

**James E. Nichols Memorial Library  
Board of Trustees Meeting**

**-Approved 2/24/2020-**

**January 27, 2020  
Minutes**

**Call to Order:** Meeting called to order at 10:02am. Present: Chairperson Annette Nichols, Treasurer Sarah Heath, Susan Gurney, Bette Miller, Shannon Whalen, Karen Ponton (Alternate); Librarian Jon Kinnaman; member of the public: Debra Thiboutot, Town resident

**I. Ongoing Business**

A. **Review/Approval of Minutes:** Motion by B. Miller, seconded by S. Whalen that:: The Minutes of December 16, 2019 be approved as written. Passed unanimously. Motion by B. Miller, seconded by S. Whalen that:: The Minutes of January 17, 2020 be approved as written. Passed unanimously.

B. **Story of the Month:** Postponed.

C. **Treasurer's Report:** S. Heath distributed her Report. Expenses for December were \$6,817.35 and include \$512.50 to AdelXT for remote assistance to connect server to State Library, \$76.80 to update WordPress under *Computer*, \$55.00 for stamps under *Postage*, and \$36.88 late payment fees on credit card under *Miscellaneous*. S. Heath plans to talk with MVSB about this charge. The Trustees emphasized the need for credit card purchase receipts to be immediately submitted to the Treasurer to avoid late fees. A. Nichols recommended that all credit card purchases be flagged and notice linked to a new, limited access email account. J. Kinnaman was asked to set up [chlibtrustee@metrocast.net](mailto:chlibtrustee@metrocast.net). Board Secretary would have primary access to forward emails to relevant Board members. The only income for December was \$143.44 in donation jar monies and copier fees which have been deposited into the MVSB account. Report also included year-end totals. S. Heath noted that total expenses of \$83,876.43 were less than the Town appropriation of \$84,552.00. She also shared the *Annual Treasurer Report* (see attached) that will appear in the *Town Report*. Motion by B. Miller, seconded by S. Whalen that: The Treasurer's Report for December be accepted. Passed unanimously.

D. **Librarian's Report:** J. Kinnaman presented his Report. (See attached). He added additional statistics for 4<sup>th</sup> QTR 2019 showing use rate by resident versus seasonal patrons. (See attached). Some discussion concerned his first draft of a questionnaire to survey the community about Library services. Recommendations were to keep it short and simple, check with other libraries (possibly through the Scrooge & Marley Co-op) about what they do and ask for suggestions, and talk with Parks & Rec Director Sandy Frost about the survey for older residents' needs that she is developing. That survey is planned for inclusion in the July tax mailing, so it was suggested copies of the Library survey be available at the Library, Town Hall and online. Trustees are asked to review the draft survey and send revisions and additions to J. Kinnaman in the next two (2) weeks. J. Kinnaman reported two (2) mothers with children attended last Friday's *Winter Storytime*. Local author David Connor, who wrote *Backpacking with God in Our National Parks*, is scheduled for Saturday, February 15 at 11:00am; the Nichols Book Chat Cafe will discuss *The Night Circus* on Wednesday, February 19 at noon. J. Kinnaman asked about adding a new online service, in addition to Hoopla, called RBDigital that would allow patrons unlimited streaming for \$2.99/week/patron. The Library would pay this fee, plus a set-up charge. The Trustees directed that he obtain more information about the costs, as well as the amount budgeted for online services. B. Miller asked about the ice jam over the rear door. Apparently, it was too dangerous for the CHDW to remove with a roof rake, and it has since melted. CHDPW has ordered signs that can be posted when the ice jam is present to alert persons to use only the front door. The Trustees expressed their appreciation of the CHPWD's efforts. J. Kinnaman added that ice is, at times, problematic on the sidewalk around the building. J. Kinnaman reported declining to post a political flier. During that discussion, it was recommended that all fliers and posters state clearly whether or not a program to be held at a library is being presented by that library. A. Nichols distributed a form to help track the status of the Librarian's goals for 2020. (See attached).

