

OFFICIAL MINUTES

**Hooksett Public Library Trustees Meeting
November 18, 2014 5:30P M**

Call to Order 5:40 PM

Public Input- No public input

Secretary’s Report- Barbara Davis made a motion to approve the minutes of the November meeting, seconded by Tammy Hooker, Mac Broderick abstained, approved.

**Treasurer’s Report – Discussion -
Insurance LGC Refund back to employees in Health Insurance line
Pay Equity - Plan a meeting with the Town Council December 10**

Library Director’s Report – Attached to these minutes

**Highlights
Book Sale highly successful
Budget narrative – only missing piece is staff development
Meeting rooms and conferences**

Unfinished Business

Staffing Gaps exist due to short staffing, Saturdays are most noticeable.

Budget 2015-16 increase request is + \$6,502.00/ including \$5,307.00 contractual expenses

Mac Broderick made a motion to approve the FY 2015/16 budget request as presented, seconded by Tammy Hooker, approved unanimously. The board commended the Library Director for being incredibly fiscally responsible.

Subcommittee reports

Personnel - Job descriptions being completed

Policy - No policies to review

Pay Equity - Subcommittee presented its findings to the full board which voted to accept the recommendations. Tammy Hooker made a motion to accept the subcommittee report, seconded by Linda Kleinschmidt, approved unanimously. The board will seek an appointment with the Town Council on December 10 to present the findings.

New Business

Tammy Hooker made a motion to accept the following donations, seconded by Barbara Davis, approved unanimously.

Model T	30
Thirty One Gifts	40
Sew Bee	26
Donna Corriveau	10
Crossroads Chiropractic	100
Shirley Girard	100
Hooksett Garden Club	750
Sub total	306
Jonathan Murphy Memorial as of 10/31*	3,070
TOTAL	4,126

*See Director’s report for further information regarding memorial donations for Jonathan Murphy.

Library Ambassador Program Because of the impending holidays, the trustees and Library Director plan to kick-off the Library Ambassador program in January.

Furniture donation from SNHU- Heather Rainier should contact Marc Guertin Associate Facilities Director to schedule a time to look at options. Demo will begin in December.

Library Director Goals – Personnel committee to work with Heather and formalize for a December meeting and a formal presentation to the full board in January.

Mac computer purchase – defer to January

Library programs- limiting to Hooksett cardholders – discussion deferred to January

Barbara Davis made a motion to adjourn 8:00 seconded by Tammy Hooker, approved unanimously

Next board meeting scheduled for December 16, 2014 at 5:30 pm

November 2014 Director's Report follows here.

Hooksett Library Director's Report: November 18, 2014

Building

Creaks and grows but no major building issues at this time. :)

Children's Services:

Santa & Friends is planned for Saturday, December 13th from 10-12:00. The Friends have hired Santa Randy, who is also the Santa for the PTA Holiday Gift Fair the weekend prior, providing consistency for any kids who attend both events. In addition, our absolute best party planner will be working with the Children's Department to plan crafts and activities – thank you Tammy! The Hooksett Library Junior First Lego League will host an Expo for our own five teams on Saturday, December 6th here at the library. We will be recruiting volunteers to serve as interviewers (akin to judges) for each of the teams if you know anyone we should ask to assist.

Hosting the Expo is a requirement of the grant we received from FIRST. All are invited to attend the Expo and see the great work our Coaches and teams have been working on this season.

Reference & Adult Services, Mat Bose, Assistant Director:

Headline Events for October – October was a very busy month for adult events at the library. For the second year in a row we hosted a Photographer & Artist Night featuring artwork by our Library Art Class and Digital Photography Group. Approximately 75 people attended the event. We also hosted a very successful NHHC event, “Treasure from the Isles of Shoals”, that attracted a crowd of 39 people. The presenter, Dennis Robinson, was both knowledgeable and humorous. Our first co-sponsored event with Bear Paw Regional Greenways, “Discover the History of New England Stone Walls” by Kevin Gardner, was very successful and we had a

large crowd of 60 people attend. I will consider inviting back both Mr. Robinson and Mr. Gardner in the future due to the high quality of their presentations.

Upcoming Adult Events, Workshops & Classes – During November we will be focusing on the library’s annual book & bake sale, a Neighborhood Watch presentation by the Hooksett PD, and our many ongoing events including: weekly computer and iPad classes, Mah Jongg classes, Movie Screenings, Digital Photo Group, Writers Group, Knitting Circle, Art Class and Book Club. On the horizon for December are workshops for health insurance seekers and caregivers, and additional technology classes focusing on the topics of gadget security and cloud computing. We are in the process of **evaluating our computer and technology classes** based on attendance, feedback from participants (class evaluations, online survey, etc.), and the shared experiences of GMILCS libraries, and we will make changes accordingly for our winter/spring sessions. One change that we have already decided upon is to offer “basic computer help” on a one-on-one basis (by appointment), since enrollment has been low and community members seem to be more interested in intermediate computer topics (i.e. Facebook, eBay, PC Security, etc.).

