

Trustees Meeting July 28 , 2020 via Zoom
All Votes Taken by Roll Call

Present: Jacquelin Apsler, Peter Sugar, Dennis Picker, Kathleen Nichols, Ron Chester. Barbara Myles, Director; Lisa Rothenberg Assistant Director and minute taker. Absent: Lucy Maulsby.

Guest: Paul Blanchfield, Finance Committee's Liaison to the Library

Meeting called to order at 4:10 p

Librarian's Report:

Kudos go to the staff for creating new programming and continuing existing programs over Zoom. Special kudos to Tory Black for organizing the contactless curbside pickup! Jacquelin passed along acknowledgement from Lucy on how well curbside is going.

Hoopla: We have increased our funding to our Hoopla subscription from \$500.00 to \$1000.00 per month, and due to demand have also had to cut the number of items borrowed to 5 per month as well as cutting out the most expensive titles so people aren't blocked from the service.

Curbside: Curbside has been working well, bags are being picked up. In bad weather we move the bags inside to the front vestibule. We need to watch out for stormy weather (especially wind driven rain/thunder when tent is up.)

Reopening Plan:

Barbara sent out a copy of the town's COVID-19 Control Plan. The library's plan is on page 16-17. Barbara submitted our ideas to Dan Pereira the new assistant town administrator. Dan was at the library earlier in the day to go over the plan with library staff and to answer any questions. The town knows that the trustees will be making the decision on reopening and want to be kept informed on plans.

Town Hall opened on Monday July 27 they had roughly 12 people come into the building. Visitors are asked to check in at the assistant town administrator's office. The appropriate office is then notified, and the person is sent on their way to their appointment. No one is allowed to wonder through the building. The Library has much more regular foot traffic than town hall, this is a concern for us.

Our Main Issues with reopening:

What is the target date to open?

Tracking of visitors for contract tracing.

Dennis had a question on cleaning, is once a day enough? Barbara said there is extra money for COVID expenses. Earlier in the day she spoke to the director of Holliston Public Library; they are doing a disinfecting cleaning of high touch areas three times a day and then their regular cleaning at night.

We would provide wipes for patrons to wipe down any keyboard/mouse and staff would also swipe down keyboards. We can also provide disposable gloves for patrons to use.

Katherine Nichols also suggested using a 180-proof vodka to spray down computer components.
Cleaning Process Discussion: Confer with Bob Bottino and Bob Lager and the building and grounds committee to explore options and make recommendations.

Opening Dates:

Libraries in the area: Weston is plans to open on Aug. 11. Watertown opened on July 27. Holliston has been opened for 2 weeks; Holliston is open quite a few hours during the week; hoping to spread the amount of people coming into the building instead of having people all come in at once. Holliston's plan has been working rather well. The library is depending on people to self-distance themselves in the stacks (if one person is in the stacks you need to wait to get into the area).

What we could do:

Have a greeter desk with hand sanitizer, extra masks, and our policies regarding masks posted as well as any handouts we want to give patrons.

Occupancy limits:

State guidelines: 40% of building occupancy or 8 people (including staff) per 1000 square feet. The Town has no set occupancy level for the building. Using the other guidelines, we would be able to have 3 people in the reference area (1 staff, 1 person working at PC, and one at hold area/reference desk).

We have moved all seating out from the room (except for two chairs for computer use). New books will be moved to the Farrar Room and put on tables so people can view them. We can have up to 5 people in Farrar Room.

No meeting rooms.

Enforcement of how many people can be in the library at one time may be difficult.

Dennis Picker wondered about closing the stacks to patrons. Barbara felt that this would put too much pressure and interactions on the reference and children's staffs. If we have open stacks, we also might have to enforce social distancing more often. Kathleen said that like stores it is ultimately up to the patrons to wait their turn to enter stack area.

Peter Sugar commented on the need to have clear signage with rules regarding social distancing and mask wearing especially when dealing with people who might not want to wear a mask while in the building.

Holliston Library staff has been reminding people to not take masks off, If a person has a medical reason for not wearing a mask, then they are denied entrance into the building and can use curbside to get their materials.

Barbara would like to open before Labor Day to test the waters, August is a slower month for us – August 17 is the tentative date for opening.

