



NEW HAMPSHIRE LIBRARY TRUSTEES ASSOCIATION

Procedures Manual

Developed by the NHLTA Governance Committee

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Change History

Date	Description/Summary of Changes
03-04-2020	Revision
05-02-2018	Revision
06-18-2015	Revision
03-06-2013	Original

NHLTA PROCEDURES MANUAL

B1 MISSION STATEMENT

The NHLTA Mission Statement shall be reviewed by the Board of Directors annually for relevance.

B2 BYLAWS AND BOARD OPERATIONS

B2.1 Review

Bylaws shall be reviewed by the Governance Committee and changes recommended to the Board of Directors at the March Board meeting, and upon initial acceptance by the Board shall be presented to the membership for vote at the next Annual Meeting. The membership will be informed of proposed bylaws amendments in accordance with **Article X** of the Bylaws. Notice may be conveyed in the Spring newsletter or via separate mailing.

B2.2 Annual Dues

The Board of Directors shall annually, at the March meeting, review the dues amount and determine if any change should be recommended to the membership. A recommended change in dues amount shall be sent to the NHLTA members at least fifteen (15) business days in advance and presented at the Annual Meeting per the Bylaws. This notice may be included in the Spring newsletter or sent via separate mailing.

B2.3 Conflict of Interest

The Secretary shall provide copies of the Conflict of Interest statement for all directors at the first meeting of the board in the new fiscal year for signature. Newly appointed directors shall comply at orientation. (**Appendix 1**)

B2.4 Code of Ethics

The Code of Ethics Statement shall be affirmed annually. The Secretary shall initiate the process of distribution for signature at the first meeting of the Board in the new fiscal year and maintain copies on file. Newly appointed directors shall comply at orientation. (**Appendix 2**)

B2.5 Job Descriptions

Job descriptions for all formal functions shall be reviewed by the Governance Committee at least every two years. Job descriptions are posted on the Board Notes page of the NHLTA website.

B2.6 Election of Officers

NHLTA Officers shall be elected from and by the Board at the first monthly meeting following the Annual Meeting for a term of one year. The Governance Committee will recommend a slate of officers for the Board's consideration.

B2.7 New Director Orientation

The Governance Committee shall conduct an orientation session with all new directors and will provide an NHLTA notebook and either copies of, or directions to, other critical information, such as the Policy Manual, Procedures Manual, By-Laws, financial records, etc. New directors shall read and sign the Code of Ethics Form, Conflict of Interest Form and Return of Property Form. It shall be the responsibility of the Governance Committee to ensure that each new director is assigned a mentor and made to feel welcome, and is provided the necessary tools to be a productive member. Memo of Understanding Regarding NHLTA Property, Return of NHLTA Property Form and New Director Orientation List (**Appendices 3, 4, and 5**)

B2.8 Director Evaluation

A biennial evaluation shall be conducted prior to proposing each director for reelection to the Board. The evaluation shall be conducted by the Governance Committee, with the results, including identified successes and improvement opportunities, shared with the director. The director shall have the opportunity for self-evaluation and to respond to the committee's evaluation. An informal review of the performance of directors not up for re-election will be conducted annually to identify any specific areas in need of improvement, and comments conveyed to the directors by the Committee. (**Appendix 6**)

B2.9 Disciplinary Procedure for Directors

Any Director on the NHLTA Board may be subject to remediation, discipline or removal in accordance with the procedure described below.

B2.9.1 Basis

Remediation, discipline or removal shall be considered if one or more of the following reasons exist:

- Nonattendance at three or more meetings of the Board in a twelve-month period;
- Noncompliance with one or more terms of the Director job description;
- Failure or refusal to disclose necessary information on organization business;
- Failure to return requested organization records or materials;
- Unauthorized expenditures or misuse of organization funds;
- Unwarranted attacks on Board members or officers, or refusal to cooperate with the NHLTA President or other Board members or officers;
- Misrepresentation of the organization and/or its officers to outside persons;
- Conviction of a felony; or
- Unsuitability to hold office.

B2.9.2 Process

The Governance Committee shall be responsible for the review of remediation, discipline and removal issues.

The Governance Committee, through one of its members appointed by the committee chair, shall provide written notice to a director that the director may be subject to remediation, discipline and/or removal. The Governance Committee shall provide a general description of the

issue(s) to the director. Email shall be an acceptable form of written notice or communication by the Governance Committee to the director.

