



Lunenburg Public Library

Trustees of Lunenburg Public Library, Meeting minutes

May 21, 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 6:48 p.m. by Chairperson Harry Kubetz.

Public Comment

- No public comment.
 - Harry read the requirements for remote meeting.

Agenda Items

- **Board of Trustees Reorganization**
 - Harry – town elections are coming up. Should we reorg in June? Dick – we should wait until after town election. Bob – agree, we should wait a month.
 - Kate made a motion to defer the reorg until June, seconded by Bob. Passed unanimously.
- **Approval of Minutes**
 - The February 27th minutes were reviewed and amended. Dick made a motion to accept amended minutes, seconded by Kate. Passed unanimously.
 - April 16th minutes were reviewed and amended. Dick made a motion to accept as amended, seconded by Maia. Approved unanimously.
- **Director's Report**
 - Muir read the Director's report for the record.
 - The year is 92% complete. 78% of the budget has been expended. Might sound low but some expenses are coming up such as databases. Some of the electrical budget will be transferred to the heating budget line.
 - Harry asked if the staff has been getting paid throughout the pandemic closure. Muir said yes.
 - No new news on the FY21 budget. FINCOM and BOS have been discussing. The town manager is waiting for a decision before updating the FY21 budget.
 - The library has been closed since March 14th, more than two months.
 - Muir has put together a reopening plan. Staff will be returning for curbside service by appointment within the next few weeks. Two weeks will be needed for the staff to prepare for this. Some workstations will be moved to maintain social distancing.
 - Staff will return in alternating teams next week, alternating one day in with one day at home.
 - Kate asked if Muir had talked to anyone in Groton. They have been doing curbside pickup for a few weeks. Muir said he hadn't but he has read some online discussions about what they are doing and has been in contact with neighboring libraries to share info. Bob said he received an email from Leominster that they were starting curbside pickup.
 - Two self-checkout stations will be added when the library reopens again. Self service is a little more difficult to coordinate and this will be worked on once the staff is back in the building. Harry asked about the possibility of people handling someone else's material. Muir said perhaps patrons can designate whether they want self-service. Books could be easily identifiable with their name and possibly with the covers showing.

- The staff has been meeting weekly to plan.
 - Summer reading plans are being revised.
 - Muir is looking at replacing the teen librarian.
 - Muir has been looking at doing activity-based programs like Craftlab or Debbie's craft programs to get kids away from screens and doing something.
 - Harry asked if Main St. Bank had reached out recently and asked if it would be helpful for him to contact them. Muir said 'yes.'
 - Facebook engagement has been down a bit. Maia asked if events could be posted the night before rather than the morning of, in order to give parents a bit more time to plan.
 - The Friends have decided to purchase two software resources: Beanstack and CreativeBug.
- **Fine-Free Plan**
 - The plan was to use the summer reading timeframe for the first phase, removing overdue fines for Children's and YA materials. Fines will be replaced with voluntary donations. The plan is to proceed with this.
- **Friends of LPL Update**
 - No Friends update. They will be meeting remotely in June.
- **Board Comments**
 - Thank you and goodbye to Lars will be deferred until June.
 - Harry: Michael-Ray asked if Muir had prepared to present to the Town Meeting for the article on library trust funds. Michael-Ray commented on Muir's previous presentation to the BOS – saying Muir was very concise. He suggested that Muir not spend a lot of time on an article that will pass. There should not be an issue getting it passed. Dick commented: be clear, concise, to the point. Keep it short and simple. Be prepared for questions on what the money is and where it's going, and what the background is on the funds.
- **Adjourn**
 - Motion to adjourn by Dick, seconded by Kate. Meeting was adjourned at 7:47 p.m.
- **Attached Documents**
 - May 21st 2020 Agenda
 - May Director's Report
 - May 2020 Adult Services Report
 - May 2020 Children's Area Report
 - Library Reopening Plan
 - Stats for Trustees



