

Board of Library Trustees Meeting

Tuesday, April 16, 2019

6:30pm

The meeting was Called to Order at 6:34 pm. Present: Kim Gabert – staff member, Lynn Coakley, Chris Costantino, Janet Hromjak, Sarah Philbrick Sandhage, Jennifer O'Brien-Traficante, Betsy Solon, Shirley Wilson, Kathy Parenti, Judy Gross.

Lexi, a member of the Friends, joined us to learn more about our expansion/renovation project for marketing purposes.

Minutes from March 26, 2019 meeting were reviewed and approved on a motion by Judy, seconded by Shirley, all in favor.

Treasurer's Report for March 31, 2019 was reviewed. Donations through March 31, 2019 were approved on a motion by Chris, seconded by Judy, all in favor.

Impact fees need to be formally requested w/copy of meeting minutes.

Future SMP and Milestone invoices will be requested to be paid from impact fees- Motion made by Lynn seconded by Sarah, all in favor.

Bullseye Locating invoice will be paid out of the regular fund (decided last month).

DIRECTOR'S REPORT

April 16, 2019

LIBRARY STORY OF THE MONTH

Libraries transform lives.

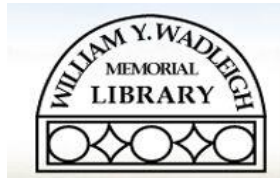
A young woman preparing for her LPN exam, came to the library and used the free online course, Learning Express, and text book for 2 months, practicing. She stopped by last week to let us know that she had passed, and to thank staff for encouraging her.

Learning Express is a free online class system offered by Wadleigh, available for anyone with a card.

A request was made to add these stories to the library's website and social media page(s) monthly. Betsy will do.

STAFF NEWS

We have begun advertising for a new Reference and Adult Services librarian to complement/enhance our Reference and Circulation departments. This full time position fills the gap left by Diana LeBlanc, who retired in December 2018. Mary Ann, Katie S. and I will attend the Book Expo in May. Most library staff members will attend the NHLA Conference on May 9/10th. This year's theme is "Cozying Up to Your Community." Members of MPD will attend our next staff meeting to share issues going on in the community and ways we can work together to keep our patrons safe.



FACILITIES

A new backflow valve was installed to prevent liquids from entering the library from the street level. Various departments have been by to mark utility lines in preparation for the lot survey. Jeff and several volunteers completed installing insulation over the circulation and reference areas last week, so we expect our utilities bills to come down over the next year. The moveable library shelving has been ordered.

This isn't the first valve replacement. Questions as to whether Water Dept. should be doing backflow testing regularly, especially with all of the problems that we have had.

PROGRAMS

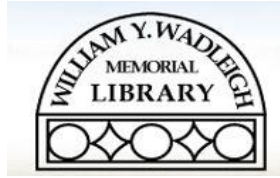
Mary Ann and Kim worked with Chris Gentry to develop a way to post library events/news on the Town Hall monitor and also on the Granite Town Media channels. The Childrens' department has been collaborating with the elementary schools and with the Boys and Girls Club in preparation for Summer Reading. The Library Listening session on April 3rd was a great success and a video of the event will be posted on our website – many thanks to the Friends for the refreshments and to the Trustees, Staff and public who participated.

A community member is requesting a drag queen story hour be held in the Children's Dept., which may happen some time after June due to the calendar being full. A new story time series/festival is being organized for many different groups to participate in to promote inclusivity.

OTHER NEWS

- The new library website is up and running!
- We repeated the "Food for Fines" program during National Library Week and collected donations for Bridges.
- The Friends of the Library are conducting a raffle for concert tickets to ***The 1975***.
- All trustees are invited to join me at the May 3rd Hillstown Library Coop meeting at 9:30am in New Boston. The topic is Public and Private Funding Partnerships for Library Projects, presented by Lori Fisher of Baker Free Library in Bow, NH.
- A new movie about homeless patrons and a library was released on April 5th – it is called "The Public" and is currently showing at only one theater in NH – in Londonderry. The staff highly recommends this film!

Respectfully Submitted,
Betsy Solon



No Public Questions or Comments

Old Business

Library Policy Review- 3 policies were reviewed and discussed. Equipment Policy approved on a motion by Janet, seconded by Jennifer, all in favor. Bulletin Board Policy approved on a motion by Lynn, seconded by Shirley, all in favor.

Discussion to review Rate & Fine Policy in July due to the youth fines data we need gathered first. New policy updates coming in May- Janet and Lynn will work on.

Library Substitute Job Description- Reviewed, fine-tuned and approved on a motion by Shirley, seconded by Lynn, all in favor. Reference & Adult Services Librarian job description has also been rewritten and updated, approved on a motion by Jennifer, seconded by Judy, all in favor.

Betsy wants us to update all job descriptions due to unnecessary language contained in some.

Library Expansion Project - Judy and Betsy met with and hired Chuck Sink to begin his work. He will have a draft of a tagline and elevator speech for the next Listening Session for participants to comment on.

Betsy shared staff concerns/input in preparation for the next marketing/social media plan.

Live phone conference w/Meredith Lee from Knock Knock Social during the meeting re. marketing for our building project (and beyond) on Facebook- Meredith described making events and creating engaging, eye-catching posts; can create statistical reporting for us monthly. (Lexi wants us to ask for hard metrics to show actual success.)

Discussion of our concerns re. nay-sayers, post-fatigue, and whether staff will still be posting in addition to Knock Knock; can be done either way. She can receive our content and post for us, or a schedule can be set. She will give us advice for responding to social media comments on a case by case basis. Addressed possible Instagram engagement if we want.

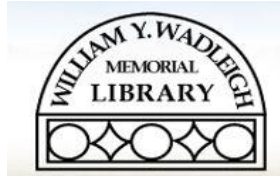
Lexi suggests we create a Social Media Policy which should include how, and how often, staff responds to conflict. She also suggests we engage a local influencer to come in to see and learn about the library so they will pass it on.

Discussion re. where funds would come from if we hire Knock Knock. We will ask for a revision to the proposal, to include measurable metrics reporting and a call to action plan. Will her consulting (Facebook responses, etc.) be included in monthly fee? One point of contact will be chosen (library staff). Tabled until next month.

Other Old Business- Existing Conditions Plan surveying will begin tomorrow.

New Business

Trustee Orientation Refresher- Judy attended and discussed key points w/us.



Strategic Plan Update- Reviewed Betsy's updates. Betsy will revise a portion of it and Board will review in June.

SMP Reveal is Tuesday April 23rd, 6:30pm at Ambulance Bldg.

2nd of two Listening Sessions will be held Monday May 13th, 6pm.

Fri., May 3 Public & Private Partnerships in Library Funding, New Boston, 9a-12p

Wednesday, May 29, NHLTA 2019 Spring Conference & Annual Meeting 8a - 3:30p

Next Meeting will be held May 21st at 6:30pm.

Public Session adjourned at 8:30pm on a motion by Janet, seconded by Jennifer, all in favor.

Motion to go into Non Public Session under NH RSA Section 91-A:3,II(b) at 8:31pm- All trustees present. Motion by Shirley, seconded by Jennifer, all in favor.

Motion to close Non-Public session at 8:55pm by Shirley, seconded by Janet, all in favor.

Respectfully submitted,
Sarah Philbrick Sandhage