



*Sandown Public Library Trustees Meeting*  
**Minutes for December 17, 2015 at 6:45 PM @ Sandown Public Library**

**Call to Order**

Meeting called to order at 6:48pm

**Attendance**

Trustees: Diana True, Carol Stafford, Adrienne Skora, Pete Stock, Tina Owens

Director: Kirsten Corbett

Selectmen's Liaison: absent

Bookkeeper: Patricia Sarcione

**Pledge of Allegiance**

**Finance Report**

Financial Reports – Patricia Sarcione, Bookkeeper

Acceptance of unanticipated funds: \$8.01

The motion to accept the funds of \$8.01 was made by Trustee Owens. Motion was seconded by Trustee Stafford, and the motion carried unanimously.

**Approval of Minutes**

November 19, 2015 minutes

The November 19, 2015 minutes were reviewed and corrected. Trustee Owens motioned to approve the minutes as corrected. Trustee Stock seconded, and the motion carried.

**News & Views of the Director**

Circulation and Visits

Discussion ensued.

Programs & Announcements

Discussion ensued.

**Old Business**

- Warrant Articles
- Health Insurance Opt-Out –follow town lead and prorate, due to December 1<sup>st</sup> start date, instead of January 1<sup>st</sup> start date?  
Trustees agreed to follow the town's lead and prorate.

**New Business**

- PiperWebs mobile upgrade
  - Upgrade will be done.
- NHRS Audit

- Library Technician Kehoe and Assistant Director Hassard attended a workshop on October 27, 2015. Trustees reviewed and discussed the notes provided by Library Technician Kehoe. Trustees are waiting for Assistant Director's report.

### **Closed Session**

- Contract Discussion
  - The RSA that started the hubbub in the first place was RSA 202-A:15, wherein there is a "term" specified, the connotation of which is a contract.
    - **202-A:15 Public Librarian; Qualification and Tenure.** – The librarian shall have education of sufficient breadth and depth to give leadership in the use of books and related materials. The librarian shall be appointed by the board of library trustees for a term of office agreed to at the time of employment and until a successor is appointed and qualified.
  - Many feel that this RSA is contra-indicated by RSA 202-A:17.
    - No employee of a public library shall be discharged or removed from office except by the library trustees for malfeasance, misfeasance, or inefficiency in office, or incapacity or unfitness to perform the employee's duties. Prior to the discharge or removal of any such employee, a statement of the grounds and reasons therefor shall be prepared by the library trustees, and signed by a majority of the board, and notice thereof shall be given to the employee not less than 15 days nor more than 30 days prior to the effective date of such discharge or removal. Upon receipt of said notice and within 30 days thereafter, but not otherwise, the employee may request a public hearing. If such request is made, the library trustees shall hold a public hearing on such discharge or removal. The hearing shall be held not more than 30 days after receipt of the request for the hearing, and if the trustees, upon due hearing, shall find good cause for discharge or removal of the employee, they shall order the employee's discharge or removal from office. There shall be no change in salary of such employee during the proceedings for discharge or removal nor until the final effective date of the order for discharge or removal. The provisions of this section shall apply to the employees of any public library except in a case where the city or town has personnel rules and regulations which apply to such employees and which make provision for a public hearing in the case of such discharge or removal.

Trustee Stock motioned to go into closed session at 8:10. Trustee Skora seconded the motion. Roll Call: Trustees True, Owens, Skora, Stock, and Stafford. Director Corbett has been invited. Motion carried unanimously.

Trustee Stock motioned to leave closed session at 9:28 pm. Trustee Owens seconded the motion. Motion carried unanimously. Trustee Stock motioned to seal minutes. Trustee True seconded the motion. Motion carried unanimously.

Trustee Owens motioned to adjourn the meeting at 9:36 pm. Trustee Skora seconded the motion. Motion carried unanimously.

### **Next Friends Meeting**

- Monday, January 25, 2016 @ 6:30 p.m.

