



*Sandown Public Library Trustees Meeting*  
**Minutes for June 23, 2016 at 7 PM @ Sandown Public Library**

Meeting called to order at 7:05 p.m.

**Attendance**

Trustees: Diana True, Carol Fournier, Adrienne Skora, Pete Stock (via skype), Tina Owens

Director: Kirsten Corbett

Selectmen's Liaison: absent

Bookkeeper: Patricia Sarcione (absent)

**Pledge of Allegiance**

**Finance Report**

Financial Reports – prepared by Patricia Sarcione, Bookkeeper

**Approval of Minutes**

May 3, 2016 minutes

The May 3, 2016 minutes were reviewed. Trustee True motioned to approve the minutes as corrected. Trustee Fournier seconded, and the motion carried unanimously.

May 19, 2016 minutes

The May 19, 2016 minutes were reviewed. Trustee True motioned to approve the minutes as corrected. Trustee Stock seconded, and the motion carried unanimously.

**News & Views of the Director**

Circulation and Visits

Circulation and Visits are up from previous month.

Programs & Announcements

Discussion ensued. Great community participation in programs. Great Programs scheduled for summer reading.

**Old Business**

- Security  
Discussion ensued.

**New Business**

- Old Home Day Parade  
“Last night the Sandown Old Homes Day Committee voted to hold the Parade this year on Saturday September 10 starting at 9 am! We are bring the Parade back to the center of town! It will start at the Central school and making it way to Glastombury Dr.” (Old Home Day Facebook Page)

Discussion ensued. Trustee Owens made a Motion that the Library will open at 10 a.m. on September 10, 2016 and close at 3 p.m. to accommodate Old Home Day Parade. Trustee Fournier seconded the Motion, and the Motion carried unanimously.

- Automatic Renewals

### **Closed Session**

- Trustee True motioned to go into closed session at 8:03 p.m. Trustee Fournier seconded the motion. Roll Call: Trustees True, Owens, Skora, Stock, and Fournier. Director Corbett has been invited. Motion carried unanimously.
- Trustee Owens motioned to leave closed session at 10:05 p.m. Trustee Skora seconded the motion. Motion carried unanimously. Trustee True motioned to seal minutes. Trustee Owens seconded the motion. Motion carried unanimously.
- Trustee Skora made a motion for the Library to close at 7:00 p.m. for a Staff Meeting. Trustee Fournier seconded the motion, and the motion carried unanimously.

### **Adjournment**

- Trustee Skora motioned to adjourn the meeting at 10:10 p.m. Trustee Fournier seconded the motion. Motion carried unanimously.

### **Next Friends Meeting**

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

### **Next Business Meetings**

- Thursday, July 21, 2016 @ 7:00 p.m.

Respectfully submitted by  
Adrienne Skora,  
Secretary

Library Director's Report  
June 23, 2016

I attended the New Hampshire Library Trustees Association Annual Conference on Monday, May 23<sup>rd</sup>.

- Managing Stress and Workplace Conflict
  - Understanding conflict
    - Types of conflict
      - Between individuals/coworkers
      - Between management and subordinates
      - Between trustees and director
      - Between staff and patrons
      - With friends
      - With selectmen/supporters
    - Causes of conflict
      - Issues
      - Personalities
      - Emotions
      - Interests/needs/desires
      - Self-perception/self-esteem
      - Hidden expectations
      - Awareness of interconnection
    - Styles of handling conflict
      - Competing –goal is to win
      - Collaborating –find win-win solution
      - Compromising
      - Avoiding –goal is to delay
      - Accommodating –goal is to yield
      - Ask questions, listen, be open
      - Check in
      - Document –dates, conversations
      - Don't focus on personality traits that can't be changed
      - Do not interrupt or attack
      - Do not disregard feelings
    - Pros
      - Personal/professional growth
      - Can be stimulating or fun
      - Promotes awareness of self/others
      - Opportunity to work through problems together
      - New ideas can be generated
      - Avoid litigation
    - Cons
      - Result in dismissal or legal action
      - Can be stressful
      - Lack of mutual respect
      - Gossip, rumors, toxic stress
      - Personal attacks to one's character
- Community Based Strategic Planning
  - Communities change
    - Regional planning authority

