

NHLTA Library Trustee

The Newsletter of the New Hampshire Library Trustees Association

www.NHLTA.org



Marci Merola

There's Something for Everyone at the 2019 Conference!

The day will start with the nearly two-hour plenary session: “**Advocacy Bootcamp**” presented by Marci Merola and James LaRue. Marci is the Director of ALA’s Office for Library Advocacy, which provides advocacy resources, tools and support to librarians, staff and advocates at the state and local levels. James is CEO of LaRue and Associates. He has written, spoken, and consulted extensively on intellectual freedom issues, leadership and organizational development, community engagement, and the future of

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James LaRue

Why This Year's Conference Is a DON'T MISS Event

NHLTA's Spring Conference is always packed with useful information delivered by knowledgeable speakers. Topics range from New Hampshire library law to the latest best practices to what you need to know to advance your public library as an indispensable community institution. This year is no different in that regard... but it offers something extra, something special.

Several years ago, the American Library Association launched an initiative known as “Libraries Transform,” intended to enhance the skills of library advocates. Who are these advocates? Library trustees, library staff, even library patrons are, or should be, effective library advocates. To import that skill set to New Hampshire, the NH Library Association brought ALA representatives to the state for a special “Bootcamp” in March 2018, and a handful of NHLTA board members participated.

Those of us in that audience were truly inspired and walked away with new tools to tell our libraries' stories. Unlike other workshops that promise new skills, in the bootcamp we all had the chance

to practice the art of storytelling, which was broken down into several simple steps. We learned the importance and the means to convey real stories, and every story led to an undeniable conclusion:

Libraries Transform!

We quickly concluded that we **MUST** bring this experience to New Hampshire public library trustees. We also realized that a short keynote address or workshop would not be sufficient to give trustees the experience that we had enjoyed. It was necessary to devote a significant segment of the conference to the topic via a plenary session. And then, to make the logistics work out at the conference center, we needed more time together as a group, which led to the creation of the Roundtables following the plenary session. What better way to expand the networking that members cite as one of the advantages of NHLTA membership?

So, don't miss this very special opportunity. Bring your leadership team to the 2019 Conference, and go home ready to tell everyone how Libraries Transform people and communities!

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Affordable, Fun, and Meeting Needs: How Libraries Can Transform Lives



Mary Castelli
NHLTA President

How can libraries transform lives and thrive? This year's NHLTA's annual conference keynote speakers will engage us in a lively discussion of advocacy at the local level.

Promoting a thriving relationship between libraries and communities through partnerships is one key to sparking positive change. It also is a way to effectively advocate for the library.

Libraries partner with local organizations to get quality programming inexpensively. One library teamed with an area theatre group to offer show previews, pre-performance lectures, and meet-the-cast opportunities. The theatre and the library both benefitted. Others partner with local artists and art councils to mount regular library exhibits. Libraries collaborate with local writers and organizations, inviting poets and other writers in to read their work, spurring area writers on to further creative accomplishments. Cultural enrichment tied to local artists is a win-win!

Library collaborations can take many shapes, like helping retired adults by offering on-line classes and access to on-going events such as genealogy projects. Libraries frequently work with local educational institutions or with local IT talents to offer technological assistance to patrons, meeting local and library needs at minimal expense.

Library partnerships work with immigrant groups to build literacy, and to connect with schools and home schoolers to build young readers' confidence and skills. These collaborations form natural community relationships, build life-long library lovers from early years and bring families into the library. Expanding summer educational programs at the library can halt "summer slide." For poorer students the learning gap often grows over the summer. An effective alliance between libraries and schools can make a big difference in a young person's life!

Libraries have also confronted hunger and food insecurity in their community, working with community partners to support school children who

otherwise endure hunger between Friday's school lunch and Monday's free school breakfast with programs such as *End 68 Hours of Hunger*.

New Hampshire public libraries already work together via voluntary area cooperatives that reduce costs by sharing resources, circulating DVD's and books among the participating libraries. Some neighboring libraries have taken this idea further and acted together to jointly run Memory Cafés for seniors and caregivers, when going it alone might be too taxing on limited resources.

How can libraries successfully collaborate with community partners? Tech Soup for Libraries offers some great tips.