The director shall be provided with an opportunity to meet with the Governance Committee on a date and at a time and location specified by Governance Committee at which time the issue(s) shall be discussed, and the director will be provided with an opportunity to respond or present a rebuttal. If the director fails to attend the scheduled meeting without providing good reason in advance of the meeting, the meeting may go forward in the director's absence.

The Governance Committee will thereafter communicate in writing to the director its determination as to whether a remedial plan will be issued by the Governance Committee, and/or whether the Governance Committee will be recommending to the NHLTA Board disciplinary action, including possible suspension and/ or removal of the director. The Governance Committee will provide written notice to the director of the reasons for such action.

If a remediation plan has been determined, the plan will identify the areas for improvement or change. Performance reviews with the director will be held with one or more NHLTA board members selected by the Governance Committee. If such changes or improvements have not been made by the director within a reasonable time period as determined by the Governance Committee, the Governance Committee may vote to recommend termination of the director.

A Governance Committee determination to issue a remediation plan or a recommendation to the NHLTA Board for discipline or removal shall require a majority vote. A vote of the NHLTA Board to discipline or remove a director shall require a majority vote of the NHLTA Board.

A Director who is subject to remediation, discipline or removal may elect to resign from the Board in lieu of that process.

B2.10 Exit Briefings

Retiring board members will be asked to respond to an exit interview either in person, by phone, or by e-mail. If the briefing is conducted in person, at least two members of the Governance Committee will be present. If conducted by phone or e-mail, the briefing will be done by the Chair or designee and forwarded to the Governance Committee.

Upon the recommendation of either the Executive Committee or Governance Committee, the NHLTA will award a certificate of appreciation in recognition of outstanding service and/or length of service. This will be presented at either the annual meeting or the regular board meeting closest to the date of retirement.

The following questions will be asked and opinions solicited during the briefing.

- a. Reason for leaving from NHLTA board
- b. Comment on mission, goals and strategic plan of NHLTA
- c. Comment on strength and/or weakness of current board of directors
- d. Comment on future of NHLTA
- e. How can NHLTA Improve?

B3 PUBLIC RELATIONS AND COMMUNICATIONS

B3.1 Response to Member Requests for Assistance

Members may request assistance from NHLTA on library issues via the NHLTA website “Contact Us” function, or by phone call or email to NHLTA board members. NHLTA does not offer legal advice, nor does NHLTA mediate disputes, but may refer members to the Consultants Resource Bank maintained by the NH Center for Non-Profits for professional assistance, or to the NHMA for legal assistance.

B3.1.1 Phone/Email Replies

If an NHLTA board member responds to a member request for assistance via email or phone, the board member will forward the email response or a summary of the phone intervention to the Communications Committee Chair for archiving and for possible posting on the FAQ page of the NHLTA website, if the issue is deemed to be of general interest.

B3.1.2 Site Visits

Due to limited resources, NHLTA is unable to make site visits to libraries in response to requests for assistance.

B3.2 Regional Meetings

Regional meetings shall be organized periodically by NHLTA and hosted by a library within the region. The purpose of such meetings is to promote informal networking among neighboring libraries and offer the opportunity to meet other trustees, discuss common issues, share success stories, and tour a local (hosting) library.

- The Regional Meetings will be facilitated by NHLTA. One NHLTA board member will act as facilitator for each regional meeting; other NHLTA board members are encouraged to attend.
- The NHLTA facilitator will set a month, day, and time in consultation with the hosting library.
- Refreshments may be provided by the hosting library. An attendance sheet will be circulated at the meeting and collected by the NHLTA facilitator after the meeting.
- Regional Meeting agenda may include: tour, introductions, refreshments, discussion of a pre-determined topic, and open discussion of other topics raised by participants.
- Future meetings may be scheduled at the meeting close, along with identification of future host sites.
- Regional Meetings will be advertised in the NHLTA newsletter, website, email blasts to members in the COOPs near the host site, NHAIS and NHLTA LISTSERVS@. RSVPs will go to the NHLTA Board member facilitating the meeting.

B4 DONATIONS, GRANTS, GIFTS AND MEMORIALS

B4.1 Use of Counsel

NHLTA shall seek the advice of legal and/or financial counsel in matters relating to acceptance of gifts when deemed appropriate by the Executive Committee.

