

**Minutes of the Abbott Library Trustee's Meeting**  
**Abbott Library, Sunapee, NH**  
**August 20, 2020**

*In attendance were Trustees:* Carol Brudnicki, Chair, Jane Frawley, Vice Chair (joined meeting at 6:45pm), Susi Churchill, Treasurer, Peg Lesiak, Secretary, Scott Rapoport, Suzanne Tether and Betsy Bowen.

*Alternates:* Jon Reed

*Library Director:* Mindy Atwood

*Others:* Justin Levesque

**I. Chair's Remarks**

The meeting was called to order by Carol Brudnicki at 6:03pm, Thursday, August 20, 2020.

As the meeting was held under the tent in the Library's upper parking lot, the Trustees agreed that masks could be removed as long as attendees maintained 6 ft. of social distance.

**II. Approval of Minutes**

*Suzanne moved to approve the minutes of the Abbott Library Trustee's Meeting of Thursday, July 23, 2020, as amended. The motion was seconded by Betsy. The motion passed unanimously.*

**III. Treasurer's Report**

**A. Review of Financials**

- Susi reported that the bank accounts have all been reconciled. The town funding is current.
- Following up on an issue raised at the July 23, 2020 Trustee meeting, Susi reported that the question regarding budget line 231 Retirement Contribution has been resolved.
- Susi shared an additional report on the COVID-related expenses that the library incurred beginning in March 2020. These expenses will be submitted to the Town and in turn, the Town will submit all town departments' COVID-related expenses to the State of New Hampshire for reimbursement. Mindy indicated that reimbursements are expected to have a 3-4 weeks turnaround. The COVID-related expense total will ultimately be incorporated into the Operating Account – Profit and Loss Report under #6-Supplies, with a 699 code. This will not affect the bottom line of the FY 2020 budget.

**B. Review/Approve Bill Manifest**

*Scott made a motion seconded by Betsy to accept the July 2020 Manifest of Bills. The motion passed unanimously.*

**C. CD – Renewal**

On August 14<sup>th</sup>, the library's CD at Mascoma Bank matured, with interest, at \$249,716.57. Following the Board of Trustees' vote at the July 23, 2020 Trustees meeting, on August 17<sup>th</sup> the Mabel Davis funds (\$115,104.00) were invested into a 12-month CD at 0.30% at Mascoma Bank, maturing on 8/14/2021. In addition, the Martha Abbott principal (\$125,016.00) was invested into an 8-month CD at 0.45% at Bar Harbor Bank, maturing on 4/17/2021. The interest earned of \$9,596.57 was deposited into the Donation Account at Sugar River Bank.

#### IV. Director's Report - Mindy Atwood

Mindy highlighted her written report:

- **Buildings and Grounds Maintenance**

- Simply Clean is doing an excellent job so far. The employees are prompt and do a great job cleaning. Amelia Conner is a new cleaner, who cleans on Monday. She is also doing a great job.
- There is a problem with the front door closing consistently. Due to the importance of encouraging people to use the Activities Room door to enter the library and the front door to exit, ARC is scheduled to come out to fix this issue.
- Craig Heino followed up with Powers Generator again and confirmed that the failure to switch from generator power to pole power, when the pole power was restored, is truly a fluke situation.
- Thanks to the financial support from the Friends of the Abbott Library, a tent has been set up in the library's upper parking lot and there are two current reservations from outside groups for its use. Mindy attached an updated Meeting Room Use Policy that includes use of the tent. The Trustees reviewed and discussed this policy at this meeting.

*Betsy made a motion, seconded by Susi to approve the updated Meeting Room Use Policy as amended. The motion passed unanimously.*

- **Financial Management**

- Lynne Wiggins, the Town Finance Director, informed Mindy that as things stand, the library is able to request reimbursement through October 15<sup>th</sup> for COVID-related expenses. It is understood that the Governor of New Hampshire can change this date. As mentioned above, the reimbursement process is currently taking about three to four weeks. Code #699 is being used to track the library's COVID-related expenses.
- Mindy provided a first draft of the 2021 budget for review and discussion at this meeting.