- Assess local needs. How can you meet your community's needs? To evaluate this, conduct focus groups, organize meetings with local officials, survey local desires and needs through conversations with patrons and with those who don't use the library.
- Identify local groups and potential community partners. Build on existing relationships. Consider joining or having a representative be a liaison to existing groups. Include those who are well-connected to your community in your collaborative effort.
- Focus on a specific project or issue.
- Use clear communications. What are the roles and responsibilities in the project? Depending on the project, is it appropriate to create a memorandum of understanding, with milestones and a timeline? Have regular meetings to stay on track and address issues as they arise.

Libraries that collaborate save money while building community relationships and local support for their libraries!

Mary Castelli

Mary Castelli
NHLTA President

Something for Everyone at the 2019 Conference

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libraries. Discussion of advocacy will continue at the Roundtable Sessions (topics to be discussed will be selected by participating trustees when they send in their registrations).

After the lunch break, the conference will continue with two sessions of five workshops each. New trustees take note – as always, there are classes specifically recommended for you: **Orientation Highlights, How to Run an Effective Meeting, Teamwork at the Top** and Margaret Byrnes' **Getting to Know the Library RSAs**.

Marci Merola and James LaRue will continue the morning's session in **Libraries Transform**, which will afford attendees the opportunity to further develop their advocacy roles in a smaller, interactive session. **Space Analysis and Renovation** will discuss the transformation of library space, while **Personal Safety in Today's Environment** addresses this topic of growing concern, even in small libraries. **Developing a Strategic Plan** is always a popular topic – the focus of this workshop will be using surveys to find out what your community wants. In **Communications and Marketing for a Successful Capital Campaign**, Peterborough Library's Chief Librarian Corinne Chronopoulos will share how they ran their \$8 million capital campaign, which included town support for a \$3 million warrant article. We'll also address a frequently underserved population in **Serving Teens is Hard but Vital**.

Conference brochures are mailed out in early March; as always, we recommend you register online at www.NHLTA.org.

PARKING

A parking garage is located adjacent to the DoubleTree by Hilton Manchester Downtown. With ticket validation, parking fees are \$6 per vehicle. Attendees staying overnight at the hotel may park overnight for \$12 per vehicle. To validate your parking ticket, you MUST bring your parking ticket with you into the hotel to be validated at the Conference Registration Area located in the Assembly Area.

Libraries Transform

2019 Spring Conference & Annual Meeting

May 29, 2019

DoubleTree by Hilton Manchester Downtown
700 Elm St, Manchester, NH
(formerly The Manchester Downtown Hotel)

Plenary Session 9–10:50 a.m.

Advocacy Bootcamp

Roundtable Sessions 11–11:40 a.m.

- A. Building Maintenance
- B. Friends Groups
- C. Fundraising
- D. Innovative Programming
- E. Library Policies
- F. Small Libraries (Below 2500 Pop.)
- G. Small Libraries (Above 2500 Pop.)
- H. Social Media
- I. State Library Update
- J. Technology

Workshops 1–5: 12:50–2:05 p.m.

- Orientation Highlights
- Libraries Transform: Building on the Momentum and Resources of ALA's Advocacy Campaign
- How to Run an Effective Meeting (and Comply with the Right-To-Know Law)
- Space Analysis and Renovation
- Personal Safety in Today's Environment

Workshops 6–10: 2:15–3:30 p.m.

- Teamwork at the Top: The Library Director/Trustee Relationship
- Strategic Planning: How to Survey & Follow-Up
- Getting to Know the Library RSAs
- Serving Teens Is Hard — But Vital
- Communications and Marketing for a Successful Capital Campaign

PREMIER SPONSOR



Reviewing the Performance of Your Library Director

The Trustee/Library Director Relationship

Last November, 40 trustees convened in Concord for a lively workshop and discussion on the employer/employee relationship of trustees and the Library Director. The program covered the job description, the evaluation process, hiring a new director, and understanding and respecting the role of trustees versus that of the director. In addition, many sample forms, checklists, and other materials have been posted to the NHLTA website. Go to www.NHLTA.org, click on Conferences and Workshops, then Resources to check out the helpful tools.

