

**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, January 27, 2021**  
**8:15 am and 2:15pm**

**Present:**

AM - Mary, Fran, Becky, Michelle, Sue, Alex, Bonnie, Delia, Yvonne F., Dee, Karyn, Rose, Sarah, Lisa, Dawn, Alicia, Rachel, Mark, Debra, Carlos, Caleb, Tess and Denise via Zoom

PM – Dee, Mary, Caitlin, Fanda, Susanna, Lexi, Sunny, Sue, Karyn, Steve & Denise – Zoom, John, Bob, Sarah, Yvonne L., Amy, Caleb

Minutes approved from December 16, 2021 meeting with amendment to add Bonnie to list of attendees.

**City Budget -**

- City budget was due to the Mayor today
- 2 budgets were given – one level funded and another with a 3% cut which would amount to \$63,000
- Raises were added for affiliated staff under contract and we do not know about non-affiliated staff as yet but were added to show they could be managed.
- Director van Zanten will continue to fill vital full-time positions. Part-time position will be left vacant until we know where the budget will stand, with level funding those positions can be filled.
- Mayor's budget is due out in March.

**Reopening -**

- Large libraries are doing curbside only
- Urbans will meet on Friday to discuss reopening
- Denise thinks by the 1<sup>st</sup> week in March we could open to the hours we did August-November, 2020.
- We can consider more hours as we move into Summer. Cleaning requirements may change.
- There will be no seating on 1<sup>st</sup> floor except for the computers which will be by appointment only.
- Admins are discussing opening Saturdays for curbside only and it would be for 8 hours with Mondays off for those assigned for that upcoming Saturday. Schedulers are working on scenarios so this could change!

**Branch -**

- Director van Zanten and Director Donovan from Youth Services will send their proposal to the Lands & Building committee to get support for the Branch renovations
- If the OYS plan falls through the West Branch will be open 2 afternoons a week with no curbside.
- If the plan passes the Branch will open up when renovations are complete and hours will be determined then.

Trust Funds – are doing well.

Fines – we are not using Fine monies since we are not collecting any!

**Stats –**

- Programs are going well
- Curbside pick-up is good

**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, February 24, 2021**  
**8:15 am and 2:15pm**

**Present:**

AM - Mary, Becky, Michelle, Sue, Alex, Bonnie, Yvonne F., Dee, Karyn, Rose, Lisa, Dawn, Yvonne L., Rachel, Joanne, Susanna, Carlos, Caleb, Steve, Lexi, Fanda and Denise.

PM –Debra, Sunny, Alicia, Amy, John, Bob, Eleanor, Tee, Mark, Caitlin

Minutes approved from January 27. 2021 meeting.

**Reopening –**

- March 8<sup>th</sup> will be date we open to the public, this was ok'd by Trustees and Health Department
- Hours will be like we had August-November, 2020 including curbside.
- 50 per cent capacity
- There will be no seating on 1<sup>st</sup> floor except for the computers which will be by appointment only. NH Room will be by appointment only.
- Will open a couple benches to read the newspaper- add back in seating as we move into summer.
- Do not know when Auditorium will be used for meetings as yet.
- Materials will be quarantined in the Winchell Room –this will be reevaluated in the Spring.
- One person in the elevator at a time or 1 family unit. Will update signs
- 2<sup>nd</sup> Floor will remain closed to the public.
- Branch will remain closed for now.
- Limit visits to once a day – no charging of devices
- Children's area will remain the same with the pods.
- Lower level bathrooms will remain closed – renovations are still pending on them- will be used if we have a line upstairs.
- Still handing out masks – governor mandated.
- 1<sup>st</sup> request received for Saturday curbside hours – Admins will discuss these hours going forward. The patron who asked was accommodated by offering pickup outside of set curbside hours.
- Grab and go holds will be in place
- Laser pointers to help patrons on computers could be ordered- other libraries have done this.
- Microphones have been installed on the plexiglass
- Still working on changing loan periods and fines – Fines pay for Useful and other bills.
- Children's summer programs and all Adult programs will be on zoom. We may have a pop-up program outside on the lawn this summer for kids. Still in the discussion stage.
- Tax forms will be available in 2 places – 1 on the open holds shelf and 2 upstairs on 1<sup>st</sup> floor.

