

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

Present *A wise man is superior to any insults which can be put upon him, and the best reply to unseemly behavior is patience and moderation.*

Mary Burdett, Chair; Chris Costantino, Jennifer Hansen, Kim Paul (Treasurer), Sarah Sandhage and Mike Tule. Deb Faucher excused. Michelle Sampson, Library Director. Tim Finan, BOS representative. Joel Trafford, WML Facilities Manager. Josh Smith, Eagle Scout Candidate. Deb Hoadley, an advisor from the Massachusetts Library System and independent consultant who assists libraries with their long range plan development

Minutes: *We die only once, and for such a long time.*

Approved as submitted on a motion by Mike, seconded by Sarah. Unanimous

Treasurer's Report: *It infuriates me to be wrong when I know I'm right.*

Approved as presented.

Stats: Circulation

Circ through DEC	2011	2012	% Change
General Circ	253,635	241,181	4.9 % decrease
Downloadable audiobks	2613	2333	10.7 % decrease
Downloadable ebooks	1134	2815	148 % increase
Total Circ	249,888	246,329	1.4 % decrease

Stats: People Counter

People Counter	2011	2012	% Change
Through DEC	150,218	143,643	4.4 % decrease

Stats: Public PCs

Through DEC	2011	2012	% Change
Wireless	1,869	3197	71% increase
Public PCs	21,207	18,855	11.1% decrease
Total through DEC	23,076	22,052	4.4% decrease

Personnel *One ought to look a good deal at oneself before thinking of condemning others.*

- 7 staff and 3 trustees were trained in CPR on Saturday January 5th.
- Tentative staff meeting scheduled for January 31st.
- Upcoming 1st Annual Staff In-Service Day, Monday, February 18th.
 - AM session: Customer Service in the Public Sector: Discovering the Who, What, and Why of Customer Satisfaction. Presenter: PRIMEX.
 - Bringing in lunch. Trustees stop in if available?
 - After lunch session (1): Jason Smedick of Milford Fire Dept will do a staff training on how to operate fire extinguishers as well as discussion on building evacuations in the event of an emergency.
 - After lunch session (2): webinar. Topic yet to be decided.

Facilities/Collections: *Every good act is charity. A man's true wealth hereafter is the good that he does in this world to his fellows.*

- Rika Smith McNally, the professional conservator who was working on assessment of our fountain, seems to have gone out of business. Attempts to reach her by phone and email have been

unsuccessful. Her company's phone has been disconnected and the website is no longer registered. Michelle contacted the regional rep from the NH Preservation Alliance, Maggie Stier, for ideas of what to do next. Still awaiting response.

- Book drop has been ordered (to be paid for out of 2013 funds) and will be stored until installation can take place this spring.
- Minor accident in handicapped parking area.

Systems *The greater the obstacle, the more glory in overcoming it.*

- Polaris E-book module installed on Tuesday morning (Jan 15). This is a "soft launch" as there are only a few hundred titles at this time and we want all GMILCS staff to have a chance to get used to how this module works and how it differs from the state's downloadable e-book service.
- New printers receipt printers and barcode scanners have been installed. Workflow/efficiency has improved due to the speed of the printers as well as the print on the actual receipts.
- For the Catalog PCs, Public Web Browser continues to work well with the new patch installed – even after turning on the 30 minute refresh to clear previous searches.
- Staff is investigating whether or not Google Analytics is the most accurate way to gather statistics for the Wi-Fi use.
- The faxing/scanning additions to the copier have been stalled by the installation of the new phone system. Once the new system is installed, the phone and data lines will be active to the copier and the Conway Tech can come to do the install.
- All town dept. phone lines have had 5 separate outages in the last 6 days—at least 2 occurred during open library hours and there was no phone service for several hours. According to Earthlink (our phone/data provider), they should be fine for the time being. The problem was in the Fairpoint CO on South Street; an electronic switching panel was malfunctioning. Earthlink had Fairpoint move the town lines to a different panel while they obtain a replacement for the defective one. Hopefully that will end this issue.
- Town IT Director Bruce Dickerson will be contracting with Internet & Telephone for equipment and labor to assist with the Library's migration to the town phone system. B. Dickerson is working with them to schedule an install time.
- B. Dickerson purchased GFI LanGuard and it is being used to update all Public side PCs.
- He also purchased a 700' foot spool of CAT-6 cable that Facilities Manager Joel Trafford has strung throughout the Library for the phone system. ("Joel is amazing!")
- We will be updating staff PCs in the coming weeks, beginning with one at the Circulation Desk and one in Tech Services. This will give staff in those areas a chance to get comfortable with Windows 7 and allow us time to iron out any issues.