#### **E. Committee Reports**

1. **Building Committee:** The Committee met earlier today. A. Nichols reported on the January 25<sup>th</sup> Town Budget Public Hearing and that funds are included in the Buildings Repairs and Maintenance EFT for the Library. A. Nichols received two (2) civil engineering proposals: HEB Engineers and Woods & Co. No action at this time, pending Town Meeting. (Please see Committee Minutes).
2. **Emergency Closing Policy:** Policy was drafted and revised to include action of the Trustees at their December 2019 meeting (see attached). Motion by K. Ponton, seconded by B. Miller: To approve the Emergency Closing Policy as written. Passed unanimously.
3. **Holidays Policy:** The Trustees briefly discussed possible revisions to the current *Policy*, including adding Veterans Day, designating some holidays as floating holidays, option for staff to use time the Library is not open due to hazardous weather as vacation time, and what day to close if the Federally-designated date is on the Friday before a holiday falling on a Saturday (when the Library is usually open). J. Kinnaman indicated he was not in favor of designating floating holidays; he will check with the other staff and report back. S. Gurney will incorporate comments into a draft revised policy for discussion at the next Trustees meeting.

#### **II. New Business**

- A. **Proposed Librarian 2020 Evaluation Form:** S. Gurney shared comments she received on her initial draft. Discussion centered on the helpfulness of an open-ended question format compared with that of a checklist with ratings. She will revise draft to incorporate some of both formats for next meeting.
- B. **Trustee Roles & Ballot:** A. Nichols reported that two (2) Library Trustee positions will be on this year's Town ballot: a 3-year term and a 1-year term. S. Gurney indicated she would prefer to serve as an alternate this coming year. K. Ponton was asked to consider filing for the 1-year term.
- C. **Acceptance of Donations per RSA 202-A:4-c:** RSA requires that notice of unanticipated funds (such as donations) less than \$5,000.00 be posted on the Trustees' agenda and the monies be accepted during public session. S. Heath and S. Whalen expressed concerns related to privacy about publicizing the names of donors and the amounts donated. K. Ponton will check with NHLTA and NHMA about what information must be included.

- III. **Other Business:** The Board thanked D. Thiboutot for attending today's meeting and encouraged her to consider serving as an Alternate.

**Adjournment:** Motion by S. Heath, seconded by S. Whalen to adjourn at 11:43am. Passed unanimously.

Respectfully submitted,  
Karen Ponton, Secretary pro-tempore

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## Librarian's Report, January 2020

**Collection development and demographics.** In the last quarter of 2019, the library added 125 new materials: 59 adult fiction, 30 non-fiction, 15 DVDs, 8 audios 3 youth books and 9 undefined on arrival. During that quarter we had 76 fiction readers, 49 NF, 19 CD and 49 DVD users. The distribution of selections is consistent with our current user base, with the exception of DVD users. Appetite for video is difficult to keep pace with, as product is more quickly consumed. RB Digital might provide a viable alternative source for streamed video (see attached). I accessed the American Community Survey Karen Ponton found and will be diving into that for the next quarter.

**Patron services and Community Development.** Draft questionnaire for community survey is attached. The Laconia Sun and Weirs Times were added to our press contacts. An ongoing weekly pre-school story-time is in place on Friday mornings at 11. A brown-bag book talk on Erin Morgenstern the Night Circus is set for February 19<sup>th</sup> at the library. An author talk by Dave Connor (Backpacking with God) is Scheduled for February 17th (note that Dave would like to present slides with his talk. At present we do not have access to a projector. We may be able to borrow a unit but we might want to add a projector or smart TV for future talks.

**Online Services:** New links to Ebsco databases have been added which patrons can authenticate with their library card numbers. Annual renewals of our tech support contract for Atrium (\$595) and OPAC Snapshot (\$395) were submitted this month. Registration for new sate union catalog/ILL system has been submitted and staff training has been completed. We are now in process of testing the access ports.

**2020 Reporting Schedule.** Quarterly reports for 2020 goals, collection development and community engagement will be delivered in January, April, July and October. Each report will include a forecast of upcoming plans for the next quarter. A review of the library policy manual is scheduled for April.

