activity demonstrating Color Marbelizing.

LPL Kids Lego Club- We are now doing weekly Lego Challenges. The kids are encouraged to do the challenge and then are invited to send pictures of their completed challenge for us to post on our web page. The first challenge was writing a coded message using Legos.

Professional Development:

I miss my patrons very much as you can imagine. They are what make my job so rewarding and so much fun! But I do appreciate the opportunity that I have to attend so many helpful webinars on a wide variety of topics. I have learned a great deal about how to cope with our "new normal" as it is in the library world and how to be a better librarian in general. I have also met some very friendly, supportive, creative people.

Webinars Attended:

1. April 2, 2020- Sphero S T E A M webinar
2. April 7- SRP Planning for 2020
3. April 7- Libby on Demand
4. April 6- MIIA Health Seminar on Developing Effective Communication Skills
5. April 9 – Massyac Virtual Check-In Planning for Summer Programs
6. April 10- Streaming Story Times

Respectfully submitted,
Debbie Laffond
Children's Librarian
Lunenburg Public Library

Pandemic Policy

The Lunenburg Public Library has established this policy to take effect in the event of a pandemic.

1. The Lunenburg Public Library will close due to a pandemic in the event that there is a mandate or recommendation for closure issued by public health or government officials on the local, county, or state level.
2. At the discretion of the Library Director or the Library Board of Trustees, the Lunenburg Public Library may close, reduce its operating hours, or limit services temporarily (e.g. programming) in the event that there is not sufficient staff to maintain basic library service levels. In the event of a closure, items will be checked in in amnesty mode to waive late charges once the library reopens.
3. In the event that any Lunenburg Public school is closed due to confirmed cases of illness, the Lunenburg Public Library will remain open unless one of the aforementioned requirements for closing are also met. Should school be canceled due to a pandemic, the library will also be closed as any reason for closing the school could be circumvented or undermined if large groups of students or families gather at the library instead of at school.
4. The Operational Safety Policy will remain in effect in the event of a pandemic. Library staff sick leave policy, as outlined in the town personnel policies and collective bargaining agreements, shall be followed in the event of a pandemic outbreak. The level of excused absence of library staff will determine the ability to carry out services and maintain open hours. Phases may include:
 - Cancellation of all programs, special events, and meeting room reservations.
 - Reduction of open hours if number of employees falls below temporary minimum level.
 - Close the library for one or more days if only minimum level can be met for three or more days.
5. In the event of closure necessitated by pandemic, effective communication about any reduction in services or open hours is of the utmost importance. Library staff should immediately post information about closures on the library website, social media sites, and on the doors of the library.
6. Library staff will be provided with Personal Protective Equipment. In the event that shortages are anticipated, appropriate responses to such a shortage will be considered, including and up to closure of the library.
7. If, for any reason, the Library Director is unable or unavailable to perform the responsibilities and decisions outlined in this policy, administrative authority for this policy and all library operations shall follow the Responsibility for Library Operations Policy.

Adapted from Stoughton (WI) Public Library Pandemic Policy and Lawrence Library Pandemic Policy
Adopted by the Lunenburg Public Library Board of Trustees
April 16, 2020

Operational Safety Policy

The Lunenburg Public Library believes strongly in achieving and maintaining the highest level of

- personal safety of all library patrons
- personal safety of all library staff; and
- quality of service to all patrons given the resources available.

The Lunenburg Public Library further recognizes that there is no way to anticipate every emergency scenario and the need to achieve these goals based on the resources available at any given point in time. Therefore the Lunenburg Public Library's Operational Safety Policy is set forth to provide a proactive policy to secure and support the aforementioned goals.

1. A minimum number of three (3) staff members must be present at all times as determined by the Library Director or his/her designee.
2. Staff member is defined as any personnel who provide regular library services to patrons.
3. In the event that the minimum staffing requirement is not met, parts therein or the entire building, will close until such time when the required number of staff is available. Every reasonable effort will be made to contact and inform the Board of Library Trustees of the situation necessitating the need to close the facility.
4. In the event that the library or parts therein must be closed, a copy of this policy and a notice will be posted on all patron entrances. This notice will inform patrons of the time of closing, the reason for closing, and anticipated time of reopening.

Revised by the Lunenburg Public Library Board of Trustees

April 16, 2020

Responsibility for Library Operations Policy

Absence of Library Director for Short Periods of Time

In the absence of the Library Director for short periods of time, there is a need to have one or more persons responsible for representing library policy, maintaining library security, and providing day-to-day direction of staff. The Library Board of Trustees has established the following positions to assume this responsibility:

1. Staff Librarian - Assistant Director/Adult Services
2. Staff Librarian – Children’s Services
3. Staff Librarian –YA Services
4. Staff Librarian – Digital Services

This temporary authority is limited to situations that require immediate action or intervention. Decisions required in these situations shall be made in accordance with the established library policies and procedures.