Lisa Rothenberg was wondering if we could examine the use of appointments for library users, this would allow us to control the number of patrons in the building at a set time. Kathleen said appointments are becoming a normal part of commercial life and we should look into as an option.

Dennis Picker's motion:

The trustees approve the opening of the library in mid-August, with the details regarding cleaning procedures, and capacity/restricted areas to be worked out at the discretion of the library director, Barbara Myles. Seconded and approved 5-0.

Trustees have set a definite date of Aug. 25, 2020 for a meeting at 4:00 pm via zoom.

Tracing & Tracking Log for COVID-19:

MBLC stated in the beginning of the COVID closing that it is not a health organization. One of the basic tenants of librarianship is a right to privacy. We are now in the middle of a public health crisis. Mass. State guidelines for reopening of libraries requires logs be kept to facilitate contact tracing if need be. The town hall is using a log to assist in contract tracing, they would like the library to do it as well.

The trustees agreed to keeping a COVID-19 Tracing Log. Under the following conditions:

It is completely private and will be stored in Bobbie's office. Only to be shared with the town's board of health if we are notified of a positive test result of a patron that has been at the library.

The sign in sheets will be kept on file for only a month (or appropriate time frame set by the Board of Health and Public Health Nurse). All forms will then be shredded.

The information to be gathered is limited to Name, Telephone number and date of visit

The library will not stop people from entering the building if they do not provide the information, Peter Sugar disagreed with this due to the nature of the health crisis.

Building and Grounds Updates:

Peter reported that Snowden will be at the library on 7/29 to final balancing to the HVAC system. Snowden can only make minor adjustments/changes, since some of the controls are hidden behind walls. Once Jeff White (project engineer) signs off on the work, final payment will be made.

Parapet: SGH is working on drawings, they will be done soon, then cost estimate should be done by mid-September

Library and Capital Planning Committee Working Group

Group was suggested as a way to increase communication and planning of our capital projects. Audrey Kalmus (Chair of Lincoln's Capital Planning Committee) has asked Dennis Picker to be the representative of the trustees to this sub committee (to include member of cap comm). Dennis does not feel comfortable with being the sole representative, he feels he doesn't have the experience with the building as Bobbie and Peter have. Dennis is suggesting that the buildings and grounds subcommittee (he, Peter & Bobbie) meet with representative from cap comm for a few meetings outside of the Capital Planning cycle.

The first meeting would be to review a list of pending repairs from the SGH plan to determine the priorities.

Second meeting would talk about the specific project. Peter agreed that he and Bobbie have the building expertise to assist Dennis. Barbara knows the building's history so well and her experience is very valuable to the process.

Paul Blanchfield also agreed with Dennis and encouraged the committees to work together to increase communication and transparency.

Dennis will send an email to Audrey with this suggestion to include the building & grounds committee in the working group, as well as Michael Haines facilities manager for the town.

Reports:

Building: All items already covered

Friends of the Lincoln Library: Cathy Moritz has reported to Dennis that the two book collection bins have been emptied six times. The vendor has been able to sell roughly 400 items on Amazon. The rest of the materials have been donated to charity.

We do not have any financials about revenue from book collection bins yet, due in mid-August.

Concord Free Public Library is also going to be using the same service, which will lower our cost for the service.

Sculptures: Not on the agenda

An attorney helping client move out of town has offered to donate sculptures to the library. Are the trustees interested in the work?

Peter liked the sculptures and would like to see them displayed. Kathleen noted the small amount of green space that we have, and the need to leave space as well the cost of installing and maintaining the works. Dennis wanted to know if any other space in town would be interested.

How do the pieces fit in with the master plan? Peter will reach out and see to landscape architects responsible for the plan to determine their opinion. Funds from trust funds designated for landscaping will be used to pay the consultants.

Finance Report:

The Committee welcomed the very timely report. Veronica has been running reports for us on the Town's MUNIS system.

Handout dated 6/30/2020:

Shows that we saved money in salaries, due to staff changes we saved approximately \$23,000 which was returned to the town. We also saved money by not purchasing physical items during the Covid-19 shutdown. In total, approximately \$61,000 was returned to the town.

We have started to get new materials as well as items that we ordered while we were closed, as a result the amount spent on materials this new Fiscal year is quite high, we will need to keep an eye on it.

