

REVISED & APPROVED

MINUTES OF THE BOARD OF SELECTMEN

January 9, 1995

The meeting of the Hanover Board of Selectmen was called to order at 7:31 p.m. in the Mayor room of Howe library. Members present: Marilyn W. Black, Chair; Jack H. Nelson, Vice Chair; Katherine S. Connolly; Dorothy Behlen Heinrichs; and Dorothy King. Also attending: Clifford R. Vermilya, Town Manager; Howe Library Corporation Board of Trustees; Marlene McGonigle, Library Director; and members of the public and press.

This session was viewed over CATV6 with Christopher Michaud as the videographer.

PUBLIC COMMENTS

There were no public comments.

JOINT MEETING WITH THE TRUSTEES OF THE HOWE LIBRARY CORPORATION

A. UPDATE ON LIBRARY ACTIVITIES - Marlene McGonigle

Marlene McGonigle (Howe Library Director) presented an update on library activities. The Children's Department, in addition to regular story hour, started a toddler's story hour. The toddler program is geared primarily for two year olds with some three year olds. Regular story hours are for three to six year old children. The toddler program is in cooperation with Etna Library. Etna has toddler story hour on Tuesdays with Howe Library running the second session on Thursday.

The next level of patrons served are the young adults. The library has had a task force working through the summer assigned to find ways to correct problems occurring between the hours of 3:00 and 5:00 pm when school is out and many young people gather at the library to socialize. A report was prepared, discussed with school officials and letters sent to parents regarding the unruliness at the library and requests for cooperation from all to make the library a welcome place to patronize. Wonderful cooperation was received from students, parents, administrators, teachers and the Howe library staff with patrons now seeming to feel welcome between the hours of 3:00 and 5:00 pm. Sixty-seven young people were counted last Thursday in the Howe Library and order was maintained. The library has one staff member designated each day between 3:00 and 5:00 in the afternoon to monitor.

The next item discussed was the automation project. Funding was granted by the Board of Selectmen and Howe Library Corporation Trustees for the purchase of a new integrated automated system. The company is Innovative Interfaces Inc., or as the library calls it,

INNOPAC.

Contracts were signed in mid December and the training manuals received. The actual training dates for June will be set next week with the library still on target for installation to begin in June. In the meantime, the rest of the contractors are being scheduled for March and April to do the electrical work, the carpeting, and the furniture. The staff has been intensively working on weeding, which is cost effective, because each item in the data base has to be converted to the new system with a charge for each item. Due to library space constraints, the weeding will result in maintaining a current collection. The card catalog is closed with nothing being added, nor is it maintained, which gained staffing time to weed the collection. Due to the weeding, the library will be having a book sale on January 20th and 21st. An article has been sent to the Valley News, ValleyNet, and will be put in the Friends Newsletter regarding the new automated system. A meeting will be scheduled in a week or so with Margaret Otto at Baker Library with the possibility of being a site license for some of their electronic data basis. A meeting is scheduled for February with libraries close by to discuss automation and to brainstorm ways to incorporate more fully inter-library loans as well as the possibility of joining Howe Library as part of the INNOPAC system. ValleyNet is an electronic community network administered by the Montshire. Howe Library now has e-mail and is also imputing data for Town of Hanover Home Page. The library is responsible for Hanover's Home Page on ValleyNet. They have community information and access to ValleyNet with the future goal for public access to ValleyNet.

The library has another program called "What is NH Reading this Month" and is sponsored by the New Hampshire Humanities Council. The programs take place on Thursdays at 7:30 p.m. and is a program in partnership with the Lebanon Library. Some of the programs are: January 19, "Shadows on the Rock" by Willa Cather with the lecturer being Suzanne Brown; February 2, "Black Ice" by Lorene Carry at Howe and the lecturer Suzanne Brown; February 16, "Before and After" by Rose Ellen Brown and the lecturer Suzanne Brown at the Lebanon Library; March 2nd, "Love Medicine" by Louise Erdich with Suzanne Brown as the lecturer and being held at the Greens where the library has been delivering books. They requested the library to do this as part of their outreach program. Copies of "What New Hampshire is Reading this Month" can be obtained from the Library. This program will continue until September.