- School systems
  - Gut check
  - Read: *Our Iceberg is Melting* by John Kotter
    - 8 change steps
- 4 steps for creating community based strategic planning
  - Assess the current environment
    - Internal and external
  - Develop a bone-deep community understanding
  - Acknowledge and agree on bedrock beliefs
  - Design and deliver on plan
- Celebrate what you do well
  - Collections, space, people with expertise, databases...
  - Use the SOAR Method (not trying to fix anything like SWOT Analysis)
    - Strengths
    - Opportunities
    - Aspirations
    - Results
  - Appreciative inquiry
    - Discover \
    - Dream around positive center
    - Design /
    - Deliver
      - Identify commitments and steps needed to effect change
  - Apply appreciative inquiry
    - Focus on strengths
      - Ask what community features folks like and why
      - How can the library do library things that make people feel the same way?
        - If already doing it, make some noise about it!
      - Read: *Strength Finder* by Tom Roth
- Understand community
  - Community self-image
  - Chart community's future
    - Sense of where it is, where it's going
  - Reality checks
    - On right track?
    - Avoid an echo chamber
      - More complete view
- Understand and agree on bedrock principles
  - Principles
  - Outcomes
  - Techniques
    - Most disagreements are over techniques
  - Actions reflect values
    - Pay attention –drop services that aren't important to the community
    - Budget –statement of values
    - Customer service policy/practice
    - Staff evaluations
    - Public behavior policies
  - Apply principles, use techniques
    - Don't resist force; go with it

- Design and deliver plan
  - Put it all together
  - Confront obstacles (a.k.a. design steps)
    - How can we...
    - See naysayers as disappointed optimists
    - Move from planning to action
      - Just because you can't do everything is no excuse for doing nothing.
  - Ask: If you were born here, why are you still here?
  - Ask: If you moved here, why?
  - A plan that can't be described in five minutes hasn't been thought through enough.
- Forming a Library Foundation and Trustee/Foundation Relationships –Terry Knowles
  - Friends groups
    - Are generally recognized by the IRS as 501(c)(3) organizations
      - Donations are tax deductible
    - Are separate from the town
    - Are not subject to the right to know law
    - Any funds received by the library from a Friends group are subject to publication and public hearing requirement if over \$5,000
      - Public hearing must be published in newspaper seven days in advance
        - Must give public opportunity to speak
  - Creating a foundation
    - In deciding whether to recommend the formation of a foundation there are several points to consider:
      - Who should be on the board of directors?
        - Most library foundations are created as nonprofit corporations with a Secretary of State.
        - Secretaries of State form NP-1 Articles of Agreement.
        - The Articles are signed by five individuals known as incorporators.
        - The Incorporators elect the first board of directors.
          - Be careful who you choose
          - You do not want a quorum of Trustees on the Foundation Board, as then the Foundation is subject to right-to-know law
      - Board members should
        - be interested in the library's role in the community
        - have the time to be an effective board member
        - be willing to assist in fundraising activities for projects or a capital campaign
          - D&O insurance (director & officer)
        - ideally, be a library card holder and/or have used the services of the public library
    - Is there a potential to adversely affect the amount appropriated to the library if the library foundation is successful?
    - How will requests from the library for funding be handled?
    - Are the foundation's goals compatible with the library trustees' goals?
- Section 501(c)(3)
  - Section 501(c)(3) of the Internal Revenue Code describes the purposes for which nonprofit, charitable status will be granted to an entity.
  - There are two types of 501(c)(3) organizations:
    - Public charities (more flexibility)
      - Must meet the IRS "public support" test:



- Trust
- Standard bylaw provisions including NH-specific requirements
  - Name (make sure you renew your charter with the Secretary of State in 2020)
  - Mission or Purpose
  - Board of Directors
    - Remember: RSA 292:6-a: all nonprofit corporations to have a board of directors composed of at least five independent directors *not related by blood or marriage*. This law is designed to promote diversity on boards and to prevent conflicts of interest.
    - Board role and size (at least five)
    - Terms (important to discuss whether or not there should be term limits)
    - Meetings (when and where including annual meeting)
    - Means of participation (Skype? Speaker phone? Virtual meetings?)
    - Notice of meetings (snail mail only, or electronically?)
    - Election of board members –how and when? Do board members serve until their successors are appointed or elected?
  - Quorum –what number of directors/members constitutes a quorum?
  - Duties of officers
    - President
    - Vice president
    - Secretary
    - Treasurer
  - Vacancies –what is the procedure for filling a vacant officer or director position? And by whom?
  - Resignation, termination, or absence –consider whether or not to have the ability to remove officers and/or directors for cause. What are the reasons? How is removal accomplished? Due process considerations...
  - Special meetings –called by whom and for what purpose?
  - Committee structure –are there standing committees (audit, nomination, executive)? How are members of committees to the committees selected and by whom?
  - Process for amending bylaws must be included.
- Other provisions
  - Whistleblower policy
  - Documentation maintenance and destruction policy
  - Specific powers that directors can only exercise upon supermajority votes of the directors –purchase or sale of real estate, hiring and firing decisions, etc.
  - Qualifications of board members –are background checks required? Credit checks?
    - If money is involved, yes!
- Conflict of interest requirement
  - RSA 7:19-a requires nonprofit organizations to adopt a conflict of interest policy and to affirm the policy on an annual basis.
    - RSA 7:19-a I (c) “the following shall not be considered as pecuniary benefit transactions:
      - (2) A benefit provided to a director, officer, or trustee or member of the immediate family thereof if:
        - (A) The benefits are provided or paid as part of programs, benefits, or payments to members of the general public; and

- (B) The charitable trust has adopted written eligibility criteria for such benefit in accordance with its bylaws or applicable laws; and
    - (C) The director, trustee, or family member meets all of the eligibility criteria for receiving such benefit;
  - If A pecuniary benefit transaction shall be prohibited unless it is in the best interest of the charitable trust and unless all of the following conditions are met:
    - (b) The transaction receives affirmative votes from at least a 2/3 majority of all the disinterested members of the governing board of the charitable trust, which majority shall also equal or exceed any quorum requirement specified in the bylaws of the charitable trust
- Robert's Rules of Order
  - "We have said it before and we will say it again: Most organizations should avoid Robert's Rules of Order like the plague. There is nothing wrong with Robert's Rules of Order when adopted by the right organization for the right reasons. The right organization is a parliamentary or legislative body, not your typical nonprofit charity." –Jack Siegel, *A Desktop Guide for Nonprofit Directors, Officers, and Advisors, Avoiding Trouble while Doing Good*
  - Should we adopt Robert's Rules of Order in our bylaws?
    - There is no law mandating that nonprofits must make decisions using Robert's Rules, but organizations often make the decision to use the Rules.
    - If you decide to adopt Robert's Rules of Order, it is important to understand what that means –perhaps appoint a Parliamentarian.
    - Warning!
      - A NH charity adopted Robert's Rules of Order in its bylaws.
      - The board voted to remove its president from office.
      - Robert's Rules are very specific on the process for removing an officer.
      - The president was removed, and is now suing the board based on its alleged failure to follow the provisions of Robert's Rules of Order.
- Tips:
  - Make sure the bylaws are tightly worded and not open to conflicting interpretations.
  - Review the bylaws on a periodic basis and eliminate or amend any outdated or obsolete provisions.
  - Make sure all new board members receive a copy of the bylaws and encourage the members to read them.
- Tax issues
  - If making more than \$50,000 and have \$250,000 already:
    - Apply for tax exempt status from the IRS on form 1023: <http://www.irs.gov/pub/irs-pdf/f1023.pdf>
  - If making less than \$50,000:
    - Apply for employer identification number (EIN) on IRS form ss#4: <http://www.irs.gov/business/small/article/0,,id=102767,00.html>
    - An EIN may be obtained online.
  - Form 1023EZ
    - If the foundation does not anticipate raising more than \$50,000 per year in its first three years of existence and does not currently have \$250,000 or

more in assets, it is possible to apply for tax exempt status using the 1023EZ: <https://www.irs.gov/uac/About-Form-1023EZ>