Minutes: Minutes now reflect that roll call votes are taken for zoom purposes.

February 25 (last meeting to have been held in person). Correction Dennis would like on page 2, item 4 section d number 2 to reflect that he expressed his desire not to be the sole representative to the working committee with cap comm.

Minutes approved with roll call 4-0 (Ron Chester had to leave meeting early)

May 26 approved as amended (note on roll call vote)

Approved 4-0 roll call

June 23rd approved as amended all votes taken by roll call.

Meeting adjourned at 5:37 pm

LIBRARIAN'S REPORT

July 28, 2020

TO: Trustees, Lincoln Public Library

FROM: Barbara Myles, Librarian

Coronavirus Pandemic Causes Library Closure

The library was closed on March 14 due to the Covid-19 pandemic. At that time, we thought the library would stay closed for two weeks. Governor Baker's March 23 COVID-19 Order No. 13 "temporarily closed the brick-and-mortar premises of business and organizations that do not provide COVID-19 Essential Services, and prohibited gatherings of more than 10 people."

In Massachusetts as reported on the state's Covid-19 dashboard <https://www.mass.gov/info-details/covid-19-response-reporting>, the peak number of confirmed Covid-19 new cases (3,079) and deaths on one day (188) happened on April 23. There were 46,023 total cases and 2,360 total deaths as of April 23.

On May 18 Governor Baker released his Reopening Advisory Board's report that described a four phased reopening plan "to responsibly reopen businesses and activities while continuing to fight COVID-19." He also issued COVID-19 Order 33 "Implementing a Phased Reopening of Workplaces and Imposing Workplace Safety Measures to Address COVID-19." Phase I began on May 18. The types of businesses that were allowed to open included: manufacturing, construction, places of worship, general use offices, hair salons, and laboratories. On May 18 there were 1,042 new cases, 87,052 total cases, 65 new deaths, and 5,862 total deaths.

Tim Higgins, Town Administrator, asked all Department Heads to return to our offices on June 1 "to 1) work together to finalize our safety plans and schedule for bringing all staff back, and the public, and 2) to continue to make sure priorities projects and issues continue to move forward." He planned on having all staff return to work on June 8 and reopen to the public on June 15 but decided to push back this schedule. Tim explained in his June 8 email that the delay for reopening was to focus on the June 13 Town Meeting, work on physical improvements to the buildings, finalize written safety protocols, and make sure every building has an adequate supply of PPE (personal protective equipment). "And when we do implement a restricted reopening, in person interactions will be limited. Instead, we will make full use of telephone, zoom conferencing and other forms of remote interaction, including on-line transactions."

Phase II Step One began on June 8. Governor Baker issued COVID-19 Order No. 35 "Clarifying the Progression of the Commonwealth's Phased Workplace Re-Opening Plan and Authorizing Certain Re-Opening Preparations at Phase II Workplaces." Retail stores, restaurants (outdoor tables only) and hotels were included in Phase II Step One. On June 8 there were 193 new cases, 103,626 total cases, 38 new deaths, and 7,353 total deaths.

Phase II Step Two began on June 22. Indoor dining at restaurants, close contact personal

services, with restrictions, and offices (with 50% capacity) were allowed to open. On June 22 there were 149 new cases, 107,210 total cases, 17 new deaths, and 7,874 total deaths. Phase III Step One began on July 6. Libraries, museums, movie theaters, and fitness centers were included in this category. On July 6 there were 157 new cases, 104,659 total cases, 15 new deaths, and 7,983 total deaths. (Note: The state's website reports that decreases in total cases and total deaths are "due to ongoing data cleaning which identifies and removes duplicate reports.")

Town Offices reopened to the public on July 27 on a limited basis. The original plan was for a staff member to greet people who entered Town Offices but this plan was abandoned because not many people were expected to enter the building and staff would not be able to do their work from the greeter desk. On July 26, there were 273 new cases, 108,380 total cases, 19 new deaths, and 8,310 total deaths.