### **Next Business Meetings**

- Thursday, January 21, 2016 @ 6:45 p.m.

**Important Dates**

- ? –Warrant Article Review with BoS (the Mondays left before Warrant Articles are due are: 12/21, 12/28, 1/4, 1/11)
- Tuesday, January 12, 2016 –Budget Committee Public Session, Warrant Articles Due
- Saturday, January 30, 2016 –Deliberative Session

Respectively submitted by Adrienne Skora, Secretary

Library Director's Report  
December 17, 2015

I attended the Merri-Hill-Rock meeting on November 18<sup>th</sup> at Derry Public Library. The topic was customer service.

9:30 –Customer Service with Stephanie Merfield

- You have 3-5 seconds to make a first impression
- If you're spinning your wheels, transfer to a supervisor: "I think you're going to get a better answer there."
- The 5 steps of a Reference Interview lead to good customer service:
  - Welcoming
  - Gathering general information from the user and getting an overview of the problem
  - Confirming the exact question
  - Intervention, such as giving information, advice or instructions
  - Finishing, including feedback and summary
- Pay attention to key words –if they use the same word two or three times, it's a key word. Use it when responding.
- Customer Service certification is available at NHTI \$475 -20% municipal employee discount. About 15 hours.

10:50 –Business Meeting

- Introductions
- Approval of Minutes (Not available at time. Will approve two months' worth at Dec. mtg.)
- Treasurer's Report: Linda Hoelzel
  - Savings –Current Balance: \$5.00, Previous Balance: \$2662.34
  - No activity between 10/14/15 and 11/18/15
  - Checking Balance on 11/18/15:
  - Today's program: \$100
  - Renewal of non-profit status must be signed by Officers and Board of Directors –Cab?
- December meeting
  - Formal or informal?
  - Storyteller? Travel presentation by Diane Heer?
  - Linda will approach the Tuckaway about holding meeting there, as they've got meeting space, and it would mean that she wouldn't have to close down the Children's Room at Dudley-Tucker to host us.
- Cab asked about Gale's Analytics on Demand
  - Tied into geographic information systems
  - \$2000 per library, or as low as \$500 if multiple libraries go in together
- Heather asked if anyone's had to prove that they needed an elevator
  - Cab put in a LULA (limited access elevator) at his old library for half the price
  - Look at the ADA checklist, and see if it requires fixing an elevator
- Derry PL is looking at a CIP to replace the skylights
- Plaistow PL wanted to start a capital reserve fund just for the library
  - Pipes for sprinkler system
    - Schedule 10: \$20,000
    - Schedule 40: \$40,000
    - Multiple floods
  - Security cameras
  - LED upgrades
  - Granite State Solar
- Do a trust fund instead of CIP
  - In an emergency, no need to wait for a town meeting for permission to spend

- Under the Trustees' purview
- Auto renewals on materials?
  - Lose circulations?
  - Lose Fines \$?
  - Better customer service?
- Lois Freeston, of the Nesmith Library, is retiring. Congratulations to Lois!
- Plaistow PL's trustee Cathy Willis won Trustee of the Year, but refuses to be recognized

Next meeting: December 9<sup>th</sup> at Dudley-Tucker Library.

Program Coordinator Thomas met with Kimball Library Director Heer, Kimball Library Program Coordinator Powers, and Plaistow Public Library Program Coordinator Sullivan, at the Kimball Library on December 2<sup>nd</sup>, to discuss joint SNHLC programming, including a Big Read. The group met again on Wednesday, December 16<sup>th</sup>, but they met while Preschool Story Time was going on, so Program Coordinator Thomas was unable to attend. They have decided to go for a NH Humanities grant, instead of a Big Read grant, and we have been busy providing the information they need.

I ordered replacement AED pads (they expired 12/15), as well as additional "AED Equipped Facility" stickers to place on our doors. They arrived, and have been replaced.