**Branch -**

- Director van Zanten and Director Donovan from Youth Services met the Lands & Building committee to get support for the Branch renovations. Vote was 5-0 now it will go to the full board on March 2
- Denise, John, Caleb and Facilities will meet tomorrow so we have a plan to start running with if approved.
- Branch has over 15,000 items with 7,900 being Children's materials
- Downsizing of the children's collection and large print materials will be a priority – movers will be hired to move materials over to the Main Library



**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, March 24, 2021**  
**8:15 am and 2:15pm**  
**DRAFT**

**Present:**

AM - Mary, Becky, Michelle, Sue, Alex, Lex, Bonnie, Delia, Yvonne F., Dee, Karyn, Sarah, Lisa, Joanne, Rachel, Denise, Steve, Caitlin, Carlos, Caleb, Fran

PM – Tess, Mark, Rose, Dee, Deb, Yvonne L., Karyn, Bob, Alicia, Dawn, Alex, John, Fanda, Denise, Steve, Amy, Carlos, Mary

February 24, 2021 Minutes approved

Reopening –

- Going good, slow and steady
- Circs for 3/18/19 and 3/15/21 were done, we are down by 50% - on 3/15/21 429 materials were checked out and 116 patrons came in the building
- Online checkout is still going strong
- Will not be changing hours just yet – we'll see where we are in another month
- No requests have been made for Saturdays – will be open 4-5 hours – how can hours be made up with current open hours, any ideas? Pressure may come from other libraries if they are open and our patrons use their library
- Maybe open 3 hours and then clean
- Waiting for Governor to open up more and it becomes safer.
- Number of cases has started to go up again

Branch –

- Walls have been ordered
- Started moving main items back from West
- Large print shelving has come down and will be stored either in attic or at storage facility
- 3 Wall units have been moved downstairs between the DVD's and the copier
- Cleaning out closets for space for OYS to store things
- Moving forward with an opening date for the Branch of July 1<sup>st</sup>. Will need to know OYS schedule before we schedule opening – do we have the staff?
- 4/8 dumpster will arrive for discards – Some children's materials will be kept at the Branch others will come to Main Branch and some will be offered to preschools and schools or go to a booksale.
- Caleb is doing a walk through with the movers this afternoon

Library Giving Day – April 7, 2021 – Read-a-thon

- Raised about \$5,000
- Governor's recording has been received
- Foundation is meeting at 5pm today

**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, April 28, 2021**  
**8:15 am and 2:15pm**  
**DRAFT**

**Present:**

AM - Mary, Becky, Michelle, Steve, Alex, Lexi, Bonnie, Delia, Yvonne F., Dee, Karyn, Alicia, Fran, Delia, Amy, Caleb, Denise, Caitlin, Carlos, Fanda, Lisa on zoom

PM –Mary, Dawn ,Joanne ,Mark, Rose, Susanna, Eleanor, John, Karyn, Sunny, Sue, Yvonne L., Denise, Bob, Alex, Tess, Steve, Dee, Carlos, Caleb