In the last issue of the Library Trustee, we discussed creating a library director job description. The article below is the second in the series.

By Debra Caplan

The purpose of conducting a performance review is two-fold; it fosters clarity and better communication between the Library Director and the Board and it serves as documentation, providing an historical record of performance that supports salary recommendations and/or disciplinary actions.

The review should be a two-way discussion that looks back on behaviors and accomplishments for the entire review period. It is a coaching opportunity for the trustees to act as manager-coach vs. judges. While the review reflects on the past, the goal setting portion of the review serves as the basis of agreement on next steps and priorities for the upcoming review period.

Most organizations conduct performance reviews annually. However, quarterly reviews have been gaining in popularity. Quarterly reviews tend to focus on more immediate goals and the ability to act more quickly. Annual reviews tend to focus on the bigger picture and on setting long-term goals. Regardless of the frequency, the review discussion is important, and the appropriate amount of effort and time should be devoted to it.

There are many performance review format options. Some libraries use their town/city's review format, others use a format found on the internet. Some reviews are documented in a narrative or paragraph format. In general, it is best to avoid a check-off-the-box format for professional reviews. Regardless of format, the review is written documentation that the conversation that has taken place.

The Chair of the Board of Trustees has the primary responsibility for conducting the review. Other trustees, particularly those with human resources backgrounds or interests often partici-

pate. To begin the review, start by looking at the job description and strategic plan and review all areas of responsibility. Priorities will shift based on changing needs. Try to gather a well-rounded picture before beginning. While some of this may be difficult to accomplish in a very small library setting, if possible ask staff about (or observe) management skills, ask town colleagues about project management and collaboration skills, or ask Library Friends or other town organizations about advocacy and leadership skills. Ask for examples.

Set **SMART GOALS**. These are:

- **Specific:** Goals must be clear and unambiguous;
- **Measurable:** Goals should be measurable and have milestones;
- **Attainable:** Goals must be realistic and attainable. The best goals require employees to stretch a bit to achieve them, but they aren't extreme;
- **Realistic:** Realistic or "do-able" means that the learning curve is not a vertical slope; that the project fits with your overall strategy and goals;
- **Time-Bound:** Goals must have starting points and fixed ending points. Without deadlines or schedules for completion, goals tend to be overtaken by the day-to-day crises that can arise.

During the one-on-one conversation, document discussions around:

Goals: What long-term goals have been agreed to? How have things gone since you last spoke? Progress made? What are the agreed upon goals/plans until next review time?

Obstacles: What's standing in your way? What have I noticed getting in your way? What can I do to help?

Opportunities: What are you proud of that people don't know about? Do you see opportunities that we should pursue? Do you feel you're growing professionally?

Decisions: What actions will you take before next meeting? What actions will I take before next time? Is there agreement on who is getting buy-in from others?

Remember best practice is to *Document, Document, Document!* throughout the year. Set up a "desk file" either on paper or as a computer file; make a note when something happens (good or bad); keep feedback from others; document conversations if something important was discussed or agreed to; and address problems quickly, so they don't mushroom.



Debra Caplan coaches job seekers on job search strategies and has worked extensively with those who are reentering the working force or changing jobs. More information can be found on www.dccareercoaching.com. Deb also serves as an alternate trustee on the Peterborough Library Board of Trustees.

Storing Library Records: State Requirements, Local Policies

We have stacks of library records taking up space, and we would like to organize or potentially discard these records. What do we need to keep—and for how long?

RSA 91-A says, in part, that each public body or agency “shall keep and maintain all governmental records in its custody at its regular office or place of business in an accessible place . . .” However, a different statute, RSA 33-A, addresses how long—and in what format—those records must be kept.

In that chapter, RSA 33-A:3-a is probably the section we turn to most: It sets forth the length of time that more than 150 different categories of municipal records must be retained. Therefore, it is a relatively easy task to turn to this section, find the type of record you’re dealing with, and see how long that record must be kept. For example, library registration cards must be kept for the current year *plus* one year, under paragraph LXVI. (As a side note, this statute is a great exercise in testing your knowledge of Roman Numerals!)

Sometimes, a record is not specifically mentioned in section :3-a. In that case, there may not be a specific *statutory* time period for keeping the record. Instead, there may be a local rule or policy, perhaps set by the municipal records committee, that addresses the length of time for keeping the record.