I attended the Budget Committee meeting on December 2<sup>nd</sup>, as the library budget, among others, was being re-submitted for review, with the new figures for personnel, since the BoS decision on a 3% increase, however, the meeting was called, due to the lack of a quorum. The meeting was rescheduled for Tuesday, December 15<sup>th</sup>, and I attended at that time. The new payroll line was approved 4-1.

I attended the Southern New Hampshire Library Cooperative meeting on Thursday, December 3<sup>rd</sup> at Kimball Library. Non-SNHLC librarian, Rosemary Krol, Director of the Hampstead Public Library was also in attendance. Next meeting: Thursday, January 21<sup>st</sup> here in Sandown.

Trustees True, Stock, Skora, and I attended the Friends of the Library meeting on Monday, December 7<sup>th</sup> at 6:00 p.m. They have co-sponsored the Ramblin' Richard Holiday Music Event with the Recreation Department. It will be held on December 15<sup>th</sup> at the Recreation Center. They will plan for the Deliberative Session at the January meeting.

Trustees True, Owens, Stock, Skora and I presented our two warrant articles to the Board of Selectmen on Monday 7<sup>th</sup>. We will need to go again when the Board makes its decision.

Assistant Director Hassard and Library Technician Kehoe attended a paralibrarian training session on Lively Library Programming on Tuesday, December 8<sup>th</sup>. They will report back to Public Relations and Program Coordinator Thomas, who could not attend, as she was busy running story hours at the time.

I attended the Merri-Hill-Rock meeting on December 9<sup>th</sup> at the Dudley-Tucker Library in Raymond.

#### Business Meeting

- Cab Vinton called the meeting to order at 10:44 a.m.
- Treasurer's Report: Linda Hoelzel
  - Savings –Current Balance: \$5.00
  - Check 1016 for Customer Service Program: \$100
  - Check 1017 for Non-Profit Renewal: \$25
  - Checking Balance on 12/9/15: \$2537.34
  - Cab called the Londonderry Police Department about making some sort of donation for the October program. They said no. They may be required to do some sort of community service, for which the presentation counted. The group decided not to push it.

- Secretary's Report: Kirsten Rundquist Corbett
  - Approval of Minutes: Natalie Ducharme Motioned to approve both the October and November meeting minutes. Carl Heidenblad seconded the Motion. AIF.
- Year-End Discussion
  - Does anyone have a year-end review process?
    - Town reports
    - Salem embarks on multi-year projects, so year-end doesn't hold the same meaning.
      - Customer Service Bootcamp!
        - Ongoing sessions
        - Worksheet homework
    - Plaistow PL has a Strategic Plan draft from which they work.
    - Businesses have to do year-end reviews. They are a valuable tool to have.
    - What to include?
      - Popular things you've done
      - Important things you've done
      - Accomplishments
      - Failures
      - What to do better
      - New relationships/partnerships
- Staff meetings
  - It seems to be hard to get all staff to meetings
  - Plaistow PL holds staff meetings every two weeks.
  - Dudey-Tucker Lib. holds them at least quarterly.
  - Sandown PL holds them bimonthly.
  - Nashua PL holds them weekly.
- Nashua PL's Reference & Circulation departments are very compartmentalized.
  - Circ won't answer any questions
  - They did training to let Circ. Staff know what everyone should be able to answer (empowering them to do so).
  - Cab suggested a "mystery shopper" exchange among libraries in the area, where we come to each other's libraries and evaluate customer service.
  - Natalie described an "Ikea attitude," where staff doesn't feel like it and the public doesn't deserve it.
- Cab asked if anyone's using Wordpress for their website
  - Nashua is, and Mesh, out of Nashua, built it for them.
  - Candia is, and Green Geeks maintains theirs.
- Interlibrary Loan checkout –at Circulation or Reference desk?
  - Most do it at Circulation. Nashua is looking at how to make ILL checkout a Circulation responsibility instead of a Reference responsibility, so folks don't have to wait at two different desks to check out their materials.
- Technology
  - Plaistow PL is looking to purchase ~10 new computers.
  - Kelley Lib. received a \$20,000 donation for technology. They purchased two charging stations, a tablet table.
    - Are charging stations a great service or do they encourage leeching?
  - Nashua PL is considering purchasing Nabis or Launchpads (tablets for children). Currently testing them, getting staff on board.
    - Sandown PL circulated Launchpads. Very popular with kids and parents. Did not worry about getting staff on board first –knew they would sell themselves.