March 24, 2021 Minutes approved

**Reopening – next steps**

- 5/7 Governor is most likely going to reduce many restrictions. He will be releasing updated universal guidelines that will not be mandated. Denise is working with the Health Department and are awaiting the universal guidelines. Denise will need to speak to the Trustees about the next steps.
- Examples of next steps would be
  - cut cleaning and do 3 hour shifts – since CDC says the virus does not live on surfaces
  - Quarantine of materials will cease at the end of the month. Deliveries will go upstairs to free Winchell Room for library programs. Inside book drop will be open
  - Winchell Room and Auditorium will be used for programming in the Fall. Winchell Room for staff/library usage only.
  - Open the upstairs to patrons
  - Put some tables with 2 chairs in the Information area. No charging devices. Looking into charging machine.
  - Glass partitions will stay for now.
  - Capacity limits will be more flexible – wear masks
  - Potential Hours – MWF 9-12, 1-5pm, TTh 10-2, 3-7pm
  - Curbside hours need to be discussed at admin level and also logging into computers or get guest passes.
  - Holds will be still downstairs
  - As more people get vaccinated programming may resume inside but for this summer programming will be outside as much as possible.
- Saturday hours will most likely begin in mid-July for 5 hours with an opening of Wednesday night instead of Monday. Week I, II, III scheduling would be reinstated.
- Bookdrop will be emptied twice a day.

**Branch –**

- Elevator is being rebuilt in place
- New office spaces have been created with walls going up on April 26th
- Most of the collection has been moved downstairs. What is left will be weeded and offered to some of our non-profit partners.
- Large print shelving has come down and will be stored either in attic or at storage facility

**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, May 25, 2021**  
**8:15 am and 2:15pm**

**Present:**

AM - Mary, Becky, Michelle, Alex, Yvonne F., Rose, Tess, Fran, Steve, Dee, Denise, Mary, Rachel, Lexi, Eleanor, Karyn, Alicia, Bonnie, Susanna, Yvonne L., Caleb, Carlos

PM – Sue, Mary, Denise, Dee, Sunny, Fanda, Mark, Lisa, Dawn, Amy, Bob, Joanne, Alex, Karyn, Steve, Caleb, Carlos

April 28, 2021 minutes approved

**Reopening -**

- How are the changes we made for May 17<sup>th</sup> going? Any problems? We are having 130-150 people visit a day. Talk to your supervisor if you would like to see changes.
- July changes – we will be open Wednesday evenings, and open Saturdays. The Branch will be open as well. At least that is the current plan.
- Do we keep appointments for the computers? Time limitation will still be 50 mins.
- Do we stop shutting down for the hour cleaning? Denise will contact the Health Department.
- Library programs can start using the auditorium & Winchell for their programs. No outside groups will be held until go ahead from the Health Department is received.
- Curbside is dwindling, we will let this feature phase out to be on demand instead of having specifically staffed hours.
- Talked about having outside programs for the kids this summer.
- More seating will be added as summer progresses.
- Holds take 24 hours to process and are available the next day.
- Grab & go is going to stay for now but will be moved upstairs to give Juvy back their hallway space.
- Bubler is still closed off – this was decided by the Health Department. When they give okay to city buildings we'll turn them back on.
- Waiting for changes in screening questions and other protocols from city. As of last BMA meeting Health Director reported only 31% of Manchester residents have been vaccinated.
- Delia is alone with shelving materials. If you have spare time could you please help her by shelving some materials?

Branch –



The next money round will open in August and will be looking into getting AV equipment for the auditorium and other items on our wish list. The grant requests will be written through the Foundation.

NHLA – NHLA has established an Affinity Group for library workers in NH who identify as BIPOC (Black, Indigenous, People of Color). The goal of this group is to be a safe space for BIPOC staff, and for them to find comfort and strength in working through issues together. While the care, concern, and empathy shown by allies is appreciated, in order to foster safety and trust, this group will only be open to those who are BIPOC.