Promotions – During October, I focused most of my promotional efforts on the many adult and children’s events we had planned. As a result of the electronic sign, newspaper publicity, E-mail newsletter, event bookmarks, slideshows at events, etc. we attracted over 500 people to adult events during October! We also gave special attention to the Halloween Costume Swap, a local Children’s Author visit, and ongoing children’s events that were not attracting large audiences (afternoon storytimes, anime club, etc.). This included additional slides on the electronic sign, Facebook posts, Special Email Bulletins, etc. Other promotions that we organized this month included: Book Face Friday on Facebook, Museum Pass of the Month, App of the Month, etc. Lastly, our efforts to promote the upcoming book sale continued. I followed up with local businesses about their roadside marquees, added slides to our electronic sign, sent a flyer out to local libraries, added a blurb to our checkout receipts, printed and distributed handouts, sent publicity to the local newspapers, and so forth.

Reference Highlights –Examples of reference and technology questions this month included: legal information (how to create a will), job & career research (EMT training aids, filling out online job applications, etc.) local information, technology assistance (formatting documents, navigating websites, help with tablets, phones, and other gadgets, etc.) and more. I also performed notary service (3), device assistance (15), and proctored (0) exams.

Technical Services & Technology, Mark Glisson:

Monthly Highlights...

October was action-packed in all areas of tech services, technology, patron tech support, classes and typical seasonal-related activities.

☞ Tech planning projects included the RFP for the public router replacement project and solicitation from targeted Tech vendors, public printer/copier replacement, 3D Cube printers grant write-up and submission in anticipation of NHLA Fall Conference keynote event, and self-check replacement planning.

☞ Class prep and delivery was almost a weekly event. I created original slideshow material for the Windows 8 class, as well as for the 2 iPad classes. The classes continue to be well-received

and the material relevant to patron needs, according to class participant feedback. These classes continue also to generate individual tech support interest, often eventuating into one-on-one follow-up sessions with interested parties.

✍️ Tech support involving laptop and computer servicing continues, with some servicing taking a bit more time than others, depending on the tech issues involved, but all resulting in happy customers, and in one case, a \$100 donation to the library in the process.

✍️ Worked with Martha to document the OCLC record management procedure resulting in a multi-page document that Martha has been able to use a couple of times now for self-directed OCLC records processing.

Directors Information:

It's with a very sad heart that I report on the donations we have received in memory of Johnathan Murphy. Johnathan is the son of Candy & Jim Murphy and grew up in the library loving history and science fiction materials alike. As a library staff, we often have our favorite visitors who are more like family than library patrons and Johnathan was one of those for us. We greatly enjoyed watching Johnathan grow up into a wonderful and kind young man who kept us on our toes looking for unique historical books to read and volunteering his time at Tokyo Joe's Studio of Self Defense, where he served as an excellent role model.

When I first spoke with Candy after learning of Johnathan's passing, she shared that she would like a place where Jacob and Kathleen could quietly read a book and feel close to their brother.

Our intent is to work with Candy, Jim, Jacob and Kathleen to create just such a place. To date we have received just shy of \$4500.

Award: We were incredibly proud of our own, Mark Glisson, recipient of the New Hampshire Library Association's Award of Excellence. Mark was incredibly moved and appreciative of the honor. The award was only the beginning though, Mark has received no less than 30 emails and notes from library community members proclaiming just how deserved he is. In Mark's words: "(I) was very honored to receive the READS Award of Excellence award, thanks to being nominated by Heather and Lee Ann. The award represents for me not only how important patron-centric service is, but also how teamwork among the staff can and should be an integral part of the quality of service that we render to patrons."

Friends of the Library:

Book Sale: The Friends had a very successful book sale with lots of help from many volunteers including and most especially the Boy Scouts. The pre-sale raised \$428, the day of approximately \$3000 with \$300 additional for the bake sale. As has come to be, there was a great vibe in the library that day and many happy families and library members gathering books. The staff felt this was the smoothest run book sale we have ever had.

501c3: The Friends are officially a non-profit organization and recognized as a 501(c)3 by the IRS and the State of New Hampshire. The non-profit status will allow the Friends and the Library through the Friends to qualify for a number of grants and other charitable opportunities.

In particular, we are now a recognized organization in the amazon smile charitable giving program and will begin advertising that through all of the library's PR resources.

NHLA Conference: We hosted the NHLA Annual Business Meeting in early November and I am very proud to say it was the best conference arranging and hosting we have done yet. This being our fourth conference of around 100 librarians and we have it fully organized and running very smoothly now. The AV support we are able to provide has been strongly noted in evaluations. One of the presenters this session referred to Mark by name throughout his presentation as the expert who was assisting him. Feedback from the September conference includes:

- Hooksett Public Library is one of my favorite libraries to visit with its welcoming staff and glorious facility.
- The welcoming by the Hooksett staff was amazing. They were helpful to the lost, inviting to the visitor, and hard working in hosting the conference.
- Again, I love the Hooksett Library campus. I'd love to clone it and drop it in my town.
- The facility was terrific. What a beautiful library.
- Great location--I was fascinated by the touch screen controls on the wall for the screen--never saw that before.
- (My personal favorite) I thought everything was just perfect, including Mark Glisson being the recipient of the READS award.

Pay Equity: The Pay Equity trustee subcommittee has spent countless hours and many meetings working on our pay equity study the past few months and in particular in November as we finalize our details and proposal. The study is focusing on comparable libraries and comparable positions within the town of Hooksett.

Submitted, Heather Shumway Rainier
Director, Hooksett Public Library