Statistics for 1994 at Howe Library are: circulation of 192,000 and of that, 72,000 were juvenile circulation (this is about 37.7% of the total circulation); there are 7,800 library card holders and of those 24% are non-resident card holders. Of the total circulation, about 35% is non-resident.

Another task force, the non-resident fees task force, has been operating since last August and was chaired by Peggy Hyde. This task force was very large and diversified in many different areas of thought. Serving on the task force were: Peggy Hyde, Chair; Jack Nelson and Willy

Black, selectmen; Fran Baschnagel, Dale Bryant, Dave Goudy, Ruth Young, members of the library trustees; Joann Blais, Polly Gould, Mary Hardy, library representatives as well as Marlene and Peggy; Terry Applebee and Susan Malord, the non-resident representatives; and Jan Chapman and Matthew Marshall, Hanover taxpayer cardholders. A sub committee developed from this task force was chaired by Matthew Marshall. The sub-committee developed the non-resident fee report.

B. NON-RESIDENT FEES REPORT - Matt Marshall

The process the sub-committee went through brought them to the following recommendations. The process of going through all the statistics made the sub-committee aware that Howe Library was in a class all its own. No like model could be found for comparison. Good arguments on both sides made the process of coming down to specific recommendations very difficult. There were three basic schools of thought:

1. The tax payer equity position who thought the price for non-resident cards should equal the same contribution the taxpayers from Hanover provide for the library;
2. The group that promoted the supply and demand economic model (this was the group that said if they picked the right price they could maximize the number of cards sold but at some point there would be too many cards out and it would increase the cost to the library so limits would have to be put on it);
3. This group was committed to the mission of the library which was to maximize circulation.

Members of the sub-committee are Fran Baschnagel, Dale Bryant, Jan Chapman, Dave Goudy, Ruth Young and Matthew Marshall. Recommendations 1 through 4 came from the entire task force and 5 through 7 came from the sub-committee. They read as follows:

1. Group cards should no longer be available.
2. Dartmouth students and families, if married, should have full access to the library due to reciprocal agreements without charge.
3. The committee wishes to recommend the selectmen and the school officials consider increasing the fee for the non-resident Dresden School District school cards which are currently \$10.
4. The pricing scheme for non-resident cards should be kept relatively simple and straight forward.

5. The level of use or circulation by non-resident card holders should not exceed a specific percent as determined by the library staff (in other words, non-resident use should not significantly impact the cost of running the library). If the use of non-resident cardholders has exceeded the predetermined levels, we would recommend increasing the fee to control the number of cards in circulation.
6. The price for non-resident cards should maximize the revenue collected by the library regardless of the relationship of that price to the per capita taxpayer cost so long as the usage so generated does not violate number 5. The sub committee suggests that on the data provided this amount is about \$100. Additional marketing study may be desirable to confirm that this is the figure to achieve the goal to maximize revenue.
7. The library staff should recommend to the selectmen a set fee for inter-library loans by non-resident card holders. This will be a major change in policy for the library because here-to-for there has been no difference in services to non-resident card holders. If you are interested in an inter-library loan you can do it from your own home library with no fee charged but from Howe as a non-resident you would be charged a fee.
8. A short term card should be available and a fee with a time period should be recommended by the library staff to the selectmen and to determine if other categories should exist at reduced rates (for example, senior citizens). The committee recommends an additional card for a shorter period of time to be available to summer residents.
9. The sub committee recognizes that the use and services of the library will change significantly in both the short and long term and suggests the task force meet on an on going basis to review these recommendations.

Mrs. Connolly asked if before budget time they demarcate exactly what inter-library loans mean in terms of how long it takes, what equipment it takes, and how much money is involved. Marlene said many studies have been done on this and it varies between \$5 and \$18. What isn't done by the van has to be mailed back and forth. Some libraries actually charge a fee themselves to borrow materials. They would be prepared to recommend a price per book of \$10. The library is encouraging the patrons to do inter-library loans from their home library because there will be no charge if done from there. The number of inter-library loans will increase as they become connected to other libraries electronically.