Next meeting is June 30th at 8:15 & 2:15

**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, June 30, 2021**  
**8:15 am and 2:15pm**

**Present:**

AM - Mary, Alex, Rose, Fran, Steve, Dee, Denise, Rachel, Lexi, Alicia, Karyn, Delia, Caitlin, Susanna, Sue, Sunny, Caleb, Carlos, Deb, Lisa

PM – Eleanor, Fanda, Amy, Bob, Karyn, Michelle, Mark, Yvonne F., Tess, Dawn, Dee, Denise

**July 12 -**

- Branch will be open ½ days and Main Branch will be open on Wednesday evenings.
- Cleaning closing times will stop during mid-day
- Maribelle hours are being changed to 7-3:30pm to overlap with Jean to discuss upcoming projects and issues with the cleaning that she has brought up.
- Denise will meet with Aramark at the Branch to discuss cleaning there as well now that the building will be open again.
- Library programs can start using the auditorium & Winchell for their programs. No outside groups will be held until go ahead from the Health Department is received.
- Open holds will be located upstairs so that Children's can have their shelves back. Grab and go holds will have to be phased out.
- 2 candidates for part-time Circulation clerks have been hired and background checks are complete.
- 1 candidate for part-time Librarian I position has been offered and are awaiting background check.
- Page interviews are still going on
- Charging station at the Main library will be delivered today
- Denise will announce to the public when changes occur and will announce the charging stations
- New chairs were purchased for the Winchell Room
- Fines are back. Please give any question about fines to Carlos.

**Branch –**

- Circulation desk has been moved
- There will be not deliveries to the Branch until the week of July 26th
- Charging station will be delivered today procedures were sent to every staff member. Deb asked about how these stations work. Denise told her there was an informational screen which you can follow, also if patron forgets their code the administrator and security have a key.

**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, July 28, 2021**  
**8:15 am and 2:15pm**

Present:

AM - Kevin Kincaid, Dee, Bonnie, Fran, Joni, Mark, Rachel, Lex, Caleb, Dawn, Rose, Sue, Susanna, Alex, Delia, Lisa

PM – Kevin Kincaid, Dee, Fran, Alex, Andrew, Caitlin, Bob, Carlos, Eleanor, Deb, Michelle, Yvonne F, Fanda

June meeting minutes were approved

Dee reminded staff that restroom doors are sticking. Make sure doors close when entering and exiting.

Recovery Friendly Workplace courses to be completed by staff by July 30.

- Compassion Fatigue and Burnout
- Understanding Substance Use Disorder, Bias, Stigma & Discrimination
- Access Resources in NH 211

Kevin Kincaid gave a safety refresher at work and distributed two handouts.

- When entering and exiting library, arms should not be full in order to defend yourself if necessary.
- Casually look around exterior of building and environment.
- Look for people in parking lot you don't expect to be there.
- If you see an unknown person at the library entrance, turn around and call someone.
- When getting in your car after work, lock door immediately.
- Fire alarm – leave building immediately
- Disturbance – If you are not a designated person to handle the task, stay where you are.
  - Do you know where panic buttons are? Press both buttons together for 3 seconds.
  - Dial 911 – All 911 calls are triaged. Be very clear and specify what the problem is. Tell 911 if someone is harming people, any weapons, any injuries, assault, threatening people.
  - Do not try to dialogue or reason with the person. You cannot rationalize with irrational person.
  - Keep your distance. Put your hands up to create a barricade and indicate you have no weapons.



**Staff Meeting Minutes**  
**Auditorium**  
**Wednesday, August 25, 2021**  
**8:15 am and 2:15pm**  
**DRAFT**

Present:

AM - Fanda, Yvonne L, Joanne, Susanna, Steve, Fran, Alexis, Delia, Yvonne F, Karyn, Denise, Roberta, Alex, Lex, Bonnie, Amy, Lisa, Joni, Michelle, Caleb, Mark, Sue

PM – Bob, Dee, Rose, Eleanor, Carlos, Andrew, Sarah, Fran, Denise, Steve, Caitlin, Tess, Deb

July meeting minutes were approved.

Due to humidity, all doors are swollen and sticking. Try to shut doors as much as possible without closing fully. Get help from someone else if you can't open a door.

Discussion on Recovery Friendly Workplace courses.

The City is requiring everyone to view a mandatory harassment course. Human Resources was given a list of library employee names including new hires. Invitations are being emailed.