- **Planning and Development**

- The New Hampshire police, fire and EMS flowchart for exposure to COVID was updated on May 8<sup>th</sup>. Previously, the process called for 7 days to pass since symptom onset. This has been changed to 10 days. Mindy updated the library's flowchart so that it remains consistent with the New Hampshire police, fire and EMS flowchart.

*Carol made a motion, seconded by Betsy, to approve the Library's COVID-19 Pandemic Policy as updated to be consistent with the New Hampshire police, fire, and EMS flowchart. The motion passed unanimously.*

- Mindy shared that the New Hampshire Library Association (NHLA) has posted the Abbott Library COVID-19 Pandemic Policy and the flowchart on their website for reference by other libraries.
- The Town Manager approved having library employees fill out the Town of Sunapee COVID-19-related questionnaire on-line. Thanks go to Joni for creating the Google form that allows library employees to do this.

- **Program Management**

- Three cheers for the library's Summer Learning Program! The children's staff, with help from Terri, hosted 13 on-line programs with a total attendance of 201 children. More details will be included in Mindy's September report. Feedback received from families to date indicated there was great appreciation for all that was offered.
- Attendance at book group discussions and film discussions remains steady.

- The library has secured a WiFi hotspot which can be loaned to patrons. This is a trial program to gauge interest and need in the community.
- **Staff Management**
  - Terri, Katy and Barb are working most of their regularly scheduled hours in the library. Joni and Justin continue to work some hours from home. Mindy also works some hours from home, usually for those hours over and above 40 hours.
  - Mindy will discuss with the staff at their meeting on August 20, 2020, the need to increase the number of staff in the building when the library is open to the public.
  - Mindy shared that in the past two weeks, there have been more challenging issues that have occurred in the library than during the first five weeks of re-opening. Examples of issues: pushback on washing hands upon entering, unhappiness about wearing masks, wearing masks correctly, pushback on reminder emails and quarantining books, and inappropriate comments to the Director and a staff member. Mindy will be following up on the latter.
- **Good News!**
  - The consultants from Empower Success Corp. (ESC) shared positive comments from the strategic planning survey conducted within the Sunapee community. Mindy is sharing these with the Board, thereby entering them into the library's "official record".
    - We are truly blessed in Sunapee to have such a wonderful library!
    - You all are providing an excellent service during these troubling times. Thank You
    - Excellent all round - especially during this virus time. The dedication of the director and those working there is powerful.
    - Pleasant and helpful workers.
    - The staff is fantastic: helpful, cheerful, a pleasure to be around
    - Wonderful community library. Our family appreciates you all so much! Keep up the great work!
    - Abbott and our librarians serve our community EXTRAORDINARILY well. My limited use does NOT reflect my pride in what you do/provide!
    - You do a fabulous job! Thank you!
    - Very helpful and knowledgeable staff. That yellow bus bringing me books was the cheeriest sight I had for a number of months.
    - Seasonal resident who experienced Abbott Library as top notch when our kids were young.
    - I enjoy the library and staff. My husband likes magazines and newspapers-I like books! Don't need your computer or WiFi as I'm all set at home. Mindy you and Justin have been most helpful-Thank you!
    - I appreciate all you have done during the pandemic—delivering books by school bus and taking precautions for in person visits.
    - Phenomenal Staff! Appreciate the great availability of books! Just keep up the terrific work-and THANK YOU to Mindy, Justin and all the staff and volunteers.
    - Abbott library and staff doing a fantastic job. Thank you, Mindy and staff.
    - It's a wonderful community center! The staff are always helpful. Great selection of books, films, and periodicals. love the fireplace and comfy chair and the WiFi.
    - Wonderful place, wonderful people!
    - Keep doing what you are doing plus any new innovative programs that benefit citizens of Sunapee. I have not commented on the many wonderful programs as I do not use them at age 89! Love that you do them, however.
    - The staff is and always has been very helpful and knowledgeable and a pleasure to deal with. Thank you.