Once the retention period for a record has

expired, records may be destroyed or discarded; however, as long as they still exist, they remain governmental records subject to the disclosure requirements of the Right-to-Know Law. Municipalities should develop a policy regarding retention and disposal of records. The policy should include required retention periods; a set time after the end of the retention period when records will be disposed of; which official, body, or employee will review the records, decide what may be disposed of, and dispose of records; and the method of disposal.

But disposal of records is not the only way to organize and save storage space. The legislature has made several changes to the RSA Chapter 33-A to allow for electronic storage of records. Electronic municipal records listed on the disposition and retention schedule of RSA 33-A:3-a that are to be retained for 10 years or less may be retained solely electronically in their original format, if so approved by the municipal committee responsible for the records. If the records retention period exceeds 10 years, or the municipal committee does not approve retention of the record solely electronically in an approved format, the records must be transferred to paper, microfilmed, or stored in portable document format/archival (PDF/A) or another approved file format on a medium from which it is readily retrievable. Remember that, regardless of format the record is stored in, the municipality/library is responsible for maintaining all records in an accessible place and manner. RSA 33-A:5-a; RSA 91-A:4, III.



By Margaret L. Byrnes, Attorney at Law, Executive Director, NH Municipal Association NHMA

...As long as they still exist, they remain governmental records subject to the disclosure requirements of the Right-to-Know Law. Municipalities should develop a policy regarding retention and disposal of records.

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MISSION

The NHLTA assists Trustees to be knowledgeable and effective in order to serve, improve and promote New Hampshire Public Libraries.

NHLTA Regional Meetings Spring Schedule

NHLTA is continuing to facilitate Regional Trustee Meetings as a means to help members connect with one another and benefit from our collective experience. At some meetings, we are inviting members of Friends of the Library groups to join in as well.

This spring there will be gatherings at several locations in the southern half of the state, and in the autumn we'll return to the North Country and several other regions. If your library would like to host a meeting, contact Susan Gaudiello (s.gaudiello@nhlta.org). You need to be able to accommodate a group of up to 20 people, plus parking. Hosts are expected to provide light refreshments for the attendees.

NHLTA Awards Deadline: July 31, 2018

Honor those special people who have contributed to the excellence of New Hampshire libraries!

- Library of the Year
- Lillian Edelman Trustee of the Year
- Library Director of the Year
- Dorothy M. Little Award
- Sue Palmatier Award for Outstanding Support from a Friends of the Library Group
- Special Service Contribution Award

Award criteria and more information can be found on our website www.NHLTA.org

NOTICE TO ALL NHLTA MEMBERS

April 1, 2019

Per bylaw Article X, this is notification of the proposed amendments to the NHLTA bylaws. The Board of Directors voted to recommend the following changes at the February 6, 2019 board meeting. These changes are recommended in order to improve processes and align with existing procedures.

Recommended changes:

Article IV, Section 10: revision to board member attendance

Article IV, Section 11: revision to board member removal

Article VIII: revision to Parliamentary Authority

Key to changes:

The previous bylaw is identified by black regular type followed by the recommended change identified by **red bold italic** type.

The complete list of bylaws is on the NHLTA website: www.NHLTA.org. Please be prepared to discuss and vote on the amendments at the annual meeting on May 29, 2019.

Mary Castelli, President

NEW HAMPSHIRE LIBRARY TRUSTEES ASSOCIATION BYLAWS

ARTICLE IV Board of Directors

Section 10: A Board member, who has three (3) unexcused absences from regular meetings of the Board within a twelve-month (12-month) period, shall automatically be deemed to have submitted a resignation to the Board. The Board,

with the exception of the Board member at issue, shall, in its discretion, determine whether any absence is excused or unexcused. Upon the first and second determination that an absence is unexcused, the Secretary shall notify the Board member at issue of the determination before the next regular Board meeting. Upon the third unexcused absence, the Secretary shall inform this member by registered mail that he or she has been deemed to have submitted a resignation to the Board:

Section 10: A Board member, who has been absent from more than three (3) regular meetings of the Board within a twelve-month (12 month) period may be subject to removal for non-attendance at the discretion of the Board.

