

The meeting was called to order at 7:00pm at Wadleigh Memorial Library.

Present: *How often have I said to you that when you have eliminated the impossible, whatever remains, however improbable, must be the truth?*
Mary Burdett, Chair; Chris Costantino, Deborah Faucher, Jennifer Hansen, Kim Paul (treasurer), Sarah Sandhage, Mike Tule. Michelle Sampson, Library Director. Joel Trafford, facilities manager. Tim Finan, BOS representative

Minutes: *I have seen too much not to know that the impression of a woman may be more valuable than the conclusion of an analytical reasoner.*
Approved as submitted on a motion by Chris, seconded by Mary

Treasurer's Report: *I never guess. It is a shocking habit destructive to the logical faculty.*

- Approved as presented.
- Discussion about how to track the expenditures from the Senior Grant, which is being held in the Development Fund. Michelle will provide a report much like what was done for 91 Nashua Street.

Stats: Circulation

Circ through APR	2011	2012	% Change
General Circ	83,321	80,234	3.7 % decrease
Downloadable audio	868	927	6.8% increase
Downloadable ebooks	398	906	127% increase
Total Circ	84,587	82,067	3% decrease

Stats: People Counter

People Counter	2011	2012	% Change
Through April	57,049	50,306	11.8% decrease

Stats: Public PCs

Through APR	2011	2012	% Change
Wireless	709	970	36.8% increase
Public PCs	6711	6919	3.1% increase
Total through APR	7420	7889	6.3% increase

Personnel: *It has long been an axiom of mine that the little things are infinitely the most important.*

- Letty Goerner applied for and received a "Kids, Books & the Arts Grant" through NHSL. The \$360 will be used towards Summer Reading programming.
- Alexi Galica-Cohen graduated with her MLS from Syracuse on Sunday and has accepted a cataloging job in Tennessee; she will be relocating in a few weeks. Her hours will be split between two existing staffers who have expressed an interest in additional hours and /or being cross-trained.
- Letty Goerner's 6 month and Kim Galbert's 1 year anniversary performance evaluations are both upcoming.

Facilities/Collections: *Mediocrity knows nothing higher than itself, but talent instantly recognizes genius.*

- Children's room lighting project
 - Joel received quotes to install either LED or florescent lighting from Rick Blaze and Dave Freel. After discussion of the different quotes, the trustees asked Joel to request Dave Freel to do the project in late August/early September when life is a bit slower in the children's room.

- Parking lot paving – put it off a bit longer and consider requesting a warrant article to pay for it.
- Lull Fountain
 - Interior plumbing is all rotted, the exterior painting continually peeling and the fixtures are all rusted.
 - Joel contacted Gate City Monument, which has done work in the Milford Cemeteries, to repair and restore the iron bits. He received a verbal estimate for \$15,000 - \$20,000 for the fountain work. He doesn't have an estimate from Weatherbee Plumbing for the interior work. He will continue to research this.
 - Mike suggested contacting the NH Preservation Alliance for financial assistance. Michelle will look into the Moose Plate grant for funds.
 - Joel will rig something so that there is flowing water in the fountain for the Memorial Day observance that occurs at the fountain.
- Mural outside children's room entrance: Staff suggested that the mural be painted on a canvas which could then be moved around and/or rotated among other artwork. Michelle emailed this idea to Roberta Woolfson but had not received a response to date.
- Letty Goerner & Michelle will be meeting later this week with Tucker Library Interiors about new children's room furniture.
- NHSL van service:
 - Limit of 5 bags began the week of 4/9. Since then, the number of bags remaining behind after the Friday van pickup has averaged 4 bags (each bag contains approx. 25 items) for a backlog of about 100 items per week just from the Thurs/Fri pull lists.
 - The GSSS courier service began the week of 4/16 with once a week pickups on Wednesdays. We've had 12 bags (at approx. 25 items per) for 3 of the pickups and 10 bags for one of the weeks for an additional backlog of about 300 items from the Mon/Tue/Wed pull lists.
 - The GSSS courier service also drops off once a week on Thursdays. The drop-offs contain items coming to fill our patron requests as well as our items coming back to us after filling outside requests. The first week we received 23 bags (at approx. 25 items per) and the following 3 weeks were 14 bags per week. If we go with the 14 bags, that's an additional backlog of 350 items the state vans weren't moving.
 - Complaints: survey comment indicated "It is so frustrating to have to wait, on average, 8 days to get an item, where it used to take 2-3 days." Circ desk has logged 6 complaints since 4/9 although one of those was for items which weren't yet published. It seems what used to take 2-3 days takes on average about 5-8 days for something that's readily available (isn't already checked out, etc).

