



*Sandown Public Library Trustees Meeting*  
**Minutes for January 21, 2016 at 6:45 PM @ Sandown Public Library**

**Call to Order**

Meeting called to order at 6:47pm.

**Attendance**

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

Director: Kirsten Corbett

Selectmen's Liaison: absent

Bookkeeper: Patricia Sarcione(absent)

**Pledge of Allegiance**

**Finance Report**

Financial Reports – Patricia Sarcione, Bookkeeper

Acceptance of unanticipated funds: \$5 undesignated donations

The motion to accept the funds of \$5 was made by Trustee Stafford. Motion was seconded by Trustee Stock, and the motion carried unanimously.

**Approval of Minutes**

December 17, 2015 minutes

The December 17, 2015 minutes were reviewed and corrected. Trustee Stock motioned to approve the minutes as corrected. Trustee Stafford seconded, and the motion carried

**News & Views of the Director**

Circulation and Visits

Discussion ensued.

Programs & Announcements

Discussion ensued.

**Old Business**

- Budget
- Warrant Articles
  - Return on Investment, etc.
- NHRS Audit
- Digital Sign

**New Business**

- Disbursement Request
- HVAC maintenance and recommendations
- Trustee succession planning
- Childcare for Deliberative Session
- Filming at the Library

Trustee Skora motioned to adjourn the meeting at 8:24pm. Trustee Stock seconded the motion. Motion carried unanimously.

**Next Friends Meeting**

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

**Next Business Meetings**

- Thursday, February 18, 2016 @ 6:45 p.m.

**Important Dates**

- Friday, January 29, 2016 –Trustee Candidacy Declaration Deadline
- Saturday, January 30, 2016 –Deliberative Session

Library Director's Report  
January 21, 2016

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

The Library's rear motion alarm went off at approximately 4:30 on the morning of December 28<sup>th</sup>. I investigated the library, but there were no signs of anything out of place, and all the doors were secure.

I attended the Board of Selectmen meeting on Monday, December 28<sup>th</sup>, along with Library Trustees True, Owens, and Stock, to present our proposed warrant articles:

Warrant Article 11. Shall the Town vote to increase Library services by expanding the hours to open on Fridays and to raise and appropriate the sum of Five Thousand Eight Hundred Dollars (\$5,800) for this purpose. (The \$5,800 is based on six additional hours of library service per week.)

Estimated tax impact of this warrant article is \$.01 per thousand.

Warrant Article 12. Shall the Town vote to increase the Assistant Library Director/Cataloger's hours to 35 hours per week (full time) in order to support extended Library hours and services and to raise and appropriate the sum of Nineteen Thousand Five Hundred Dollars (\$19,500) for this purpose. (The \$19,500 is based on one additional work hour per week plus benefits.) If Article 11 does not pass, this article is null and void.

Estimated tax impact of this warrant article is \$.04 per thousand.

At that time, the Board of Selectmen approved the warrant articles, but did not vote on them. Trustees True, Owens, Stock, and Skora attended the Board of Selectmen meeting on Monday, January 4<sup>th</sup>, where the Board of Selectmen voted for the first warrant article 3-2-0, and against the second one 0-5-0. I attended the Budget Committee meeting on Friday, January 8<sup>th</sup> to be on hand to answer questions on our warrant articles. The Budget Committee voted against both warrant articles 2-3-0 and 5-0-0. As there was an official vote, I assumed that the issue was put to rest, but, it turns out, the Budget Committee re-voted on Tuesday, January 12<sup>th</sup> at Public Session. I, along with Trustees True, Owens, Stock, and Skora, attended the Public Session to address the Library's budget. The Library budget of \$299,360.00 was approved as submitted in a unanimous vote.

We had a staff meeting on Friday, January 8<sup>th</sup>. We discussed the budget season meetings, the town openings, and had a customer service brush-up:

- Customer Service Brush-up
  - Closure/Acknowledgement
    - When finished with transaction, be clear that the transaction is finished. Walking away does not signify completion; it just leaves the patron hanging, wondering if we're doing something else for them, or if they're free to leave.
    - On the same note, if we're helping them with something, explaining what we're doing to help them ensures that patrons don't wonder if we heard them, or if we're just doing something else on the computer, or have walked off to do something else, instead of actually going to retrieve the item from the shelf.
  - Telephone etiquette
    - Please answer the phone with some variation of "Thank you for calling the Sandown Public Library, this is [your name], may I help you?" –"Hello?" does not constitute a professional greeting.
    - When placing folks on hold, whether to help them with whatever they've called about, or because you're busy with a patron either in person or on the other line, please ask if they mind being put on hold, then actually put them on hold, so they don't have to hear whatever goes on before you get back to them.