B4.2 Acceptance Criteria

The following criteria govern the acceptance of each gift form:

- **Cash or checks:** Cash is acceptable in any form. Checks shall be made payable to The NH Library Trustees Association. Checks shall not be deposited until accepted by the Board, except for memorial donations. Receipts for cash shall be issued; the cancelled check will serve as the donors receipt.
- **Tangible Personal Property:** All gifts of tangible personal property shall be examined by the Board using the criteria in Policy A4.1.2.b.

B4.3 Miscellaneous Provisions

- **Securing appraisals and legal fees for gifts:** It will be the responsibility of the donor to secure an appraisal (where required) and independent legal counsel for all gifts made to the NHLTA.
- **Valuation of gifts:** The NHLTA will record a gift received at its valuation for gift purposes on the date of gift.

B4.4 Responsibility for IRS Filings upon Sale of Gift Items

The Treasurer is responsible for filing IRS Form 8282 upon the sale or disposition of any asset sold within two years of receipt by the NHLTA when the charitable deduction value of the item is more than \$5,000. The NHLTA must file this form within 125 days of the date of sale or disposition of the asset.

B4.5 Acknowledgements

Acknowledgement of all gifts made to the NHLTA and compliance with the current IRS requirements in acknowledgement of such gifts shall be the responsibility of the Executive Committee.

B4.6 Memorials

The Treasurer shall maintain a listing of gifts accepted as a memorial.

B5 FUND RAISING

B5.1 Grants

NHLTA may pursue grants with the permission of the Board. Acceptance of grant awards will be voted by the Board.

B5.2 Sponsorships

B5.2.1 Educational Programs

NHLTA may seek sponsorships for educational events, including the Annual Conference, workshops, orientations and webinars from businesses, organizations and individuals that are natural supporters of public libraries. An NHLTA board member or team will be designated as the sponsorship facilitator, who will work with the NHMA administrative staff in the pursuit and coordination of sponsorship activities.

B5.3 Publications

NHLTA may seek sponsorships to support specific publications, such as the newsletter.

B6 PROCEDURE ON CERTAIN CONTRACTS

NHLTA enters into various contracts. This procedure is intended to address procedures for certain contracts: the contract for the annual conference site, the administrative services contract, and any contract over \$500.

B6.1. Annual Conference Site Contract

For the annual conference site contract, the following process shall be followed:

- The Board, by majority vote, shall approve the site location for the annual conference. The contract between NHLTA and the annual conference site vendor shall be approved by the NHLTA President, the Treasurer, and the Chair of the Education Committee.
- The President or a person to whom the President has delegated signatory authority in writing, shall sign the contract on behalf of NHLTA. The person to whom signatory authority has been delegated need not be a NHLTA Board member.
- The Board shall be informed of the approved annual conference site contract.

B6.2 Contract with Administrative Services Organization

B6.2.1 Renewal of Administrative Services Contract

For renewal of an administrative services contract between the NHLTA and its existing administrative services provider, presently New Hampshire Municipal Association (NHMA), the following process shall be followed:

- During the contract review process, input for terms in the renewal contract and possible changes thereto shall be solicited from the NHLTA Treasurer, Chair of the Education Committee, Chair of the Communications Committee, and the Vice President or a Past President, as well as, where possible, a Board member knowledgeable about technology. Other NHLTA Board members may provide input if they wish to do so.
- The NHLTA President, Treasurer and either the Vice President or a Past President shall approve the renewal contract between NHLTA and its administrative services provider.
- The President, or another NHLTA Board member to whom the President has delegated signatory authority in writing, shall sign the contract on behalf of NHLTA.
- The approved contract shall be reported to the Board.

B6.2.2 Contract with a New Administrative Services Provider

Prior to entering into an administrative services contract with a new administrative services provider, the NHLTA Board, by majority vote, shall approve the contract with the new administrative services provider.

B6.3 Other Contracts

The full Board will approve all expenditures over \$500. Contracts in amounts over \$500 shall require approval of the NHLTA President, Treasurer, and either Vice President or Past President. Contracts under that amount shall be reported to the Treasurer immediately and to the full Board at the next board meeting.