Library Timeline

During the shutdown, staff presented online programs (including book groups), answered emailed reference questions, promoted our eBooks, eAudiobooks, and streaming videos. Interestingly, new people are participating in the online programs. One of the Children's book groups has a member, who used to live in Lincoln and now lives in Greece! The online titles were so successful, that we increased our spending on them. Our Hoopla subscription doubled from \$500/month to \$1,000/month. We subscribed to another online service, OverDrive Advantage, so we could purchase additional copies of popular titles beyond what Minuteman was purchasing for networkwide borrowing and spent thousands of dollars. Our patrons were motivated to experiment with our online subscriptions, and they borrowed titles regularly.

The library's department heads returned to the library for at least part of their schedules on June 1, the same day as Town Offices reopened for its department heads. On June 8, the rest of the staff returned for at least part of their schedules. Staff continued presenting online programs and a few in person programs, like the very successful Summer Reading Kick Off Drive Thru, that were approved by Lincoln's Board of Health.

The back-office workload has been a series of big waves: check in returned items, process books waiting on the hold shelf since our March 14 shutdown, start up the new curbside pickup service, check in the delivery backlog, and process newly purchased items that were ordered before or during the library shutdown.

All checked out items were due on June 30 so as the month progressed, the number of items returned at the book drop increased dramatically. We purchased four plastic tubs with wheels, so we do not have to touch items returned until after the 72-hour quarantine period recommended by the Institute of Museum and Library Services (IMLS). The plan was to have three bins in quarantine in the gallery and one bin at the book drop.

All items that were on the hold pick up shelves on March 14 remained there through the shutdown. Reference librarians called all the people who had items on the hold shelf to find out

if they still wanted the items. Most people wanted the items, so the reference librarians put the items in paper grocery bags and placed the bags in the vestibule for people to retrieve. On June 15 we began curbside pickup on two days per week for newly requested items. Two weeks later, we increased curbside pickup service to four days per week. Curbside pickup service is getting more popular. On Monday, June 25 when we started keeping statistics, staff put 39 bags of items outdoors for curbside pickup. On Monday, July 27 staff put 89 bags of items outdoors for curbside pickup. The Friends of the Library purchased a bright yellow canopy for us to use for curbside pickup. Tory Black made signs that are posted along the sidewalk of Library Lane that explain how curbside pickup works.

The statewide delivery service made its first delivery to Lincoln on June 29. Before the shutdown, we averaged eight bins for a daily delivery. We received 43 bins on June 29. The delivery driver stacks the bins in the basement quarantine area near the feature film DVDs. Each delivery bin weighs about 30 pounds. After the first delivery, the average number of bins delivered has decreased to four or five bins per day.

On July 9 Lisa Rothenberg asked our book and non-print vendors to start shipping the orders we froze or placed during the shutdown. Large shipments began arriving the following week. Staff need to get the books ready for the shelves and enter them into Minuteman Library Network catalog. We have spent a larger percentage of our book budget than we would have by this time of year.

Public Services

Public service staff are doing a great job providing online services to patrons. Zoom book groups are continuing. Debbie Leopold invited an author to one of her book groups in July. Lisa Rothenberg scheduled an author to attend a book group in August. The reference librarians and children's librarians are providing lots of help to patrons getting them set up with online services and helping patrons download titles to their devices. This is an even more difficult service to provide now than before the pandemic because staff cannot see the devices that the patrons are using to access online services. More patrons are requesting homebound deliveries. Kate Tranquada is getting the items people want and arranging with the Friends of the Library for homebound deliveries. Robin Rapoport is monitoring the museums that the Friends purchased library passes for. Some of the museums opened shortly after Phase III began on July 6 but others are still closed. Unfortunately, some of the museums that are open are not yet accepting the discount passes that the Friends have purchased. To make up for this, these museums are extending the pass expiration dates.

Reopening

Now we are working on our reopening plans. There is no set way to reopen a library during a pandemic. Libraries have different reopening plans and different reopening dates. So far, we have purchased protective personal equipment (PPE) including gloves, disinfecting wipes and sprays, face masks, and hand sanitizer. Plexiglas sneeze guards were installed at all public

service desks and the computer table in the Reference Room. All the public seating was removed from tables (except for the public computers) to discourage people from spending long periods of time at the library. We are working on signs to encourage social distancing and one way traffic flow. We will continue curbside pickup service after the library opens to the public.

Kudos

Kudos to the staff for their hard work and perseverance to provide services and programs to our patrons during the pandemic.