Lunenburg Public Library

AGENDA

Lunenburg Public Library Board of Trustees

Thursday May 21, 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, at least partially, 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 who 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://us02web.zoom.us/j/89990191896>

or From a telephone, dial the toll free number (877) 853-5257 and enter Webinar ID: 899 9019 1896 #

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
 - Board of Trustees Reorganization
 - Approval of Minutes for February 27 and April 16
- Director's Report
 - FY 2020 Budget Update
 - FY 2021 Budget Update
 - Staff Update
 - Programs Update
 - Technology Update
 - Building & Maintenance Update
 - Coronavirus Update
 - Reopening Plan
- Fine-Free Plan
- Friends Update
- Goodbye and Thank you to Lars
- Board Comments
- Other
- Adjourn

1023 Massachusetts Avenue • Lunenburg, MA 01462 • (978) 582-4140
Agenda Lunenburg Public Library Board of May 21, 2020



LUNENBURG PUBLIC LIBRARY DIRECTOR'S REPORT

Financials

	<u>FY20 Budget</u>	<u>Budget Expended</u>	<u>% Expended</u>
LIBRARY DIRECTOR SALARY	\$ 72,547	\$ 61,450	85%
ASST LIBRARY DIRECTOR SA	\$ 49,154	\$ 40,789	83%
LIBRARY STAFF SALARIES	\$ 170,176	\$ 143,640	84%
BLDG REPAIRS & MTC	\$ 1,000	\$ 573	57%
SEWERAGE DISPOSAL	\$ 600	\$ 460	77%
ELECTRICITY CHARGES	\$ 22,500	\$ 15,374	68%
HEATING CHARGES/NATUR	\$ 12,000	\$ 10,486	87%
WATER CHARGES	\$ 650	\$ 636	98%
NETWORK MAINTENANCE	\$ 500	\$ 200	40%
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	\$ 323,198	78%

*FY20 11/12= 92% completed

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

▪ FY21 Budget

No updates. Fin Comm and BOS have been discussing how to approach FY21 Budget.

▪ Staff

Town buildings have been closed to the public since 3/14, now more than two months.

We have developed and drafted a reopening plan, built alongside the town manager's plans for reopening town. Basic phases include initially, the staff returning to prepare. Then, opening to the public for curbside and by appointment only.

Staff is certainly looking forward to things returning to "normal." I should also report significant anxiety and fear about returning to work. I'm sure they will do as asked, but several have been open in expressing their concerns. I am aware of at least four employees who are themselves or whose family members are in "high risk" populations.



LUNENBURG PUBLIC LIBRARY DIRECTOR'S REPORT

We have revised our Summer Reading Plan. Planning needed to happen before we knew the timelines of reopening and the details of what will be allowed when, so we agreed to scale back our targets and procedures. The Friends purchased Beanstack, a program to manage reading challenges virtually, which will be key to this summer's program. We will not be doing beads. July and August will be a time that we are short-handed. The teen library position may still be vacant, and I will be expecting my second child. The plans take these limitations into account, as well as the anticipated time draws for new service procedures and cleaning/disinfecting.

The staff work area will need to be reconfigured to meet social distancing requirements when staff return to work. Heather will temporarily work at the teen librarian's desk. Cheryl's station will also need to be moved.

▪ Programs

Storytimes, Chapter book storytime, guest storytime, Discord book discussions, motivational morning quotes, craft lab, content sharing like book recommendations, recipes sharing, and informational articles all continue, though we have seen a decline in engagement. Everyone in the community seems likely on "overwhelm" when it comes to screen time.

▪ Technology

Beanstack and CreativeBug were software resources that the Friends have decided to purchase. They will be implemented quickly, so people can begin to use them.

We will be adding two self-checkout stations in the library for when we open to the public again. We have also been discussing the pros+cons of a self-service hold shelf, where we can cut out another link in person to person contact.

▪ Building & Maintenance

The mail hold will be rescinded when staff returns to the library, and we will resume receiving packages at that time, too.

Plexiglass dividers will be installed at the service desks for when we reopen to the public. Furniture reconfiguration plans are also being developed. Upholstered furniture may need to be stored.