- You are all doing an amazing job at this amazing community resource. Very appreciative - our whole family is blessed.
  - During COVID you all have been wonderful with online resources and book delivery!
  - Great work-- the library is a gem of a place!
  - Keep up the good work! The email library updates during Covid-19 have been very informative.
  - I really appreciate your efforts during COVID-Love you guys!
  - Seasonal resident. We are blessed with a fabulous staff! You are appreciated!
  - We are very fortunate to have such a valuable resource as the staff and library are the best! Thank you for all that you do. You always go above and beyond.
- Over 80% of respondents rated the library 5 out of 5 in terms of value and quality from the first two survey questions.

## **V. Chair's Report**

- As mentioned above, Carol and Susi established CD's as directed by the Board of Trustees at the July 23, 2020 Trustee meeting.
- The Strategic Planning Committee has set the dates for two Zoom meetings that will replace the previously planned in-person retreat. These meetings will be on September 9<sup>th</sup> (an orientation on all the information and research that has been gathered to date) and September 10<sup>th</sup> (the workshop to discuss and analyze the key ideas, leading to identifying the top 3-5 longer term goals).
- At this meeting, the Trustees will decide whether future Trustee meetings will be by Zoom or in the library.
- Carol was pleased to inform the Trustees that Jon Reed is submitting his application to continue as a Library Alternate.

*Betsy made a motion, seconded by Susi, to request that the Sunapee Board of Selectmen appoint Jonathan Reed as a Library Alternate. The motion passed unanimously.*

## **VI. Strategic Planning Committee**

Peg shared a brief update on the work of this committee (the notes of committee meetings have been distributed to the Trustees after each committee meeting).

Three committee meetings have occurred since the last Trustee meeting. The results of the survey, as well as the draft of the Phase I report (summarizing the research, interviews and survey results) were discussed. Given the decision to move from an in-person meeting for the "retreat" to two Zoom meetings, time was spent discussing how best to manage this type of meeting via Zoom. ESC will be drafting detailed agendas for each meeting and these will be discussed at the next committee meeting on August 26<sup>th</sup>.

## **VII. Reports from the Abbott Library Foundation and the Friends of the Abbott Library**

### **A. Abbott Library Foundation**

Carol shared that the Foundation is considering terminating the group, however, they will hold on this decision until after the library's strategic planning meetings.

### **B. Friends of the Abbott Library**

The Friends have sent out their annual donation appeal letter.

### **VIII. 2021 Budget**

Mindy opened the discussion by stating that she, like all of us, has no idea what 2021 will look like from a budget perspective. She thought it likely that the ABC Committee could push all departments to cut their budgets. Reflecting upon the feedback received via the community survey, it is clear the community wants the library not only to continue offering all that had been regularly offered, but to offer even more. After discussion, the Trustees believed the budget needed to reflect the possibility that the library could be fully open and functioning for the entirety of 2021, particularly given the fact that there is no mechanism in place to request additional operating budget funds from the Town after the Town's 2021 budget is approved by voters.

A line-by-line review of the initial draft budget was conducted. Most of the budget items remained on the same level as this year. Where there were suggested changes, the rationale was discussed. Mindy will be following up on a few line items and the second draft of the budget will be presented at the September 17, 2020 Trustee meeting.

### **IX. Old Business/Other Business**

- The September 17, 2020 Trustee meeting will be held under the tent, weather permitting. This meeting will begin at 5:00pm.
- The previously approved Library Aide III position will be posted.

### **X. Public Comment**

None.

### **XI. Adjournment**

*Susi made a motion to adjourn, seconded by Jane. This was unanimously passed.*

The meeting was adjourned at 7:44 pm.

Respectfully Submitted

**Peg Lesiak, Secretary**

August 24, 2020