B7 FINANCE

B7.1 Dues Invoice Mailing

The Treasurer or Communications Chair shall notify NHLTA's administrative services contractor of the annual membership dues amount and shall authorize mailing invoices in April. The Treasurer or Communications Chair shall authorize second mailing in mid-August.

B7.2 Travel and Reimbursement Procedures

B7.2.1 Travel to NHLTA Meetings, Workshops/Orientations

NHLTA Board members and non-Board committee members shall be reimbursed at the rate per mile voted on by the Board, plus tolls and parking for the following approved activities:

- Attendance at meetings of the Board or committees of which the individual is a member
- Library Outreach visits approved by the President or committee chair
- Travel to NHLTA workshops, orientations, conferences, retreats, and any other NHLTA official event
- Travel to non-NHLTA workshops or seminars when approved by the President
- Travel to Non-NHLTA conferences when appointed by the President to attend as an official NHLTA representative
- Attendance at any other event approved by the NHLTA Board to fulfill association responsibilities

B7.2.2 Other Expenses

NHLTA will reimburse for expenses such as postage, copying and refreshments for regional meetings and workshops.

B7.2.3 Request for Reimbursement/Receipts Requirements

NHLTA requires receipts for all approved expenses to be submitted with a request for reimbursement or expense voucher. (**Appendix 7**)

B7.2.4 Expense Reimbursement Guidelines for Out-of-State Events

Upon Board approval in advance, travel costs will be reimbursed for the President or another board member to conferences of national or regional organizations Included are transportation, accommodations, meals, conference fees, and educational items. Any restrictions or limits on reimbursement will be set by the board at the time of approval. **(Appendix 8)**

B7.3 Purchasing Procedure

B7.3.1 General Statement

NHLTA purchasing procedure is intended to assure a transaction that will obtain quality goods at reasonable cost while maintaining a high standard of ethical conduct.

B7.3.2 Purchasing

Identify the need for a product or service.

- What is the need?
- When is it needed?
- Is it in the budget?
- What category is it for?

Initiate the purchase

- Submit to NHLTA Board for approval.
- Write up expense report to the Treasurer to be placed on the agenda for approval.
- If product or service is needed before board meeting, submit to Treasurer for preapproval.

Ordering: It is the responsibility of the Treasurer to place orders for goods and services unless determined otherwise by the Treasurer.

Receiving: All goods will be sent to NHLTA c/o Administrative Services, unless determined otherwise by the Board or Treasurer.

B7.4 Accounts Receivable Procedure

B7.4.1 Administrative Services Responsibilities

- All mail shall be collected and opened by Administrative Services.
- Invoices shall be forwarded to the NHLTA Treasurer on a weekly basis. All other mail shall be forwarded to the NHLTA President on a weekly basis.
- Any checks received for dues, education workshops, membership, conferences, etc. shall be entered into the NHLTA Data File. Data maintained should include date received, Library name or Town, personal name (if personal check), check number, check amount, category to allocate check amount (one check amount may be split among different categories).
- Front side of all checks received shall be scanned/copied by Administrative Services

- A copy of all scanned/copied checks must be sent to the NHLTA Treasurer along with a printout of the corresponding A/R file so that the Treasurer can enter the deposit information into the accounting software. Documents may be sent electronically or mailed via USPS on the day of deposit.
- Checks shall be deposited into the NHLTA account weekly by Administrative Services. Exception: Annual deposit into the NHLTA Scholarship Account – the check is usually received from NH Charitable Trust in February or early March. Current NHLTA bank account: TD Bank.
- A copy of the deposit slip shall be sent to the NHLTA Treasurer (may be done electronically).

B7.4.2 NHLTA Treasurer Responsibilities

- Enter all checks received by Administrative Services into accounting software.
- File copies of checks and associated deposit slips with monthly financials for auditor to review.
- Notify NHLTA Secretary of any thank-you notes required and for what \$ amount.
- Reconcile account with monthly bank statement.
- Report on monthly receipts at NHLTA Board meetings.
- Report on fiscal year receipts at NHLTA Annual Membership Meeting.
- Maintain list of memorial gifts
- File IRS Form 8282 related to gifts when required by law.
- Coordinate with the NHLTA auditor and assure tax and state reports are filed annually.