The current non-resident fee is \$90.

C. LONG RANGE PLANNING PROCESS - Dave Goudy/Ann Crowe

David Goudy, president to the Board of Trustees, discussed their plans for a long range planning committee. He feels from time to time an organization needs to revisit their entire organization and see where it is going and what its priorities are. They have been doing this for a little over a year. Issues they have gone over are admission to the library, the changing community presenting different needs and requirements, and the change in roles of libraries in contemporary culture such as Internet (things that 10 years ago would not have been heard about in a library). They need to ask themselves what the library can be in the future and what it can and should be to service the Upper Valley. Basic work like bench marketing, how does its staffing patterns and usage patterns compare with its relationship to other similar libraries? The by-laws were reviewed and in many cases found needing, so the committee updated them. Some long range financial planning was done. A committee was put together and questions were looked at such as corporation assets and the range of needs of the library so when long range planning is done they can begin to understand some of the financial implications and various decisions they might make about it. One decision made was to help fund the automation for the staff. The committee has been working on getting additional advice and information from their constituency. The library held a series of focus groups with local patrons and people involved with the library, what they do and don't like and what they think they should be doing and not doing. Ann Crowe has agreed to chair the committee and to address the critical admission issues. The long range planning committee will have its first meeting tomorrow at Howe Library. There are 9 people on the committee, two from the library, two from the Select Board, and five from the community, one of which is Matthew Marshall. The last long range planning document was done in 1986. The committee members are: Ruth Adams, Fran Baschnagel, Cheryl Boghosian, Debbie Cromwell, Alex Huppe, Ellen Lynch, Matt Marshall, Marlene McGonigle, and Ann Crowe. Statistics and materials put together for the non-resident fee survey and recommendations puts the committee ahead of the game and gives them a base to delve into at tomorrow's meeting. An interesting sheet came from the New York public library listing different roles libraries play. One of the tasks for tomorrow is to rate the library in regard to popular materials, a community activity center, a reference library, a community information center, children door to learning, independent learning center, formal education support center and a research center. The Board of Selectmen were presented with questionnaires to take home for their input.

D. HOWE PROPOSED 1995-96 BUDGET - McGonigle/Vermilya

The budget hearing for the library is February 6th. Three issues discussed tonight were:

1. A significant increase in the computer maintenance line item due to Innovative Interfaces or INNOPAC as well as, for the first time, the actual cost to maintain their other computers and electronic equipment.

2. A request for a full time children's librarian which was cut due to other budget needs. The library is requesting 4.5 additional hours to make it a full time position. Mr. Vermilya mentioned the position would be split between two people causing additional fringe benefits as well as additional salary. Mrs. Black feels it could be managed. Of the 57 hrs. per week the children's floor is open during the school year and the 53 hrs. during the summer only 39 hrs. a week are covered. There is additional staff coverage on weekends. It was pointed out that other libraries have better coverage with less circulation. There was some discussion on children services being cut from the budget with the final decision coming down to the meeting of February 6th as the deciding factor. The Select Board would like figures on the additional cost to make the children's librarian a full time position.

Joann Blais was commended on the great job she has done with children services.

3. Staffing may be needed for the circulation desk in place of the volunteers when they go through the training stages for the new system. Training will be intensive and screening will take place. The new system requires four full days for training and there will probably not be volunteers while they are learning the system. Some of the substitute staff will be used to fill the spots, consequently some staff time will have to be put into the budget. Highly trained circulation volunteers will be needed. A restrictive job description will be used when recruiting and the library hopes to have proficiency testing done for both staff and volunteers. Howe Library has an outstanding number of volunteers (35 regular volunteers with 60 to 65 showing up at the volunteer luncheon).

Mr. Vermilya brought up one item not mentioned; the continuing cost of maintaining the building. Some of the unique features of its design make for costly repairs. Every time a window is replaced it costs \$2,000. A new roof was put on this year with repairs to the chimney and three large circulating fans needing to be serviced next year. The fans can only be reached by 3 stories of scaffolding within or a major crane from without. The budget will be up about 10% over last year.

