

Hopkinton Town Library
REPORT FROM LIBRARY DIRECTOR
May 19, 2020

Library Staff: the majority of the library staff have been able to work from home with great success. We have made available our laptop and chromebook in order to facilitate remote work including

- A review of the library's website and all online offerings
- Participation in webinars (staff report back on what is learned)
- Work on the library catalog and planning for transfer to new OPAC (online public access catalog) Biblionix in June
- Patron calls
- Reference
- Social media
- Virtual Storytimes, scavenger hunt
- Staff meetings
- Book reviews including "staff picks" for National Library Week
- Book discussion group
- Book Ordering

Staff have been asked to submit weekly "pandemic work charts" through which they report on hours worked and tasks completed. Staff technological skills and familiarity with online services have greatly increased during this period.

Library Trustees: Welcome to Sarah Chiappetta and Jason LaCombe! A library orientation zoom meeting will be scheduled in the next two weeks. A packet of introductory materials will be sent in advance of the meeting. Nancy Skarmeas is the incoming chair and John Greabe continues in the role of Treasurer. Open positions are secretary, corresponding secretary and Foundation Liaison.

Finance: because the library has been closed since mid March, we are generally under budget. We are currently operating without a 2020 budget because Town Meeting was rescheduled until June 13th.

Library Services: Due to Covid 19 and the pandemic status declared by the World Health Organization, the Governor of NH declared a state of emergency in March. The Hopkinton Town Library closed its doors on March 17th. Since then we have

- Closed down usage of Book Return slot and box at town hall
- Cancelled all usage of Community Room to outside groups
- Added new online services to our website including "Hoopla" and "Tumblebooks"
- Promoted online services to the community
- Continued to respond to patron inquiries via phone and email
- Added "virtual" storytimes thanks to Leigh Maynard
- Added weekly scavenger hunts online
- Upgraded the kids page including listings of books for young people about coronavirus.
- Increased our facebook and blog presence
- Developed a system of patron "check in" calls
- Continued the business of the library including bill paying, library maintenance and payroll.
- Developed a partnership with MainStreet Bookends in Warner through which books for children and adults have been purchased with library funds. Library patrons can select a book from the list of titles

for their personal use until the library re-opens at which time, the title will be added to the library's collection. This has been very popular.

We are now in the process of developing a phased in re-opening plan in consultation with the NH State Library and the NH library community. This includes

- Getting staff back into the building on a phased in schedule, no more than two or three at a time
- Developing a plan for ensuring staff protection, including the provision of masks and gloves (Masks have been ordered through a state program and face shields through a Makelt lab in Nashua.
- We have a significant number of books that have not been reshelfed since we closed. That will be the first order of business
- Developing cleaning protocols for books, surfaces, handles and bathrooms. We will probably limit bathroom usage to one or two. (Note: cleaning supplies are still in short supply)
- Developing a curbside pickup program at designated times during the week, with limits per household
- Developing a phased in program, perhaps this summer, for allowing people into the library, perhaps by household, or for groups up to ten for defined periods of time.
- Developing a plan to allow for the usage of public computers.

NEEDS:

A "Library Ink" mailing to each household to provide an update on library services.

A "Survey Monkey" to determine community attitudes re: library re-opening

Findings from IMLS study on how long virus lasts on books.

Clear signage throughout library re: social distancing expectations

A plexiglass barrier at the Welcome Desk

Cleaning supplies

Plexi barriers at public computers?

Hand sanitizer stations (note we may be able to get hand sanitizer through a state program)

Policy on public use of masks. Can we/should we require masks?

Programs: Along with libraries across the state, we have decided to provide our Summer Reading Program "virtually" rather than in person. Plans for the virtual SRP are in development, but will include weekly packs of books, journals etc.) All of the performers that were previously contracted with for SRP are providing online programs.

Goal Two 1k

Building: We will turn building systems (hvac) by the end of May as staff come back into the building. Hillary Gabbett has agreed to work with on the murals in the library. Pending the vote at Town Meeting, Chris Wardell will undertake the re-staining of the building exterior this Fall.

Goal 2 1a

Planning and Policy: Library Trustee Bylaws to be reviewed. Emergency/Pandemic Plan to be reviewed.

Respectfully submitted, Donna Dunlop