B7.5 Procedures for NHLTA Annual Conference

B7.5.1 Administrative Services Responsibilities

- Administrative Services will compile a database of registrations to include all information from the registration form.
- Administrative Services will invoice online registrants for registration fees. If fees are not paid within two weeks of the conference, Administrative Services will send a second invoice to the individual. If the fees are still not paid within 30 days of the second notice, Administrative Services will contact the Conference Chair for authorization to send the invoice to the library with which the delinquent registrant is associated.
- Administrative Services will post payments against registrations and follow AR procedures, reporting on a weekly basis.
- Administrative Services will email confirmations of registration to each registrant as they are received. Starting six weeks before the conference date, Administrative Services will notify Conference Chair weekly of the total number of registrations that have been received to date.
- Administrative Services will provide a copy of the database of registrations to Conference Chair after the registration deadline. The list will also include total

registrations for each of the workshops identified by a number for purposes of printing handouts and assigning meeting rooms.

- Administrative Services will provide a final registration list to Conference Chair one week before the conference or such other date as the Conference Chair may request.
- Administrative Services will provide name tags of registrants to be printed to fit 4 x 3 plastic lanyards and provide a complete set to Conference Chair one week before the conference or such other date as the Conference Chair may request.
- Administrative Services will also provide name tags for the list of additional people to be printed to fit the 4 x 3 plastic lanyards. The list will be provided by Conference Chair and may include the following: presenters, sponsors, exhibitors and guests.

B7.5.2 NHLTA Treasurer Responsibilities

The NHLTA Treasurer shall notify Administrative Services of Annual Conference scholarship recipients. Administrative Services registers the scholarship recipient as paid upon receipt of scholarship recipient's conference registration form. Any other unpaid registration that is received and refers to "scholarship" should be mailed back to the sender ASAP with a request for either payment or a completed scholarship application which will be forwarded to the NHLTA Treasurer for processing.

B7.6 Mildred McKay Scholarship Fund

This Fund invested by the NH Charitable Foundation (NHCF) which makes an annual transfer of earnings to NHLTA based on market return. The Fund is administered by the NHLTA Finance Committee which will report the Fund status at each monthly Board meeting. A calendar year-end statement of the total equity of the fund will be generated by NHCF. The original Memo of Understanding with NHCF. (**Appendix 9**)

The scholarship application form is posted on the NHLTA website, along with application instructions and award criteria. The application shall be submitted either electronically or in writing to the NHLTA scholarship committee chair for review and decision by the members of the Finance Committee. The Committee may set award limits based on the available balance in the scholarship fund.

B8 MEMBERSHIP DATABASE

The official membership database resides with and is maintained by Administrative Services contracted by NHLTA. The NHLTA Membership Subcommittee Chair—referred to as the Membership Contact—will be the main point of contact for Administrative Services.

B8.1 Procedures for Membership Contact Person

- Responsible for supervising the integrity and maintenance of information collected and stored in the NHLTA membership database by Administrative Services.
- Works cooperatively with Administrative Services.
- Researches undeliverable mail address returns from the Post Office received from Administrative Services. Sends corrections to Administrative Services in a timely manner.

- Sends Administrative Services any other membership change information received.
- Works with Administrative Services to ensure that annual renewals are generated from the master membership database. One (1) copy of the invoice will be mailed in April to the Chair of the Trustee Board of each library and to any individual members or Friends, etc. Renewal invoices will be sent to all members who had paid for the previous membership year.
- Researches any missing information received by Administrative Services from annual renewal payments and new membership forms. Sends corrections to Administrative Services in a timely manner.
- Requests lists on an as-needed basis from Administrative Services. These will be provided as a spreadsheet.
- Scans list for accuracy; researches errors and omissions; sends corrections to Administrative Services for processing.
- Extrapolates demographic data on a quarterly basis and reports to the Board. For example: number of members paid; members not-paid; libraries paid; libraries not-paid; member type, and any other relevant information.
- Works with Administrative Services to ensure that second notice invoices will be generated from the master membership database. One (1) copy of the invoice will be mailed by mid-August to the Chair of the Trustee Board of each library and to any Individual members or Friends, etc. Second notice invoices are to be sent to members who haven't paid to date after having been mailed the first invoice in April for the current membership year.
- On a quarterly basis or upon request, provides the NHLTA newsletter editor with a mailing list as a spreadsheet of all paid members and any additional names for complimentary issues. The list will contain the following information: First Name, Last Name, Mailing Address, City, State, Zip
- Provides a current copy of the membership list as a spreadsheet to any NHLTA director upon request. Further distribution of membership lists will not be released, according to Policy A9.
- Recommends programming changes and improvements to the membership database and justifies the cost to the NHLTA Board of Directors for approval.