Covid 19 – Health Dept. is recommending wearing masks again due to increase in Delta variant in Manchester. Employees are encouraged to wear masks in public areas. Foot traffic in the library is low but circ usage is increasing. No new furniture will be added at this time. We're planning on trial in-house programming limiting attendance to 20 children or 20-25 adults. The Hunt Room can be used for smaller employee meetings once it is cleaned out of staff equipment.

Congressman Pappas spoke at library last week concerning broadband and internet services throughout NH. There are some areas in NH without internet! Congress has included broadband as part of the infrastructure package that they are currently working on.

Summer Reading Program was a success! The Bookmobile also was well received.

Schonna Green, the Homeless Coordinator, has met with Dee and Denise. Some of the concerns she is facing are that well-meaning people are passing out supplies at the encampments or in city parks. This is a safety concern and also defeats the HOPE initiative's efforts to encourage people to use the appropriate services. The goal is to educate the community that all donations should go to FIT, Café 1269 or other service organizations who are better equipped to assist those in need. Schonna will be speaking at the library on Tuesday, August 31, at 6 pm to provide more information on the initiative to the community.

Staff are noticing that there is an uptick on cars in the Hartnett Lot being canvassed. Make sure you lock your car and don't keep possessions visible from the inside. Parking division is looking into who handles the Hartnett Lot landscaping to see if some of that can be cleaned up.

Annual Employee BBQ is scheduled for Wednesday, September 29.

If you have any questions from Kevin Kincaid's security review at last month's staff meeting, notify Denise. Kevin did the same review at the NHLA Conference.

**Staff Meeting Minutes**  
**Auditorium**  
**Tuesday, September 28, 2021**  
**8:15 am and 2:15pm**  
**DRAFT**

Present:

AM - Mary, Fran, Denise, Carlos, Steve, Yvonne L., Alicia, Lisa, Deb, Joanne, Caitlin, Caleb, Bonnie, Andrew, Rachel, Alexis, Tess, Sarah

PM – Rose, Eleanor, Fanda, Michelle, Max, Dawn, Susanna, Alex, Sue Yvonne F., Delia, Steve, Roberta, Bob, Joan, Amy

August meeting minutes were approved.

**Covid 19** – Nothing new from Health Dept. Are still recommending wearing masks inside due to increase in Delta variant in Manchester. Employees are encouraged to wear masks in public areas if they can't social distance.

**Safety** – Kevin Kincaid was here last meeting. We had an overdose 3 weeks ago. Please notify security first and if they are not available call 911. There is a screen in Reference closet for patron privacy at the main library. Do not touch person for your own safety.

A couple of minor incidents in the Library with no trespass given. Lisa commented on how the charging stations were a great idea.

City is aware of Victory Park and Harnett Lot problems. Please park cars closer to Concord Street and be more self-aware. Gate House of Nashua is working with the City to assist folks in the parks and personnel will be here on Thursday to go into the Park to aide them in getting services. They may start being there twice a week. 9 people have thus far gone in for services. Supplies for Gate House are being stored in the Hunt Room.

A staff member noted that new police walking patrols have started on Elm Street.

**HR training** - on Recovery workplace. Make sure you finish what we had already assigned. Will let staff know when other training is available.

The City is requiring everyone to view a mandatory harassment course. Human Resources was given a list of library employee names including new hires. Invitations are being emailed and supervisors are following up with those who have not completed it.

**Staff Agenda-** Any questions on the reports. One Comment was made by Debra Young about the great displays we have around the building and thank you.

Michelle is working on the Halloween costume contest on October 29<sup>th</sup> and Susanna is working on the painting of pumpkins contest, those are due in this week! Bookmobile will be at City Hall for the Mayor's Halloween Party on October 29<sup>th</sup> from 3 to 5 pm.

Caleb is accepting donations at the West Library. 1 bag or 1 box of books. Put all calls about donation into his voice mail AT THE BRANCH and he can go over the specification on books.