

Members Present: Terri Jillson White, Faith Reney, Rhonda Gurney, Tracy Nangeroni, Peter Urbach, John Wilson, Barbara Chalmers. Alternates; Mary Epreman and Anne Nilsen.  
Members Absent: None  
Attendees: Dick Katz, Sue Gottling, Katie Richards, Lela Emory, William Roach, Jean Wilson  
From: Barbara Chalmers

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On the above date, those noted above met at Town Hall; the following was discussed:

1.0 Secretary's Report:

19 October 2010 minutes: Motion by Tracy to accept minutes with correction at top of page 2 for Anne Nilsen's name; 2<sup>nd</sup> by Rhonda; vote unanimous.

26 October 2010 Bradford Library visit minutes: Motion by Terri to accept; 2<sup>nd</sup> by Peter; vote 4 yes, 3 abstaining.

2.0 Friends:

- a. Dick Katz summarized funding requests from John Walden that have been approved by the Friends Board including: \$1000 for 1 year of Book Letters; \$600 for 1 year of Mango Language on-line learning; \$500 for advertising Library programs; \$450 for ASK healthy snacks; \$150 to support the library download consortium; \$1000 to support new program committee. A total of \$3700 was approved.
- b. Dick noted that the Friends are working on starting up a Books-on-Wheels service for those who can't get to the library and will be working with the Trustees on a memorial for Pat Hand, the retired Abbott Library librarian, who died recently.

3.0 Director's Report (see Director's Report)

- a. Fines: John reported that in an effort to increase library use, the staff suggested waiving old outstanding fines and having a Nov 24 to Jan 2 fines amnesty period. Rhonda asked what the approximate amount of fines to be waived would total. John did not know.

Motion by Peter to implement the proposed fines amnesty & waiver; 2<sup>nd</sup> by Rhonda; vote unanimous.

- b. Circulation Policy Change: John proposed a change in the circulation policy to allow more items to be checked out at one time to 35 for adults, 25 for children, which could help reduce the number of items on library shelves and increase patron convenience. Peter asked how many patrons currently take out the maximum; John didn't have this data. Rhonda asked if this could create any issues with patron access to checked out items. John responded that new items and requested items can't be renewed.

Motion by John Wilson, 2<sup>nd</sup> by Tracy; vote unanimous.

Revised circulation policy to be issued.

**Action by Barbara**

- c. Program Committee: John reported that his attendance at the recent NE Librarian's Association meeting convinced him of the need to form a program committee and he has been working with Mindy Flater to that end. Goal is to provide 1 adult program per month in 2011. Committee is looking for more members.

- d. E-Rate Telecommunications Discount: John provided an overview of this potential cost discount. He noted there is a lot of paperwork with the application, but was told of a person who can help complete the application. He asked the Board whether he should pursue it.

Peter moved to authorize John to contact the individual for help and apply for this grant; 2<sup>nd</sup> by Terri; vote unanimous.

- e. John demonstrated library's presence on the web at FaceBook, where we have 43 users. He will link to other local pages which may help to increase user count and to Twitter with a micro blog. These are free services. He clarified that Google Analytics only provides information on the library web site hits. John showed a brief video posted at our page of a recent ASK program with sign language instructor.

Rhonda asked if ASK parents have signed a waiver for photographing, similar to what is used in the schools. John responded that parents have been advised of photographing, but no waivers have been signed. He will look into this.

**Action by John Walden**

John also demonstrated the new Mango language learning program (24 languages available) that will shortly be available to patrons. It is accessed directly over the web.

Barbara asked about costs for Book Letters and Mango after the first year's cost covered by the Friends. John Walden noted both will be evaluated after first year of use and if we continue with them, cost to the library cost for the second year will be \$500 for Book Letters and \$1500 for Mango.

- f. ASK Evacuation Plan: John provided the written plan to Trustees. Rhonda asked about procedure for getting children safely across the street and who is assigned to be in charge in such situations since there are 3 staff working with the children. John will address in the written plan.

**Action by John Walden**

4.0 Treasurer's Report: (see October Account Summaries and Treasurer's Report)

- a. Capital Campaign funds: No activity this past month.
- b. Report Headings Tracy adjusted reporting information (she can't change headings) in response to Peter's request that P&L January through December Report headings reflect content. She noted that the P&L Jan-Oct is the most meaningful report; the January to December report is only intended to show where we stand to the end of the year. Headings of this report: "Jan-Dec 10" column heading is really January through current month (September) and "Budget" heading is really total budget for 12 month.
- d. Donor's fund report: Additional reports were sent to John Mapley. They will be meeting to go over them.

**Action by Tracy**

5.0 Chair's Report: (see Chair's report)

- a. Memorial for Pat Hand: Friends and Trustees to work together to establish an appropriate memorial for former librarian, Pat Hand; possibly a garden statue or bench with plaque. Her family will be contacted to approve of any proposals. John Wilson asked if John Walden was setting up a separate fund for donations that may come to the library in her memory. John Walden will talk with the family about their intent for the use of donations.

**Action by Terri & John Walden**

- b. New Library Space Timeline: Terri noted our goal is to have a proposal by December 2011 for a town vote in March 2012.

Questionnaire responses from staff would be helpful. Rhonda made a motion to ask staff to fill out the questionnaires; 2<sup>nd</sup> by Tracy; vote unanimous.