- Obtaining tax exempt status from the IRS:
  - Complete the IRS form 1023 (application for tax exempt status) and the IRS form SS#4 (application for tax identification number)
  - Register with the Attorney General, Charitable Trusts Unit
    - <http://www.doj.nh.gov/charitable-trusts/documents/nhct-1-application.pdf>
- Annually/periodically
  - Annually –file form 990, 990EZ, or 990N with the IRS
  - Submit annual financial statement to the Attorney General
  - On any year that ends in a five or zero, renew corporate charter with Secretary of State
    - (check on the Secretary of State webpage –if admin dissolved, didn’t file last year)
    - Can lose name
- Communications
  - The library and the foundation are structured differently:
    - One is a government agency subject to the NH Statutes and the right-to-know law.
    - One is a nonprofit organization subject to federal and state law, and is not subject to the right to know law.
  - Communications should be handled separately and not combined
- If the foundation fails
  - Dissolution clause –assets are distributed for one or more exempt purposes within the meaning of Section 501(c)(3) of the Code (or the corresponding section of any future federal tax code), or shall be distributed to the federal government, or to state or local government, for a public purpose.
  - Permanently restricted funds are handled differently –may have to go to court.
  - Beware of reverter clauses.
- Types of gifts: additional considerations
  - What is meant by the term “endowment?”
    - Permanently restricted:
      - A donor-imposed restriction that stipulated that resources be maintained permanently but permits the organization to use or expend part or all of the income (or other economic benefits) derived from the donated assets.
      - Example: “I give the sum of \$100,000 to XPL Foundation, the income to be used to purchase computer equipment.”
        - The principle amount must be held intact; only the income may be expended, and then only for the purchase of computer equipment.
      - If the foundation dissolves, it may be necessary to have the probate court redirect any permanently restricted funds.
    - Can unrestricted gifts become restricted?
      - Library trustees and board of directors of nonprofit organizations will sometimes want to gather together the unrestricted gifts received by the entity to create an “endowment fund” to provide for future needs.
      - It is important to note the done organization cannot place additional restrictions on a gift; successors in these positions are not bound by the actions of their predecessors and may remove the restriction.
  - Non-cash contributions
    - Including art, antiques, ephemera, collections, furniture, etc.
    - Decide whether foundation is willing to accept non-cash contributions.

- If yes, consider adopting an accession/deaccession policy.
- Other considerations: insurance, preservation, climate control, indexing, etc.
- Mistakes foundations make
  - Failure of library trustees and the foundation to maintain good communication
  - Failure to retain copies of gift instruments including wills, trusts, etc.
  - Failure to carry out donor intent
  - Failure to classify donation properly for purposes of financial statements
- Fundraising
  - Donations and gifts
  - Capital campaigns (consultant will do feasibility study)
  - Grants
  - Planned giving
  - Outside fundraising consultants are most often hired when a foundation is engaging in a capital campaign or in creating a planned giving program
- Library foundations in NH
  - Abbott Library Foundation, Sunapee
  - Baker Free Library Foundation, Bow
  - Bedford Public Library Foundation
  - Concord Public Library Foundation
  - Harvey-Mitchell Memorial Library Foundation, Epping
  - Hopkinton Public Library Foundation
  - Langdon Library Foundation, Newington
  - Manchester City Library Foundation
  - Rye Library Development Foundation
  - Whipple Free Library Foundation, New Boston
  - Wolfeboro Public Library Foundation
- Only the Board of Selectmen may accept land in the name of the town.
- Foundations and Friends groups do have the right to accept and own land, while the library does not. If the library does accept land (build a library on donated land), the library becomes a private library.

I attended the Friends of SPL meeting on Monday, May 23<sup>rd</sup>.