Extended Absence of Library Director

In the extended absence of the Library Director, there is a need to have an alternate person who will assume responsibility for the continued maintenance of all library operations. The Library Board of Trustees has established that the following positions are to assume this responsibility in the following order:

1. The Staff Librarian - Assistant Director/Adult Services
2. The Staff Librarian – Children’s Services or Staff Librarian – Young Adult Services, whoever has the most seniority at the Lunenburg Public Library
3. The Staff Librarian – Children’s Services or Staff Librarian – Young Adult Services, whoever has less seniority at the Lunenburg Public Library
4. A permanent full time or permanent part time employee with most years of current continuous service at the Lunenburg Public Library.
5. When a prolonged absence is recognized, the Board of Trustees may seek to hire a temporary qualified person through the Massachusetts Library System BiblioTemps employment service.

Whenever possible, major decisions shall be delayed until the Director has returned. If a delay is not possible, the person responsible for library operations will make the necessary decisions according to the situation after consulting with one of the following individuals: Library Board of Trustee Chair, Library Board of Trustee Vice Chair, or the appropriate Town of Lunenburg department head or official.

*Adopted by the Lunenburg Public Library Board of Trustees
April 16, 2020*

Newsletter Stats: Constant Contact

Date sent:	Sent to:	Clicks:	Open Rate
4.6.20	2364	63	803 - 35.4%
3.27.20	2372	75	944 - 41.6%
3.23.20	2373	20	1172 - 51.7%
3.19.20	2271	1	996 - 43.7%
3.17.20	2375	61	1328 - 58.4%
3.14.20	2377	56	1116 - 48.9%
2.27.20	2356	51	1056 - 46.7%

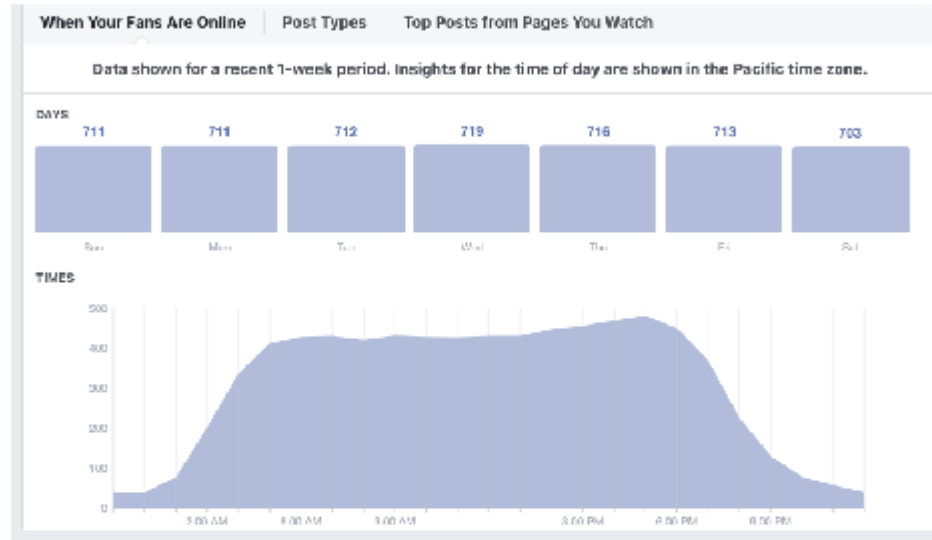
Facebook:

Current Likes on Page as of today, April 14th: 796 (72 new since 3/8/20)

(data can only be retrieved back to 180 days)

November 3: 664
November 10: 668
November 17: 674
November 24: 674
December 1: 677
December 8: 678
December 15: 682
December 22: 687
December 29: 690
January 5: 692
January 12: 694
January 19: 697
January 26: 702
February 2: 708
February 9: 714
February 16: 720
February 23: 722
March 1: 724
March 8: 724
March 15: 752
March 22: 770
March 29: 772
April 5: 775
April 12: 796

Posts by LPL since March 1st: 82



Reactions, Comments, Shares and More

These actions will help you reach more people.

Create Post



BENCHMARK
Compare your average performance over time.

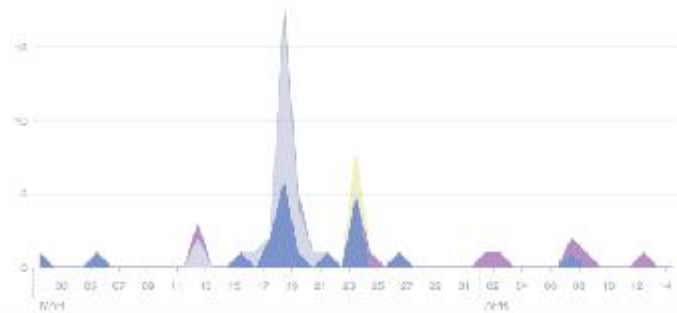
Reactions
Comments
Shares
Answers
Claims
Other

Where Your Page Likes Happened

The number of times your Page was liked, broken down by where it happened.

Create Post

Your Page News Feed Page Suggestions Other Search
Restored Likes from Restricted Accounts



BENCHMARK
Compare your average performance over time.

Your Page
News Feed
Page Suggestions
Other
Search
Restored Likes from Restricted Accounts