B8.2 Procedures for Contract Administrative Services

- Upon receipt and in a timely manner, Administrative Services will process all changes received from the Membership Contact and/or from the Communications Committee Chair.
- Annual Renewals payments received will be processed per Procedure B7.4.
- Annual renewal forms received by Administrative Services containing any missing information will be scanned and emailed to the Membership Contact. The information will be researched and corrections will be sent to Administrative Services to be processed upon receipt.
- New membership forms received with payments will be processed by Administrative Services per Procedures B7.4.

- New membership forms received by Administrative Services containing any missing information will be scanned and emailed to the Membership Contact. The information will be researched and corrections will be sent to Administrative Services to be processed upon receipt.
- Requests for current membership lists will be processed by Administrative Services and sent by the date needed. The lists will be provided as a spreadsheet.
- Administrative Services will work with the Membership Contact to ensure that annual renewals are generated from the master membership database. As directed by the NHLTA Treasurer, one (1) copy of the invoice will be mailed in April to the Chair of the Trustee Board of each library and to any Individual members, or Friends, etc. Renewal invoices are to be sent for all members who had paid for the previous membership year.
- Administrative Services will work with the Membership Contact to ensure that second notice invoices are generated and sent to all members who haven't paid dues in response to the first invoice mailed in April. One (1) copy of the invoice will be mailed by mid-August to the Chair of the Trustee Board of each library and to any Individual members or Friends, etc., whose dues remain outstanding.

B9 ARCHIVES AND STORAGE

Archives and storage shall be the responsibility of the Secretary and shall be maintained in an orderly fashion.

B9.1 Archives

The Secretary is responsible for maintaining the corporate documents and other historical materials of the organization (minutes, etc.). Any board member may request copies of documents not resident on the NHLTA website, and shall submit such requests to the Secretary, who will make every effort to fulfill requests within 60 days. Original documents shall not be loaned out unless for the express purpose of restoration under the supervision and approval of the Secretary'

B9.2 Storage

NHLTA maintains documents and other materials in a storage facility located in Concord (currently Life Storage off of Manchester Street). Keys to the storage unit shall be provided to the NHLTA Officers upon request. Generally, keys are held by the President, Secretary and Treasurer.

B10 ANNUAL AWARDS

B10.1 Award Categories and Selection Criteria

NHLTA presents Annual Awards in six categories: Library Director of the Year, Lillian Edelmann Trustee of the Year, Library of the Year, Sue Palmatier Award for Outstanding Support by a Friends of the Library Group, Special Library Service Contribution Award, and Dorothy M. Little

Award. Not every award is presented each year, depending on the nominations received. (See website for description of award categories and selection criteria)

B10.2 Nomination Process

The annual award selection shall be based upon written application from the Library Board of Trustees. Invitations to nominate are mailed to members in April and a reminder email of the award nomination process is sent in June. Nomination deadline is July 31.

Nominations are to be submitted electronically to NHLTA via the Administrative Services contractor. The nomination must be endorsed by all of the trustees, except for the Trustee of the Year and Dorothy M. Little award nominations.

B10.3 Executive Committee Review

The Administrative Services contractor forwards the nominations to the President who will forward them to the Executive Committee for review. The Executive Committee meets in August to select the winners, and presents its recommendations to the full Board for approval at the September Board meeting.

B10.4 Presentations

Presentation shall be made at an awards ceremony at the convenience of the receiving organization by the President or a designated alternate Director. The Secretary notifies the award recipients, instructing them to contact the NHLTA board president to schedule the presentation of the award. The Secretary also notifies all non-selected applicants of the decisions.

The President orders the award plaques (historically, Harris Trophy in Manchester is the vendor used). The President notifies the State Library of the Dorothy M. Little award recipients, and the State Library then updates the plaque listing the Dorothy M. Little award winners which is displayed in the State Library.

Announcement of the award winners is included in the Autumn Newsletter, and write-ups of the presentations are featured in subsequent newsletters.