- Tricia put together a new Friends brochure.
- The Friends voted to save the rest of “Hazel’s \$” for a significant purchase in the future.
- The ice cream social will be Thursday, June 23<sup>rd</sup> from 1-2 p.m. and 6:30-7:30 p.m.
  - Basket raffle winners will be drawn afterward.
  - Tricia and I announced that there would be door prizes for attendees, including Red Sox and Fisher Cats tickets.
- The Friends approved purchasing Summer Reading paraphernalia and one t-shirt for each staff member.
- The Friends approved funding \$240 toward the Children’s Museum of NH’s Amazing Inventions program, which will be held the end of June.

The monthly SNHLC meeting on Thursday, May 26<sup>th</sup> was first postponed until June 2<sup>nd</sup>, then cancelled. We will meet on June 23<sup>rd</sup> in Plaistow.

We held a staff meeting on Friday, June 3<sup>rd</sup>.

- Summer Reading plans
  - Sign-ups start on Saturday, June 18<sup>th</sup>
  - Hampstead Stage Company performance of *The Wizard of Oz* (with Recreation Department) on Tuesday, June 21<sup>st</sup> at Town Hall
  - The Friends’ Ice Cream Jubilee will kick off the summer on Thursday, June 23<sup>rd</sup>

- Basket Raffle Drawing
- Door-Prize Raffles:
  - 4 [Red Sox](#) Tickets (Sunday, July 3, 1:35 p.m., Grandstand seats) -valued at \$232.
  - 4 [Fisher Cats](#) Vouchers (may be redeemed at box office for June 26th, 27th, or 28th) -valued at \$48.
  - 4 [Party Playland](#) Tickets -valued at \$40
  - Preschool Gift Bucket -valued at \$20.
- Children’s Museum of NH program: Amazing Inventions on Thursday, July 28<sup>th</sup>
- Flying High Dogs (with Recreation Department) on Friday, August 2<sup>nd</sup>, possibly at the school
- Store (Concession Stand, with the coins called medals this year) August 6<sup>th</sup>-11<sup>th</sup>
- Science with Miss Bea on Wednesdays in July
- Amerikids baton twirling?
- Hoopla hula hoops?
- Contest: book settings (kids create a scene from a book, using Legos, Minecraft, etc. & submit a picture of it)
- Prizes:
  - Sign-up raffle: Canobie Lake Park (2) or Water Country (2) tickets, if registered by July 7<sup>th</sup>
  - Ice Cream Jubilee door prizes, as above
  - Weekly drawings
    - Bruins posters
    - Sign kids up for Bruins raffle –submit ticket w/age (SPL can submit 2)
    - Bre’s Ice Creamery –free cone
    - (Uno’s is not doing a weekly raffle this time –we’ll give out coupons halfway through and at end)
- Adult summer walking club
  - Meet and greet Saturday, June 11<sup>th</sup>
  - Walk 8-9 a.m. Saturdays in July
- Fly fishing July 30<sup>th</sup>
  - Casting, lunch, fly-tying
- Blood drive July 27<sup>th</sup> 10-3:00
- Tai Chi program in July
- Yoga program in August
- Bobcat program August 30<sup>th</sup>
  - Sandown Conservation Commission will provide lunch
  - Little Town Sweet Shop will donate goodies
- Breakout program
- Display case –dirt bike memorabilia
- Meeting times, since we’re increasing our frequency to monthly from bimonthly.
  - 10:00 is good
  - Holiday weekends when the library is closed on Saturdays will be skipped.

I attended the Merri-Hill-Rock meeting at the Hooksett Public Library on June 8<sup>th</sup>. We will not meet again until September.