Of Interest: *It is not only for what we do that we are held responsible, but also for what we do not do.*

- Town report narrative(s) and stats due this coming Friday.
- Meeting date to begin the fundraising process with Greg Palmer: Monday, January 21 @ 7pm.
- Friends of the Library to meet Wednesday, January 23 @ 7pm.
- Community Facilities Committee to meet Wednesday, January 30 @ 6:30pm.
- Town Deliberative Session: Saturday, February 2nd @ 9am, 3rd floor of town hall.
- Semi-annual BOS departmental update rescheduled for Monday, February 11, BOS Room. Time TBD.
- Mike Cleveland asked Michelle to write a monthly column for the Cabinet. The first one should appear sometime by the end of the month.
- Filing period to run for Trustee is January 23 through February 1. One-possibly two-interested in running.

Ongoing Discussions: *Unreasonable haste is the direct road to error.*

Strategic Planning - Deb Hoadley came to talk to the Trustees about strategic planning and the importance of the method that she proposes, and how it can be accomplished. In an email from her, "The general outline is to

get a Strategic Planning Committee together, and ask them to commit to 3 meetings (5 hour total). During the span of the meetings, a survey or focus groups are conducted and at the 3rd and final meeting, a wrap up of the statistics, and some of the plan can be presented. A facilitator is helpful during the 3 meetings since there are exercises and notes to take and compile, and it is advisable to have someone outside do this for objectivity. There may also be help in writing the survey and plan, if the Director and Trustees want this additional help. She charges \$375 for the 3 meetings, and any additional work would be \$75.00/hr. Some libraries have approved a budget of \$400-600 depending on what they feel is needed." She won't be available to work with us until early March due to previous commitments. Michelle will make arrangements with Deb Hoadley to be put on her calendar

Questions that came up that Michelle will check:

What does she deliver at the end of 3 meetings and after \$375

Does she consolidate the notes?

Does she rewrite the Strategic Plan?

Can she supply a sample Strategic Plan?

What should we expect after 3 meetings?

Flagpole – Josh Smith from Troop #407 is investigating Eagle Scout project options. He is interested in the Library's intention to either replace or repair the flagpole. The pulley at the top of the flagpole is rusted and often jams leaving the flag where it doesn't belong. The cleats at the base of the flagpole are broken. The whole fiberglass pole needs to be scraped and painted. Joel has talked to 2 contractors about this project – neither one was satisfactory. Jared Davis' memorial fund is to be dedicated to the repair/replacement of the flagpole. Josh is interested in the project. Once he completes his Life Award, he will research the various alternatives to the flagpole fix, consulting Joel as needed.

Unaccompanied Child Policy – a few minor changes were made to the latest draft which was approved on a motion by Mary, seconded by Jen. Michelle will pick another policy to send to the trustees for review and discussion at the next meeting.

Trustee election 2013 – Mary is not running for re-election. Chris is still on the fence. Wayne Hardy has expressed interest in running. Michelle spoke with Mike Banks about running. Registration is from Jan 23 – Feb 1.

Meeting adjourned at 9:15pm *Some of the most famous books are the least worth reading. Their fame was due to their having done something that needed to be doing in their day. The work is done and the virtue of the book has expired.*

Next meeting – Feb 19, 2013. Mary has pizza duty. She will be getting 2 pizzas unless she hears otherwise.