A demonstration on ValleyNet will be done by Howe Library staff on their new system for the Select Board at the January 30th meeting at 7:30 at the Town Hall. ValleyNet can get the Hanover home page now. It was asked if a patron will be able to send e-mail when they go on line with ValleyNet. Marlene McGonigle said only if the patron belongs to ValleyNet. The hope is for public access to ValleyNet but when publicity is done, it will have to be carefully worded as to what is offered to the public.

E. OPEN DISCUSSION

There was no open discussion.

DISCUSS JANUARY 23RD MEETING WITH PARKING AND TRANSPORTATION BOARD ON PARKING ISSUES

The next meeting in two weeks will be with the Parking and Transportation Board to discuss parking issues, going over the parking deficit and seeing what can be done so some agreement can be reached before budget time. If information is needed prior to the meeting, let Mr. Vermilya know so it can be distributed. When asked about the feasibility of implementing a managed parking facility, Mrs. Black mentioned it wasn't funded due to the deficit. Mr. Vermilya mentioned the parking fund budget will be finalized by the time of the next meeting and asked if the selectmen would like it put into Friday's packet. Significant changes have been made for the year of 95-96. There will be a deficit in excess of \$60,000 going into the new budget year. The new budget proposal intends to erase approximately \$15,000 of that deficit. A deficit has been run in this line item for two years now and the auditors want to see an improvement in the upcoming year. One of the problems with this is the town is expected to give new budget projections without knowing the outcome of the current year and what the deficit will be at year end. Lease agreements are expiring on three lots (Rubens, the HSD lot, and the lot behind Lou's), two are metered lots and one is a rental lot. The town is holding its own with most of the rental lots but not with the Baxter or HSD lot. Advance Transit will be submitting the studies on ridership and this will include the number of passengers getting on and off in Hanover. Statistics are needed for the number of rental lots, the cost per lot, projected revenue and number of spaces rented, number of parking lots, and metered money broke down by lots. An analysis was done for the PTB on metered spaces and a copy will be put in the Select Boards packet. If the deficit cannot be worked out there is a system of taxation to fund it by taxing the Central Business District, but other alternatives need to be looked at first. The Parking and Transportation Board has not had a quorum since Sept. It is meeting on January 12th and hopefully will have a quorum then.

DISCUSS SELECTMEN'S GOALS AND OBJECTIVES OF 6/23/94

The goals and objectives were viewed to see if any action needs to be worked on to meet them.

The completion of Ledyard Bridge is delayed until the committee hears from the state as to when it will offer some design help.

When asked how they were doing getting a slice of land on the Shawmut Bank property for

parking facility planning, Mr. Vermilya said they have been contacted several times, but have heard nothing. It was suggested to give them a nudge and Mr. Vermilya said he already had several times.

The Berrill Farm people are working with their membership to resolve the issue of Highway #38. Aggie Kurtz submitted a new compromise plan. Plan A clarified the things they objected to and answered the questions. Plan B recommends Berrill Farm make a connector to keep their old trail private and use another portion to keep the public to the far edge of the property. A good resolution is expected.

The Senior Center location was put on hold.

The Select Board is working with CATV6 regarding ValleyNet.

Pedestrian walkways need improving, specifically at the main intersection by the Hanover Inn. The area in front of Molly's is much improved. Mr. Vermilya wanted to remind the Board that next summer South Main Street will be resurfaced from Wheelock down and vinyl crosswalk markings will be installed in place of painted ones making changes more difficult. He would like them to be aware of this and plan the changes before this is done. Mr. Vermilya stated the walkway controller will have to be new which will cost about \$25,000. Mrs. Heinrichs brought up it doesn't do the job since the pedestrians walk as soon as they push the button and don't wait for the signal to change. This issue will need more consideration. There is a new state law which states you cannot go right on red if the walk light is flashing.

Contacts with the U.S. State Legislature need to be kept open. It was suggested to invite them to the NHMA Regional dinner at Jesse's and an invitation given to attend the Select Board meeting on January 30th.

Nothing has been heard on the development of the Bike path between Rt. 10 and Rt. 120.

The Barrett/Ransmeier land swap is not put together yet.

Refurbishing the front of the firehouse has been taken off of the list.