Next meeting: January 13<sup>th</sup>, location undecided.

I was notified by Tamre McCrea, of New Hampshire Retirement, that we will be having an audit from the NH Retirement System, as we've never had one before. It's not expected to be complicated or strenuous, as we only have one full-time staff member. I have heard from Tony Durso about the audit itself, and am in the process of answering the questionnaire he sent me. I am passing along all information about the upcoming audit to Bookkeeper Sarcione as I receive it.

We had a Letters to Santa box at the library from ~November 30<sup>th</sup> to December 17<sup>th</sup>. Lots of folks commented on how neat it was, but few participated.

The Ramblin' Richard holiday music program, co-sponsored by the Friends of the Sandown Public Library and Sandown Recreation, and held at the Recreation Building, was well-received, with 29 folks in attendance. Unfortunately, due to Richard's schedule, it was scheduled for the same evening as our book discussion, or I'm sure there would have been even more folks there!

I've received the following email from Dale Dormody, our Website administrator:

Several libraries have asked if our costs will increase in the new year - and I'm pleased to report that they will not. We have not raised our annual service fee in over 10 years, and have no plans to do so. We are, however, offering a significant redesign package that will better respond to the needs of mobile users. Did you know that a majority of web users now use mobile devices (smartphones / tablets / etc) as their primary web access platform?

This redesign employs a 'responsive' framework, which means that your site's layout and navigational menus will automatically change based on the size of the device being used. With this new design, all site visitors can easily view and navigate your entire site, whether they are using a full-sized desktop computer or a handheld smartphone. (See our site at [www.librarywebsites.com](http://www.librarywebsites.com), or this sample home page of a library's site - [wellsnew.sv9482.si-servers.com](http://wellsnew.sv9482.si-servers.com) - as examples. This library is a third example: [www.gilfordlibrary.org](http://www.gilfordlibrary.org). Other responsive design variations available. Reduce your browser window to the size of a cell phone screen to demonstrate responsiveness.)

Converting your site to the new responsive format is a significant design effort, and therefore a small one-time charge is required. Your regular annual service fee, however, would remain unchanged. The one-time fee includes some new features and services as well. Here's the complete conversion package:

1. A complete redesign of your existing site into the new responsive format.
2. A ground-up review of your site, with suggestions for improving the site's organizational structure
3. Access to a new 'shared content' feature, where you can easily browse website content used by librarians across the country, and add it to your own site with a simple click. If you find it challenging to locate fresh and interesting content for your site - this is a great solution.
4. Redesign of outdated children and teen sections (where applicable)
5. Installation of a new revolving display on your home page (if desired). This helps de-clutter your home page by presenting large amounts of information in a small space.

The total one-time cost of the responsive redesign package is \$325, and we're scheduling the changes now. To order the redesign, simply respond to this email and we'll get your library on the schedule. We can provide an invoice immediately, or after the first of the year - whichever you prefer. If you have questions or would like to view additional examples of the new design, send a response and we'll get that information to you as well.

I believe that it's past time that our Website was mobile device-friendly. I also hope that this change will help to make our site more user-friendly from an internal standpoint. Our current contract with PiperWebs is in effect until 10/31/2016.

I plan on attending the town's Joint Loss Management Committee meeting on Wednesday, December 23<sup>rd</sup>.

I plan on attending the American Library Association Midwinter Conference January 9-11<sup>th</sup>, since it is in Boston this time.