### Library Use, December 2019 and 2019 totals

December	2012	2013	2014	2015	2016	2017	2018	2019
Library Circulation	854	864	885	855	858	804	620	421
NHDB Circulation	35	66	86	115	124	113	148	147
Hoopla								27
Adj. Monthly circulation	889	930	971	970	982	917	768	595
Library YTD	12727	13427	13094	12930	12036	11441	10009	9328
NHDB YTD	258	664	958	1322	1371	1448	1570	1883
HOOPLA YTD								297
Adj. YTD Circulation	12985	14091	14052	14252	13407	12889	11579	11508
Monthly Visits	424	372	397	401	282	330	254	230
Visits YTD	7544	6868	6519	6644	6065	5837	4938	4660

Jon Kinnaman, Director

# Library Use Report, 4th Quarter 2019

Loans	Oct-Dec	Books					Youth			Media		453
		Fiction	Non-Fic	Lrg Prnt	Children	Middle	Teen	CDs	DVDs			
		575	159	20	66	38	1	109				
Patron Type	Use Rate			5								
	Frequent	21	14	3	9	5	1	5			14	
	Occasional	20	15			2		10			14	
	Infrequent	10	8					3			5	
Seasonal	Frequent	13	11	5						1	9	
	Occasional	12	1							0	7	
	Total users**	76	49	13	9	7	1	19			49	
Interlibrary		20	10	2						1	1	
Total												

\*Residents are year-round borrowers. Seasonal borrower are a present only part of the year. In this quarter, they were mostly inactive after Columbus Day. **Frequent** users visit the library bi-weekly or more. **Occasional** users visit at least several times a month. **Infrequent** users visit the library once a month or less.

\*\*Note that there is not a correlation between loans and users, as frequent users borrowed multiple titles. Also note that users at all levels borrow materials in multiple formats, so that there are few unique NF, large print or DVD users. Youth borrowers also overlap the 3 reading levels.



### **Librarian 2020 Tracking Against BOT Goals - DRAFT**

By 12/31/19, develop goals for the coming year. Report progress on executing goals monthly during 2020.

By Oct 2019, develop a summary of short and medium term opportunities to more effectively engage the community and a corresponding action plan. Present to the Trustees for discussion and approval. Use a questionnaire to solicit input from patrons and others about programs and services. Present recommendations to BOT by Jan 2020.

On a quarterly basis, report to the BOT some demographic usage.

1Q\_\_\_\_\_ 2Q\_\_\_\_\_ 3Q\_\_\_\_\_ 4Q\_\_\_\_\_

On a quarterly basis, report to the BOT the types of acquisitions made, plans for next quarter, and any variations proposed based on user interest or targeted goals.

1Q\_\_\_\_\_ 2Q\_\_\_\_\_ 3Q\_\_\_\_\_ 4Q\_\_\_\_\_

Schedule Book Sale for\_\_\_\_\_

Review all NH State Library and NHLTA guidelines as well as relevant NH RSAs. Provide a report to the Trustees at the April 2020 meeting, including any recommended additions or changes.

By January 1, 2020, Review all Annual Report statistics that are currently collected for continued relevance. Recommend deletions or additions.

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Identify and join a Library Professional Organization.

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Identify 2 workshops or seminars for Professional Development.

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Identify 1 workshop or seminar for Glenn to attend.

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Provide 1 new program for adults in 2020.

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Continue to offer Story time at Town Beach for 2020. Identify one additional program or service for children in 2020.

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Maintenance and facility inspection plan.

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Schedule performance evaluations with subordinates. Consider 360 feedback.

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*As discussed at our December 2019 meeting:*

### ***EMERGENCY CLOSING POLICY***

Employees are expected to work during inclement weather. However, due to concern about the safety of its patrons and employees, the Library may be open for limited hours or be closed during severe weather situations or community emergencies. The Library may also be closed on other occasions because of unavoidable circumstances.

If such an emergency occurs, the Librarian shall contact the Chair of the Board of Trustees (or designee) to discuss closing and then notify personnel of the decision. The Librarian (or designee) shall:

- Post a closing notice on the Library website at [www.centerharborlibrary.org](http://www.centerharborlibrary.org) and the Town webpage at [www.centerharbornh.org/james-e-nichols-memorial-library](http://www.centerharbornh.org/james-e-nichols-memorial-library)
- Send notice to WMUR-TV when closing is due to severe weather
- Post a closing notice on the Library front door, if possible

Hourly employees shall not be paid for emergency closings.

(Replaces *Storm Closing Policy* dated 2011)