Peter noted that high school students have completed the questionnaires and responses are coming in (53 to date) from seasonal residents. He provided an updated questionnaire response analysis. He noted:

- Expand-in-place is 1<sup>st</sup> choice of all groups, with Sunapee Center site a close or distant 2<sup>nd</sup> choice. Site choice on student responses was confused – probably due to lack of knowledge about where sites are located.
- There is overwhelming support for library's need for more space.

- Substantial support for willingness to contribute financially.
- All responses are in binders in the library.

Terri thanked Peter, Linda Urbach and Ann Nilsen for their work on the questionnaires.

John Wilson commented that it was good to see respondents wanting only 1 site to be brought to voters.

Rhonda noted that with the vast majority of respondents being library users, an overwhelming response of support for more space and willingness to financially contribute are not surprising. We need to hear from non-patrons. Peter noted we could get a fair picture of the entire community by a random phone survey or personal interviews (both expensive) or a 1<sup>st</sup> class mailing with postage paid return card to 10% sample of the voter list as was done in 2002. This will be considered for the next questionnaire when we are focusing on a site

Next Step: Terri reported we will devote much of our next meeting to the discussion of sites and each Board member should be ready to offer sites. Rhonda suggested that since Expand-in-place has substantial support, we should gather information on it in the mean time.

John Wilson reported on lot at 31 Pleasant Place (across from the Methodist Church) with tax map plan and pros/cons list. Barbara noted that this site is within the Shoreline Protection Act 250' zone for the Sugar River and is limited to 30% impervious coverage. 8400 sf building footprint with 15 car parking would require more than double this coverage limit. This site was analyzed in 2007 and considered when joined with 2 other adjacent sites. At that time site acquisition was deemed too expensive.

- c. Staff Holiday Gifts: Trustee contributions for 7 gift baskets needed December 19 at 10 AM, town hall room.
- d. Personnel Policy Review: Terri noted Donna Nashawaty continues to have concerns about the proposed draft personnel policy as outlined in her letter to Barbara from November 2009. It could be called a Procedure Manual, but not a Personnel Policy and should not reference the Town Employee Manual. Rhonda said the draft could be rewritten as an operating policy and that it contains important items which should be written policy. Faith thought this was a good idea. John Wilson sees no reason to have this library policy document. Tracy thinks it contains some important features. Barbara noted that our 1998 Personnel Policy is in effect and offered to revise the draft under discussion again. Peter said fine, if Barbara is willing to prepare another draft.

Barbara to redraft as a procedure manual.

**Action by Barbara**

#### 6.0 Other:

- a. NHLTA Golden Rules: Barbara had reported to Trustees that NH Library Trustee Association Board will not be revising their 12 Golden Rules for trustees. Peter sent Board members a memo in response to this report. Barbara noted the Golden Rules were brought to the attention of this Board at its first meeting last March by acting chair Rhonda, to advise new Board members and remind existing Board members of these guidelines. She noted they aren't controversial - many state library trustee associations have them to foster ethical and harmonious boards. Barbara views as divisive, Peter's position that he is free to express his opinions, as a matter of free speech, against voted board decisions if he disagreed with them. Barbara said the Board must work together to be successful and a huge part of that is knowing that after board discussion and vote on an issue, members won't be working against it to promote their own agendas. She reported that the NHLTA has offered to come and meet with our Board to discuss the Golden Rules and any other governance questions we may have. John Wilson agrees with Peter's position and each board member's right to free speech, he serves the town and is not interested in meeting with the NHLTA. Terri said

this discussion is divisive, not helpful and that other Trustees in the state have criticized this rule. She noted that Barbara's vote not to support the proposed library budget did not comport with the Golden Rules. Rhonda said this is an issue of building trust between board members and thinks it would be a good idea to meet with the NHLTA representatives. Katie Richardson asked how Rule 7 could be enforced and if it applies to private and public speech. Barbara said NHLTA board reps could explain its intent. Mary said the voters expect the Board to focus their efforts on space for the library and have a moratorium on these issues.

- b. Rhonda stated that Peter's written comments paper emailed to the Board in response to Barbara's report is a violation of the Right to Know Law, (91-A:2-a. I and II). She stated that opinions should be brought to the Board, not sent prior to a meeting. Peter responded that when he emailed his paper to the board, he also emailed to the board archive file, which makes it public record Rhonda asked Terri to look into this with Donna or town council. Terri responded she was not going to follow up. She said Trustees need to make their own decisions and move forward; if we continue to get hung up on these issues month after month we will not be building trust amongst each other. Peter's memo is being discussed this evening and no more time needs to be spent on this issue. Rhonda asked that her notes be part of the record. (See attached).

7.0 Public Comments:

- a. Bill Roach said he was verbally attacked at last night's Selectmen's meeting. He said some recipients of the questionnaire received multiple copies. He was sent 4, 1 he filled in and returned, the other 3 he handed to Terri. Bill said the comments made by Peter at the Selectmen's meeting were uncalled for and didn't help to gain support for the library's effort to build more space.

Meeting adjourned at 9:03 pm.

Next meeting: 9 December 2010 visit to Kilton Library, West Lebanon, 10 AM  
21 December 2010, 6:30 PM, Town Hall.