Section 11: Any Board member may be removed from the Board in accordance with the disciplinary procedure in The Standard Code of Parliamentary Procedure by Alice Sturgis.

Section 11: Any Board member may be removed from the Board in accordance with the disciplinary policy and procedure adopted by the Board.

ARTICLE VIII: Parliamentary Authority

Section 1: The Standard Code of Parliamentary Procedure by Alice Sturgis shall serve as the reference guide in cases not specified in the bylaws or in event of a dispute.

Section 1: The Standard Code of Parliamentary Procedure by Alice Sturgis shall serve as the reference guide as to parliamentary procedure in the conduct of meetings.



Little Free Libraries in Lebanon, Nashua, Lyme, Wilton (above), and Deering (below).

Little Free Libraries

Chances are, no matter where you live, there's a Little Free Library near you. Currently, there are 80,000 worldwide – in 88 countries and all 50 US states.

The popular program grew out of one man's desire to honor his schoolteacher mother. In 2009, using scrap wood, Todd Bol built a small replica of a schoolhouse, filled it with his mother's books and installed it in his front yard. A year later, this small neighborhood book exchange became the non-profit organization known as Little Free Library. (Mr. Bol died last fall at the age of 62. His obituary can be found at www.nytimes.com/2018/10/23/obituaries/todd-bol-dead.html.)

The free libraries come in all shapes and sizes, from the schoolhouse shape originated by Mr. Bol to original designs such as the free library in Jaffrey, whose design was inspired by the town's historic building to simpler structures which resemble cozy bookshelves. For more information on the book-sharing program, instructions on how build your own little library, and a map of locations, visit littlefreelibrary.org.

Pictures of some New Hampshire Little Free Libraries are featured here; there are others in past issues of the newsletter and on our website. Does your town have a Little Free Library? Send your photos to k.pellecchia@nhlta.org or c.kirwin@nhlta.org.



Honoring Lillian Edlmann: NHLTA Conference Travel Reimbursements Available to Coos County Trustees

NHLTA received many memorial contributions following the death of longtime NHLTA leader Lillian Edlmann last year. 'Big Lil' was a trustee in Twin Mountain and in Dalton before moving to the Concord area. Because Lil was so committed to education for trustees, especially those in the North Country, the NHLTA Board has decided to use a portion of the Edlmann Memorial Fund to support Coos County trustees who wish to attend the 2019 Spring Conference and Annual Meeting on May 29 in Manchester. We are offering \$50 to Coos County library trust-

ees which they can use to cover travel costs, including mileage, tolls, parking fees, and hotel charges. This is in addition to covering registration fees through our separate Mildred McKay Scholarship Fund.

The application process is simple: submit an application for a scholarship to cover the registration fee, and indicate in your application that you are a trustee in Coos County and would like to apply for an Edlmann Travel Expense Reimbursement as well. If we receive more than 10 applications, the winners will be selected by lottery on May 1.

NHLTA Library Trustee

The Newsletter of the
New Hampshire Library Trustees
Association

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Library Trustees Association

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2019 CALENDAR

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| April 3 | 10:30 a.m. | NHLTA Board of Directors meeting
NHMA Building, 25 Triangle Park Drive, Concord |
| April 12 | 10 a.m.-2 p.m. | NHLTA Trustee Orientation Workshop
NHMA Building, 25 Triangle Park Drive, Concord |
| April 17 | 5:30-7:30 p.m. | NHLTA Regional Meeting
Epsom Public Library, 1606 Dover Road (Route 4), Epsom |
| May 1 | 10:30 a.m. | NHLTA Board of Directors meeting
NHMA Building, 25 Triangle Park Drive, Concord |
| May 1 | 5:30-7:30 p.m. | NHLTA Regional Meeting
Pillsbury Free Library, 18 E Main St, Warner, NH |
| May 29 | 9 a.m. | 2019 Spring Conference & Annual Meeting
Registration and breakfast open at 8:00 am
Doubletree by Hilton Manchester Downtown
700 Elm Street, Manchester |
| June 5 | 10:30 a.m. | NHLTA Board of Directors meeting
NHMA Building, 25 Triangle Park Drive, Concord |