- When picking the phone up after having put someone on hold, please thank them for holding, then give them your response. Once again, “Hello?” does not constitute a professional greeting.
- Offering help is wonderful. We are at the library for the sole purpose of helping folks, in one way or another. Asking “May I help you find something?” or “Is there something I help you with?” sound much nicer than “Do you need help?.” The latter connotes impatience/condescension.
- “Mystery Shopper” –staff informed that it will happen.
- The knitting group may turn into a knitting/sewing group, based on community interest.
- We’re going to start up a couponing group.
- Excess chairs –not many sold at the town-wide yard sale the year The Friends purchased the new ones. What to do with the extras?

I attended the American Library Association midwinter conference Saturday-Monday, January 9<sup>th</sup>-11<sup>th</sup>. Conference report to come.

I have prepared the required information for the NH Retirement System audit, with the help of Bookkeeper Sarcione. We were scheduled for our visit on Thursday, January 14<sup>th</sup>, but Tony Durso, the auditor, cancelled the appointment that morning. He just called today to reschedule. Our new audit date is Thursday, February 4<sup>th</sup>.

Bookkeeper Sarcione and I also worked together to prepare our year-end reports.

We were scheduled to have our HVAC maintenance on Friday, January 15<sup>th</sup>, but they had to cancel at the last minute, due to emergencies. We rescheduled the maintenance to be on Thursday morning, January 21<sup>st</sup>. It was suggested that we purchase four carbon monoxide sensors with LED readouts, as none of our current alarms are equipped to detect carbon monoxide. (One in Children’s, one in main room, one in office, one downstairs.) They should cost ~\$50 each.

I received the following email from Jeff Levinsky, of Wowbrary, our weekly newsletter platform:

Hi Kirsten:

Well, instead of sending you an invoice, it turns out your library earned \$514.92 in commissions for this past sponsorship year, which is a bit more than the \$500 sponsorship! One easy way we can handle this is to credit your account for \$14.92, which we can then apply to a future invoice. Please let me know if that’s OK or you would like us to handle it differently.

Thanks very much,  
Jeff

The Library earns commissions if folks click on the Wowbrary Amazon link before they do their Amazon.com shopping: <http://wowbrary.org/amazon.aspx?l=10251>. In the past, we’ve earned a bit toward our \$500 per year subscription, but we’ve never received enough to completely cover our subscription. This commission is accounted for in the Library’s final budget that was submitted to the Finance Director.

I hosted the Southern New Hampshire Library Cooperative meeting on Thursday, January 21<sup>st</sup> here at Sandown Public Library.

- Discussed SNHLC bags to transport our materials between libraries.
  - Decided that we liked the size of the 13.15”x7”x19.75” 18 oz cotton bag, but would prefer one with a zipper to keeps materials safe. The company we’ve been looking at doesn’t make a bag in that size with a zipper. We will look at other companies.
- PPL Director Vinton, PPL Program Coordinator Sullivan, PPL Head of Youth Services Dawley, and PPL Logistics & Development staffer Major are meeting with Scott Strange of Timberlane HS tomorrow to discuss the Big Read that the co-op is planning.

Next meeting: Thursday, February 18<sup>th</sup> at Plaistow Public Library.

AdelXT will be in during February to rotate public computers, replacing the oldest ones with the newer staff computers, which were replaced last year. We waited to make sure that the new staff computers worked as they should, and that staff had access to everything that they should.

I received the following email:

To Whom It May Concern,

Up until recently I was a resident of Sandown, NH (for 26 years) and would visit your lovely establishment from time to time. I am now an aspiring filmmaker and we have a scene in which an author does a book reading and book signing in a bookstore/library. We were hoping that you could potentially entertain the idea of allowing my film cast, crew, and I shoot these scenes in your location. We only shoot on weekends and would be looking to do so on a weekend in either May or June (if possible).

If you need more information, please feel free to email me back or call me. I love to talk about my movie. If this is something that your establishment couldn't accommodate then we completely understand.

Thank you for your time. I hope to hear back from you.

--Adam Newman

Public Relations and Program Coordinator Thomas is registered to attend a free grant-writing for the arts workshop on Thursday, February 11<sup>th</sup>.