▪ Coronavirus Update

Lydia has been making and delivering masks. She has shared almost 75 masks with the Eagle House, with other staff, and with patrons.

Since last report, we've received 57 patron calls.

As part of the Lunenburg Reopening Task Force, I had one meeting with other town leaders to work on concerns and challenges of reopening with the objective of coming up with a plan to reopen.

Trustee Report
Adult Services
May 2020

We have continued to see success with our virtual programming through Instagram. As of May 18th we have 168 followers, 105 posts, and 920 community engagements with our posts. This averages to between 8 or 9 likes or comments per post on our Instagram page. There is still positive growth with followers, but in the past two weeks I have dialed down the frequency of our posts because of a downward trend with engagement. I think as the weather improves people on the whole are not interacting with their devices as much, and this trend is not unexpected. In the meantime, I have been focusing on our summer reading program and working with Eagle House on supplying face masks to the community.

We are still in the early stages of planning our summer reading programs, but I have been developing different virtual ideas that I think would still be engaging for our adult patrons. Some early ideas include take home craft kits, online reading challenges, virtual escape rooms, and cooking demos. These initial ideas will be refined in the next few weeks, but I am confident we can still do some entertaining and educational activities for the summer!

Last week I finished up the last of the face mask home deliveries to patrons. I have had 20 people contact me for 52 masks since mid-April. In the past month I have distributed close to 75 face masks to both patrons and the senior center at Eagle House. It has been rewarding to see the thank you notes come in and to know that even if our library doors are closed we can still do something to help our community.

Respectfully submitted,
Lydia Gravell

Children's Area Trustee Report for April/May, 2020

Miss Debbie Story Time Videos	8
Guest Reader Story Times	4
PJ Chapter Book Reading videos	10
Number of children's special programs offered	5
Webinars Attended	5
Reaches for videos	5000+
Engages for videos	250+

If you want your children to be smart, tell them stories. If you want them to be brilliant, tell them more stories.- Albert Einstein

Activities for Remote Learning/Patron Interaction:

April 15- May 15: 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 Included in these story times are readiness and reinforcement activities, songs, poems and craft activities, continuing to offer crafts with simple, readily available items.

I have also started using these gatherings as an opportunity to do some story telling. I am using familiar folk and fairy tales and adding my own details- changing it up a bit so to speak. There are so many benefits to this literacy activity:

- inspires purposeful talking, and not just about the story
- enhances the sense of community in the room.
- strengthens listening skills
- introduces new vocabulary to children
- provides opportunities to personalize stories to make them more relatable to children

Doc Haman is continuing to enrich our story time offerings with his wonderful stories! His gift for story telling provides us with the same benefits of retelling a know story, but these stories are so much richer! He has the ability to create characters and settings that are so imaginative and engaging. Now we all love Stumpy, et.al., and look forward to the latest installment to hear about all of their adventures!

March 25- April 8: 12 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. We read 2 books this month- How to Eat Fried Worms by Thomas Rockwell and Henry Huggins by Beverly Cleary. These "oldies but goodies" are delightful and this manner of book sharing is giving kids an opportunity to hear some classic stories that are much older and therefore, might be overlooked on the shelf.

April 28- Zoom Meeting with kids from LPL Kids Book Group to discuss our April book *The Miscalculations of Lightning Girl*. Again it was great to see the kids and they seemed much more comfortable at this meeting. We have 1 more meeting scheduled for June 2nd.

National Book Week We did a variety of activities during this week:

- Staff Photo Collage which featured all our smiling faces and included messages from all of us to our patrons
- Staff Bios Heather did a great job posting individual bios which we each created so that our patrons could learn a little bit more about each of us- these were very well received.
- The children and their families had a Book Bingo activity to engage in during the week



STEAM Saturday: 2 posted. April was an engineering STEAM activity where the kids learned to make a simple catapult; May was an earth science activity as we made seed bomb pops for our Moms. **LPL Kids Lego Club-** We gave the kids a Lego Scavenger Hunt challenge for May.