#### Business Meeting

- Cab Vinton called the meeting to order at 9:50 a.m.
- Treasurer’s Report: Linda Hoelzel
  - Savings – Current Balance \$5.00
  - Previous Checking Balance on 5/11/16 \$2,447.34
  - 6/8/16 – Check 1020: Jessamyn West (MHR June Program) \$275.00
  - Checking Balance on 6/8/16 \$2,172.34

- Secretary's Report: Kirsten Rundquist Corbett
  - Approval of April 13, 2016 and May 11, 2016 Minutes: Carl Heidenblad Motioned to approve the meeting minutes. Vicki Varick seconded the Motion. AIF.
- State Business:
  - NHLA Board Meeting Tuesday, June 14, 2016
    - Will discuss adding GoToMeeting for the sections
    - NHLA 2-Day Conference next spring @ Portsmouth Sheraton?
      - Dara Bradds and Pamela Johnson-Spurlock planning
    - Looking to fill an IT position
  - Cab asked about the state/NHLA purchasing professional development books for the state library, for all to benefit
    - Possibly to support Paralibrarian Certification program?
- Old Business:
  - Community Stories program grant request approved (~\$7,800)
- Upcoming meetings
  - September 14, 2016 at Nesmith Library in Windham
- Officers for next year:
  - Chair: Cab Vinton
  - Treasurer: Linda Hoelzel
  - Secretary: Kirsten Rundquist Corbett
- Year-End Review
  - Opening programs to all libraries is good
  - Programs this year were great
  - Program committee for next year:
    - Carl, Linda, Cab, and Heather
  - Meeting attendance
    - Require RSVP for planning purposes?
    - Earn perks for attending?
    - Change day of week?
      - Survey done this year, with the result of same meeting day/time, but fewer in attendance
- Snap circuit kit from state library to circulate among MHR libraries for summer –how to do?
- Plaistow PL is holding an artist reception with wine tasting Friday, June 17<sup>th</sup>.
  - Kittery artist volunteered to paint mural to be hung in Atrium.
  - PPL has a very tightly written acceptance policy; specifically, donators sign off on donated items belonging to library, and may be moved, discarded, etc. at will.
- Hooksett PL and Nashua PL use Facebook Events, and the FB users RSVPing and sharing the event is really upping visibility.
- Nesmith Lib. has a collection analysis spreadsheet that Carl can share.
- Heather shared Hooksett PL's turnover rate spread sheet.
  - Does circulation for any given collection justify the size of the collection, either in shelf space or budget?
- Hooksett PL created a weeding schedule and set dates for inventory.

Program: Jessamyn West, Open Library

- Great response to the “nobody uses libraries anymore” comment: That must just be you! Our usage/statistics are consistently up. I'm so sorry that you don't use your library anymore, but that's not the population in general.
- Interesting question: What if our libraries were large enough to hold every book? How would that change our programs and services?
  - Selection/deselection are non-existent

- What is our role in the library?
- Ideals:
  - The library is open 24/7
    - Serve more people more of the time
  - Share all of the digital content
    - Push the content envelope
  - Serve all of the people
    - Even the ones who think they don't like the library
      - Issue library cards to folks when they register to vote?
  - Outside the book box
    - Leave the building, change the formats
  - Everyone feels like the library is theirs
    - Talk the talk of "this is your stuff"
- Why?
  - It's important to have dreams.
  - It's important to understand the real world we live in.
  - It's important to think about ways we get from one to the other and back.
- What can we do?
  - Bring people in for reasons besides books (more of a community center)
    - Knitting, trivia night, etc.
  - Quick-and-dirty library improvement idea: every library can have a better website (accessible!) and social presence

#### New Hampshire Downloadable Books:

There is a motion (Amy Lapointe, Amherst TL) and a second to that motion (Heather Rainier, Hooksett PL) for an increase of \$25,000 to the current NHDB eBook and Audiobook budget of \$240,000. The proposed 2017 budget for eBooks and audiobooks would be \$265,000, an increase of roughly 10%. In addition, there is \$16,000 for the Nook Periodicals budget (assessed at \$80 per library) for a final budget of \$281,000.

I attended the Sandown Joint Loss Management Committee meeting on Wednesday, June 22<sup>nd</sup>. We did a site visit for the Highway Department Garage.

We will be having our carpets cleaned on Friday, July 1<sup>st</sup>, following our staff meeting.

I plan to be on vacation the week of July 4<sup>th</sup>.