Systems *Some facts should be suppressed, or, at least, a just sense of proportion should be observed in treating them.*

- When WML switched ISPs from MV to G4 last summer, the domains were also transferred (anything ending in wadleighlibrary.org). G4 didn't have record of it and the town's IT Director was out of state for the week. The result: the domain expired and the library's website and staff email were down for approximately 8 hours on 4/25/12.
- On 5/15/12, someone in Africa spoofed a wadleighlibrary.org email address and was sending enough spam out that the WML ISP shut down all of the outgoing email. The situation was resolved within a few hours.
- In consultation with the NHSL's Technology Librarian, Katie Spofford spent the past several months redesigning the library's website; it was launched yesterday. Please let Katie and/or Michelle know if you notice any glitches.
- The town's IT Director is actively soliciting help from a new company called Microtime based in Amherst. They currently contract to do all the IT work for the Town of Amherst. He's sketched out three projects for them to help Michelle with—the first being the network/router work needed to connect the library staff network to the Town of Milford network.
- Phone system—Obtaining the licenses from NEC/Sphere has been a much more lengthy/frustrating process than IT could ever have imagined. IT's still trying to get this resolved. Once details are firmed up with Microtime and licenses obtained, IT will start the phone line transfer of the 3 lines to the town's

Digital Trunk with EarthLink and create MS Exchange email accounts on the town's mail server for each of WML extensions (this is where voicemail messages are stored).

- PCs: hope to start testing the first new PC by next week so it can be copied/"ghosted" to the new PCs. The remaining pcs will then be upgraded.

Of Interest: *We can't command our love, but we can our actions.*

- **Highlights from community survey results:** 606 responses received. 67% of respondents were age 40+; 65% were female; 28% had smartphones. Common threads included:
 - More parking
 - Longer weekend hours
 - More teen space
 - Café
 - More display space ("you really have to know what you want; stick with authors you know and not try anything new")
 - More seating
 - More space for larger & better selection/variety of adult books, dvds, music, audiobooks
 - Re space: "it would be nice to see a larger library with improvements for the benefit of all."
 - Better signage/physical organization of resources
 - More educational & recreational adult programming. Acoustic Café noted.
- **Quilt raffle:** raised over \$300. Winner: Chris Costantino. Thanks to Lexi Galica-Cohen again for making such a beautiful quilt, to the staff who helped embroider book titles and for donating it to be raffled.
- **NH DOJ's seminar for Library Trustees:** Wed., June 13 1-4pm in Concord's Holiday Inn—strongly recommended for new *or* old trustees. MUST RSVP.
- **Friends of the Library:** meet May 30 (note date change).

Ongoing Discussions: *Any truth is better than indefinite doubt.*

- Fundraising
 - Jen brought in a sample of the ticket for the Red Sox Dream Night raffle. It will cost \$225/1000 Color tickets or \$175/1000 B&W tickets. Jen will get a quote for 750 tickets.
 - The drawing will be held Aug 10 for the August 24th game night.
 - Red Sox are playing Kansas City Royals that night.
 - Selling 1 ticket for \$10 or 3 for \$25.

New Business:

- CIP: Due May 31st but BOS liaison indicated the CIP Committee had not even met. Given the updates needed to address the Library Steering Committee work from last year, Michelle will be asking Bill Parker for an extension.

Meeting Adjourned at 8:30 *A man should keep his little brain attic stocked with all the furniture that he is likely to use, and the rest he can put away in the lumber-room of his library, where he can get it if he wants it.*

Next meeting: June 19, 2012 - food at 6:30; meeting at 7:00. Jen has pizza detail.

Minutes prepared by Chris Costantino with assistance from Sir Arthur Conan Doyle (5/22/1859)