Summer Reading News:

- Great news! The Friends of the Library are paying for our membership to Beanstack! This software provides a great opportunity to connect with readers digitally and hopefully keep them engaged in reading throughout the summer- and beyond. Many libraries throughout the state are using this platform this summer and are sharing so many creative ways to get the kids excited about “using the library” in new and exciting ways that don’t involve in-house visits.
- I have now contacted all Children’s performers to cancel scheduled programs for the upcoming summer. I also contacted our local Cultural Council and discovered that we may reschedule performers that we we given grants for and I am in the process of arranging new tentative dates.

Professional Development:

Webinars Attended:

1. April 22, 2020-”Public Library Connect: Reach More Young Readers
2. April 30- “Massyac Virtual Check In SRP Planning”
3. April 30- Beanstack Webinar
4. May 7- “Massyac Virtual Check In for Summer Reading Planning”
5. May 13 – “Beanstack EDU: Staff Actions Overview

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

Library Reopening Plan

Any phase of this plan may be shortened or lengthened dependent on circumstances. Modifications will be made as necessary.

Phase 1 (weeks 1 & 2)

Staff:

- All staff return to work, except library pages
- staff to work in on/off "teams", so one team only is in building at any time, and contact between teams is limited
- library areas remain locked and *only accessible to staff*
- Masks required for all staff
- Gloves required for staff handling library materials
- 6 ft. social distancing required
- Required to keep their workspaces clean and disinfected
- Work hours for nonsalaried FT staff: M-Th 9:00-5:00, Sat. 10-2

Return of Materials:

- Publicity campaign to inform patrons that they may return library materials but may not check out books at this time
- Book drops are unlocked
- returned items will be put into quarantine
- Items will remain in quarantine for ** hours, Evergreen "recently returned" settings will be matched to quarantine period
- Quarantined items will be stored in the Community Room in sections sorted by "day they were returned"
- After the quarantine period, items will be checked into Evergreen and put back on library shelves or packaged for delivery

Other

- Resume accepting mail and vendor deliveries
- Resume processing of library materials

Phase 2 (weeks 3 & 4)

Continue phase 1 steps for returns; library areas are still accessible to staff only; part time pages return to work

Holds Pickup

- Patrons will be allowed to place orders for physical library materials that are on the shelves of the Lunenburg Public Library (this assumes that statewide delivery will not be in place yet). Patrons may place orders online or by phone. Online ordering is preferred.
 - Library of Things items will not be eligible for circulation
 - If a hold is placed via phone, staff must then enter those holds in Evergreen. This ensures that we are placing the hold for the correct patron by verifying card information and that the items are currently available
 - Be aware that an item may have an available status but may be in quarantine.
 - Ask patrons if they would like us to pick alternate titles if what they are requesting is unavailable
- Staff check Pull List every half hour
 - Goal is to accommodate pick up within 45 minutes of placed order
 - Staff may all participate in pulling items or packaging holds for pickup
- Items will be checked out, wiped down and put in paper bags by staff wearing gloves. Bags will be picked up at the curb or under at the front door if weather is a concern.
 - Staple bags closed for patron privacy
 - Using black marker, write the patrons first initial and last name on the bag and date and time the order was completed
- Staff will call patron to notify them that the order is ready
 - Place bags in alphabetical order on tables in the foyer
 - Patrons have 24 hours to pick up their order; after 24 hrs. the order will be reshelfed (quarantine not necessary)

- One patron will be allowed in the lower level lobby at one time, families will be asked to send one person
- Outside queue lines will be marked off at 6 ft. intervals

Printing

- Patrons that 'have to' print emergency documents will be helped remotely
 - Tax bills
 - Unemployment applications
 - Resumes
- Direct patron to forward document to library email address
 - Staff will print document
 - Place in large envelope
 - Using black marker, label with first initial and last name
 - Place with holds pickups in the lower lobby
 - No charge

Faxing

- Only documents that can be sent to us via email
 - Staff will print document
 - Place in large envelope
 - Using black marker, label with first initial and last name
 - Place with holds pickups in the lower lobby
 - No charge

Phase 3 (weeks 5- ?)