The ad hoc after-school-report has been completed.

The Central Business District parking lot is on hold.

It was suggested to have an ordinance to keep dogs from defecating property. This would have to be put on the warrant article because a town ordinance can't be changed unless it goes before the public.

ADMINISTRATIVE REPORT

The second week of December was the supplemental recycling pickup. There were over 17 tons of materials picked up (about 4 1/2 tons of corrugated, a little over a ton of boxboard, and over 11 ton of glossy paper and magazines). The cost to the town for the collection was \$2,600 with the town expecting to receive revenue of \$1,400 to \$1,500. Considering the 60 dollars per ton the town didn't spend on land fill, they did very well. Another collection will be done in March. The recycling committee has worked very hard with publicity and are now working on areas to educate the public such as breaking down cardboard since that was a problem in the last pickup. If this continues to be successful, the town would like to go to every other month and ultimately, once a month.

SELECTMEN'S REPORTS

MRS. KING

Mrs. King was asked by the Chamber of Commerce to congratulate everyone who participated in putting bags over the meters but thought they should have been farther out of town since employees took spaces meant for patrons.

Mrs. King is trying to get more information from Don Watson regarding the development of communication for internal relations.

MR. NELSON

The Parking and Transportation Board meets Tuesday, the 4th of February.

The Ledyard Bridge committee is on hold until they hear from the State on funding.

MRS. CONNOLLY

The Center for Jewish Life hearing will resume tomorrow night.

MRS. HEINRICHS

A letter was received from Dan Nelson regarding the Montrealer train service to White River Junction. He urges the Select Board to ask the Governor and their representatives in Washington to work to reverse the unfortunate short sighted Amtrac decision to suspend the Montrealer Amtrac service. Mrs. Connolly so moved the Board of Selectmen support the Montrealer Amtrac service. Four were in favor, one apposed (Mr. Nelson). Mrs. Heinrichs will draft a letter for the committee to review.

A letter was received from a Hanover taxpayer regarding the receipt of a letter due to a bounced check. He asked they review their policy for bounced checks. Mr. Vermilya said the letter in question was the town's standard second letter on bounced checks. Mr. Vermilya reviewed the bounced check process and feels it is still appropriate. An initial letter is sent not stating anything regarding the laws and if no response, a second letter is sent which states the laws. The same process is used for any bounced check.

The recycling committee was out yesterday recycling Christmas Trees. They are already working on clarification of what is and isn't boxboard and how it should be broken down. A letter to the editor for what can and cannot go and how it should or should not be broken down. Mrs. Heinrichs asked if a letter was sent to all the committee chairs for what is an open document and what is not. Mr. Vermilya said no, but it will be done soon. Hanover Winter games will be one day, all day Saturday, January 28, with the opening ceremonies at Occom Pond and all outdoor events concluding with a town dinner. Teams need to let the Recreation Department know what they are doing. An ice castle will be built with the snow sculpturing team. The fire department is doing an ice rescue at Occom Pond.
MRS. BLACK

Mrs. Black had a call from a citizen regarding the types of reporting done by Mr. Stokes and wished to know if they wanted to take a position with the Valley News. Mr. Vermilya said sometimes just to ignore is the better part of valor and he doesn't think they are going to win.

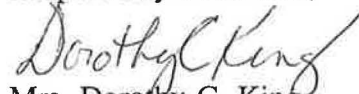
OTHER BUSINESS

There was no other business.

ADJOURNMENT

Mrs. Heinrichs moved to adjourn and Mrs. Connolly seconded it. All were in favor and the meeting adjourned at 9:10 p.m.

Respectfully submitted,



Mrs. Dorothy C. King

Clerk

Taken and Transcribed by:
Kay L. Yost

SUMMARY

1. Mrs. Connolly **MOVED** the Board of Selectmen support the Montrealer Amtrac service. **FOUR WERE IN FAVOR, ONE APPOSED** (Mr. Nelson).
2. Mrs. Heinrichs **MOVED** to **ADJOURN** and Mrs. Connolly **SECONDED** it. **ALL WERE IN FAVOR** and the meeting adjourned at 9:10 p.m.