Patron Use of the Library

- Patrons will be allowed back in the building in a limited capacity

- Patrons may use the online reservation system (Google Forms?) to guarantee a time to use the library
 - time will be forfeited if they are late by more than 5 minutes
- Patrons may walk-in but are limited to the following:
 - Social distancing rules must be followed
 - Patrons must wear masks; library will have masks available for those who don't have them
 - 10 customers in adult area (Main Hall)
 - 1 family in the children's room at a time
 - half hour maximum time limit
 - 1 person per study table (move or close table to accommodate 6' rule)
 - some public computers will be unavailable due to social distancing rules; disinfectant wipes will be available at computer stations
 - Upholstered furniture will be temporarily put into storage

Circulation

- Circulation desks re-open
 - Two new self-check stations will be available
 - Self-pickup for holds available
 - Taped off lines 6 ft. apart for checking out
 - Plexiglass shields at each checkout station; patrons/staff slide materials under shields
 - Staff continue to wear masks and gloves at check out stations
 - Library of Things are not available for circulation
- Delivery resumes
- Patrons may return materials via the outside book drop slot or inside the building at main circulation desk "check-in" computer

Meeting Rooms/Building Use

- No room reservations with the exception of study rooms

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- No programming
 - No meeting room use by any groups
 - Learning manipulatives/toys removed
 - No playing in building
 - Book Sale will be open: 1 person/family allowed browsing at a time
 - One extra person allowed in any office, no public; social distancing rules apply. No patrons or vendors will be admitted to these areas.

Phase 4: full operations resume

*Approved by ****

Newsletter Stats: Constant Contact

Date sent:	Sent to:	Clicks:	Open Rate
5.13.20	2350	124	1019 - 45.3%
5.6.20	2357	109	884 - 39.2%
4.30.20	2361	131	1057 - 46.8%

Facebook:

Current Followers on Page as of today, May 18th: 817 (21 new since Last Report 4/14/20)

Page Followers Trend:

(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: 778
April 25: 788
May 2: 791
May 9: 792
May 16: 794

350 Total Page Views since April 20th

Posts by LPL since April 14th: 55

Interesting Stats:

All Posts Published

Create Post

Reach: Organic / Paid

Post Clicks

Readings, Comments & Shares

Published	Post	Type	Targeting	Reach	Engagement	Promote
05/18/2020 10:01 AM	 Hello! Welcome to Monday! Here's a couple of fun activities for you to			105	6 1	Boost Post
05/18/2020 3:30 PM	 Turn in for Hider tale: "Coyote and the Clover Cowboy" told by Dee			111	1 3	Boost Post
05/14/2020 2:28 PM	 THEY'RE BACK! Lots of these residents have been visiting my			465	79 25	Boost Post
05/13/2020 5:10 PM	 Dad Herman tells the story, "Things Could Always Be Worse" for guest			175	8 6	Boost Post
05/13/2020 9:11 PM	Our latest newsletter was just sent out. Click here to read it!			174	8 8	Boost Post
05/13/2020 10:54 AM	 Good morning! Welcome to Drawing with Miss Debbie for			185	4 2	Boost Post
05/12/2020 7:30 PM	 Welcome to P.J. Chapter Book Time for Tuesday, May 12, 2020. Click			174	2 1	Boost Post
05/11/2020 7:00 PM	 Welcome to P.J. Chapter Book Time for Monday, May 11, 2020. Click the			185	6 2	Boost Post
05/11/2020 11:21 AM	 Sorry for the abrupt ending to our STEAM Saturday activity for May			269	8 4	Boost Post
05/11/2020 10:23 AM	 Welcome to Story Time with Miss Debbie for Monday, May 11, 2020			180	1 4	Boost Post
05/09/2020 11:08 AM	 STEAM Saturday for May 9, 2020 Click the link below to view today's			241	5 4	Boost Post

4/4

Posts by LPL since April 14th: 55

Interesting Stats:

