

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

-Approved 12/12/2022-

November 14, 2022

Minutes

Call to Order: Meeting called to order at 10:00am. Present: Chairperson Ann Xavier, Treasurer Karen Ponton, Trustee Stephany Marchut Lavallee, Trustee Ginny Fisher, Alternate Corina Locke -voting, Trustee Emeritus Bette Miller (non-voting); Librarian Aisilyn Guivens; Absent with notification: Secretary Sandy Frost.

- I. **Approval of Minutes:** Motion by S. Lavallee, seconded by G. Fisher: To approve the minutes of October 24, 2022 as emailed on November 6, 2022. Passed unanimously.
- II. **Order of Agenda & Additional Items:** The following items were added: *Librarian Goals, December Meeting Date and Librarian's Vacation Request.*

III. **Chairperson's Report**

- A. **NHLTA Trustee/Director Workshop:** A. Xavier reported on the first session of the Workshop, which she and A. Guivens attended remotely. A second session is scheduled.
- B. **Unspent 2022 Appropriation:** Discussed under Treasurer's Report, Item D.
- C. **Update on Security Cameras:** A. Xavier returned cameras purchased from Best Buy as they were not compatible with the Library's technology. Wireless cameras have been purchased from Adel-XT, which S. Jussif will install in the next week or so.
- D. **Update on Painting Interior:** A. Xavier reported a recommended painter declined estimating the job; one painter estimated \$8,000; another painter's estimate is expected.

IV. **Treasurer's Report**

- A. **Monthly Financial Report & Bank Statements:** The Board reviewed the October Financial Report (attached) and the MVSB statements for the checking and the savings accounts.
- B. **Transfer of Funds:** The Board reviewed the balance in the checking account, noting this account does not earn any interest. Motion by K. Ponton, seconded by A. Xavier: To authorize transfer for \$53,000.00 from the MVSB Business Checking Account to a new MVSB Everyday Business Savings Account. Passed unanimously. This savings account will earn interest.
- C. **Budget Meeting with Selectmen:** K. Ponton reported on November 2, 2022 meeting with the Selectmen. A. Xavier and S. Lavallee also attended. The Selectmen were in support of the proposed 2023 appropriation of \$80,701.00 for the Library, which is \$849.00 less than the 2022.
- D. **Additional 2022 Expenses:** The Board discussed projected expenses through the end of 2022 and added an additional expense of \$1,455.00 to upgrade the WiFi equipment. Our equipment is a refurbished model more than 10 years old; the upgrade will improve WiFi service for patrons. The Board discussed needed deferred maintenance tasks. Motion by K. Ponton, seconded by S. Lavallee: To contract with NH Wood Flooring to refinish the wood floors in meeting room, office and traffic-worn areas for their estimated cost of \$3,252.00. Passed unanimously. This cost will be paid out of the Nichols Fund, not appropriated monies. Interior painting and front door refinishing, reconditioning of trophy heads, and hand-held wireless scanner to be added to 2023 proposed budget.
- E. **2023 Proposed Budget:** The Board discussed use of the Nichols Fund for additional expenses in 2023 that are not included in the proposed Town appropriation of \$80,701.00. Consensus was to increase *Repairs/Maintenance* by \$14,000.00 for painting interior, refinishing and repairing Library furniture, and reconditioning trophy heads; increase *Landscaping* to \$600 for wasp treatment; and increase *Computer Maintenance* by \$400.00. The Nichols Fund will be used for this additional \$15,000.00. Motion by K. Ponton, seconded by A. Xavier: To approve the Proposed 2023 Library Budget of \$95,700.00 (attached). Passed unanimously.
- F. **Reimburse Town for Steam Radiator Covers:** Postponed to December.
- G. **Other:** None.

- V. **Librarian's Report:** A. Guivens presented her Report (attached). She announced that children's book author and illustrator Karel Hayes has agreed to participate in our Local Author Talks. A resident of Center Harbor, Ms. Hayes will offer two (2) talks: Monday, November 21 at 2:00pm for adults and Saturday, December 10 at 11:00am for children. Motion by K. Ponton, seconded by A. Xavier: To approve A. Guivens request for 10 hours of vacation time. Passed unanimously. Ms. Guivens added that she revised the staff schedule so that Library Assistant W. Leathers can cover in her absence.

VI. Policy Committee

- A. **Interlibrary Loan Policy** (attached): Motion by K. Ponton, seconded by G. Fisher: To approve the Interlibrary Loan Policy. Passed unanimously.
- B. **Computer Use & Internet Access Policy** (attached): Motion by K. Ponton, seconded by S. Lavallee: To approve the Computer Use & Internet Access Policy. Passed unanimously.
- C. **Reference Services Policy** (attached): Motion by K. Ponton, seconded by A. Xavier: To approve the Reference Services Policy. Passed unanimously.
- D. **Other:** K. Ponton reported the Committee is working on a policy related to physical access to the building. The NH Municipal Association referred the Committee to the *Department of Justice ADA Guide to Small Towns*. The draft policy has been sent to Primex for review and recommendations. This is the last policy before the Committee.

- VII. **Building Committee:** B. Miller reported that materials have arrived and Rod Ladman will be fabricating the shades in the next couple of weeks. B. Miller asked that A. Guivens let her know when he comes to the Library to install the shades, as she would like to be present. B. Miller will contact an electrician she knows about fixing the restroom motion-activated light. A. Xavier reported that, at the direction of the Selectmen, Code Compliance Officer Bill Doucette is preparing an RFP for installing perimeter drains and waterproofing the exterior foundation walls.

- VIII. **Non-public Session:** At 11:03am, motion by K. Ponton, seconded by S. Lavallee. To go into a non-public session per RSA 91-A:3, II (a) to discuss compensation. Passed unanimously. Roll Call: G. Fisher-yes, S. Marchut Lavallee-yes, C. Locke-yes, K. Ponton-yes, A. Xavier-yes. B. Miller was present; A. Guivens was not. Motion by K. Ponton, seconded by S. Lavallee: To raise staff wages up to 5% in 2023. Passed unanimously. Motion by K. Ponton, seconded by S. Lavallee: To raise A. Guivens wages by 5%, effective December 7, 2022 (anniversary of hire). Passed unanimously. At 11:23am, motion by K. Ponton, seconded by G. Fisher: To end the non-public session. Passed unanimously.

Meeting reconvened by A. Xavier at 11:23am.

- IX. **Unfinished/Continuing Business:** None.

X. Other/New Business

- A. **Librarian Goals for 2023** (attached): Given time constraints, postponed to December meeting.
- B. **2023 Election:** G. Fisher has decided not to run for re-election as a Library Trustee in 2023. C. Locke would like to run in her place; she also has some names in mind to approach for serving as alternates.
- C. **Annual Report:** A. Xavier asked Trustees to submit information to her that they would like included in the Annual Report.
- D. **Next Meeting:** Given the holidays, consensus was to meet on Monday, December 12 at 10:00am. If the Library floors are being worked on that day, the Board will meet at the Town Hall.

Adjournment: Motion by S. Lavallee, seconded by G. Fisher to adjourn at 11:29am. Passed unanimously.

Respectfully submitted,
Karen Ponton, Secretary Pro-tempore
atts (7)

October 2022 Treasurer's Report

(11/07/2022)

Expenses	<i>October 2022</i>	<i>2022 YTD</i>	<i>2022 Budget</i>
Gross Salaries	\$3,840.00	\$37,556.00	\$67,000.00
Furnishings/Equipment	\$7,500.00	\$9,832.00	\$1.00
Repairs/Maintenance	\$285.00	\$1,206.43	\$1,000.00
Supplies & Postage	\$259.15	\$1,380.01	\$2,000.00
Telephone & Modem Rental/ IP Address	\$119.84	\$1,188.74	\$1,500.00
Mileage	\$25.50	\$273.46	\$1.00
Collection Development			\$1.00
Books, Periodicals, DVDs & Streaming (Note: Hoopla & Kanopy capped at 7 views/patron/month)	\$1,411.53 Hoopla \$131.57 Kanopy \$22.00	\$5,576.80	\$10,000.00
Landscaping			\$1.00
Special Projects from Gifts (SLSC Pass; NH Historical Society & NHPA Memberships)	\$0.00	\$600.00	\$400.00
Professional Development (NH Library Trustees Association: \$30 per Trustee/Librarian)	\$0.00	\$260.00	\$500.00
Program Projects	\$15.06	\$15.06	\$100.00
Miscellaneous	\$0.00	\$99.99	\$100.00
Computer Maintenance, Software Updates, Licenses	\$3,135.00	\$5,162.48	\$5,946.00
Legal & Professional Services	\$0.00	\$475.00	\$2,000.00
Total	\$16,591.08	\$63,625.97	\$90,550.00
Nichols Fund			\$9,000.00
Town Appropriation			\$81,550.00
Receipts - Miscellaneous			
Copier/FAX Fees	\$18.00	\$214.60	N/A
Donations	\$35.00	\$348.74	N/A
Lost/Damaged Books	\$0.00	\$30.00	N/A
Sale of Books	\$0.00	\$1,078.00	N/A
Interest from Savings Account	\$25.31	\$82.91	N/A
Miscellaneous		\$5.03	N/A
Nichols Trust Dividends (2)	\$4,549.00	\$8,659.00	N/A
Total Misc. Receipts	\$4,627.31	\$10,418.28	N/A
Receipts - NMK Bequest		\$212,471.31	

James E. Nichols Memorial Library

2023 Proposed Budget - November 14, 2020 Trustees Meeting

Expenses	<i>2022 Budget</i>	<i>2023 Proposed Town Appropriation</i>	<i>2023 Proposed Budget</i>	<i>Notes</i>
Gross Wages <i>(Librarian 30hrs/wk; assistant 15hrs/wk; summer aide 10hrs/wk for 2 months)</i>	\$67,000.00	\$55,000.00	\$55,000.00	
Furnishings/Equipment	\$1.00	\$1,000.00	\$1,000.00	Handheld wireless bar-code scanner (\$500)
Repairs/Maintenance <i>(Clean rugs \$285, clock \$120, boiler \$230, mini-split \$165)</i>	\$1,000.00*	\$5,500.00	\$19,500.00 (\$14,000 NF)*	Interior painting & front door (\$8,000), clean animal heads (\$500), refinish tables & chairs
Supplies <i>(PO Box \$84)</i>	\$2,000.00*	\$1,500.00	\$1,500.00	
Telephone	\$1,500.00	\$1,500.00	\$1,500.00	
Mileage <i>(IRS \$0.625/mi)</i>	\$1.00	\$500.00	\$500.00	
Books & Periodicals <i>(Books, DVDs, Periodicals, Hoopla, Kanopy, Downloadable Books \$726)</i>	\$10,000.00	\$8,000.00	\$8,000.00	
Landscaping	\$1.00	\$1.00	\$601.00 (\$600 NF)*	Spray for wasps (\$600)
Special Projects from Gifts <i>(SLSC & Castle Passes; NH Historical Society & NHPA Memberships)</i>	\$400.00*	\$600.00	\$600.00	
Professional Development <i>(NHLTA Membership & Conferences)</i>	\$500.00*	\$500.00	\$500.00	
Program Projects	\$100.00*	\$400.00	\$400.00	
Miscellaneous	\$100.00*	\$200.00	\$200.00	
Computer Maintenance Contract, Software Updates, Licenses <i>(Contract \$1,700, OPAC Snapshot \$395, Atrium ASP \$795, Antivirus \$213, iBackup \$99.50, Domain Registration \$18, WordPress \$96, Canva \$120, Camera Software \$120; ST \$3,436.50)</i>	\$5,946.00 (\$3,906.00 NF)*	\$5,000.00	\$5,400.00 (\$400 NF)	
Legal & Professional Services	\$2,000.00 (\$1,000.00 NF)*	\$1,000.00	\$1,000.00	

Total	\$90,550.00		\$95,701.00	
Nichols Fund*	\$9,000.00		\$15,000.00*	
Town Appropriation	\$81,550.00	\$80,701.00 (\$849 less than 2022)	\$80,701.00	
Receipts - Miscellaneous	<i>YTD October 2022</i>		<i>2023 Proposed Budget</i>	
Copier/FAX Fees	\$160.99		\$200.00	
Donations	\$304.99		\$300.00	
Lost/Damaged Books	\$30.00		\$1.00	
Sale of Books	\$1,078.00		\$600.00	
Interest from Savings Account	\$82.91		\$250.00	
Miscellaneous	\$5.03		\$1.00	
Nichols Trust Dividends (2)	\$8,659.00		\$7,500.00	
Total Misc. Receipts	\$10,320.92		\$8,852.00	

Director's Report November 14th, 2022

Collection Development and Maintenance:

A book order for November has been placed and items will be arriving shortly.

Patron Services and Community Development:

Story times have continued each week with more patrons expressing interest. A Halloween program was held in conjunction with the local preschool. Approximately 38 people were in attendance and enjoyed a story time and Halloween music outside. Staff are working on creating another time for story times as well as scheduling another Author Talk event. Squam Lakes Science Center and Castle in the Clouds seasons have ended, therefore passes will not be given out until next season.

Digital Services:

The SonicWall firewall was installed and has been working great. Steve Jussif was able to identify and fix the source of issues with the meeting room printer. S. Jussif also worked with Librarian Aisilyn Guivens to attempt an installation of the Blink cameras, but found it is not compatible with the Library's technology. Ring cameras have been purchased instead and will be arriving shortly. A new handheld scanner has also been researched in hopes of purchasing for the Librarian's Office. S. Jussif has also been consulted on updating to a wireless internet with a new switch and access point (see attached quote).

Maintenance:

Recycling from the basement has been removed. The outside water spigot has been turned off and the thermostat has been reset. The bathroom light sensor has not been checked by an electrician.

Library Staff:

A. Guivens and A. Xavier have attended the first of two conferences for a Director/Chair meeting hosted by the State Library and will be attending the second meeting on November 17th. Library Assistant William Leathers has enrolled in a Master's of Library Science program at San Jose State University and will be attending remotely.

Respectfully Submitted,
Aisilyn Guivens, Librarian

INTER-LIBRARY LOAN POLICY

Statement of Purpose

The New Hampshire Automated Information System (NHAIS) Interlibrary Loan is an online service offered through the New Hampshire State Library (NHSL) that supports the mission of libraries by providing enhanced access to library materials and information. The James E. Nichols Memorial Library participates in this Interlibrary Loan (ILL) program to obtain materials not available at the Library and to share materials from its Collection with other libraries. ILL is an adjunct to, not a substitute for, the Library's Collection. The purpose of this policy is to define the parameters under which patrons of Nichols Library may use ILL, and the guidelines under which Library materials may be lent to other libraries

Policy

The Board of Trustees shall authorize the Librarian to sign the *Interlibrary Loan Registration* form, also known as the agreement, on behalf of the James E. Nichols Memorial Library. The Library will follow all rules and procedures contained in the *NH Interlibrary Loan Protocol Manual* (2019)¹ and as otherwise established by the State Library.

All Library staff shall be required to view the online *NHAIS ILL System Self-guided Training* videos, and when finished, submit a completed *NHAIS Inter-Library Loan System Self-guided Training form* to NHAIS. A copy of the completed form shall also be placed in the staff member's personnel file. Staff may be required to attend additional training offered by NHAIS in order to remain current on ILL policies, rules, procedures and operations.

Borrowing from Other Libraries

Patrons may borrow materials not available in the Library's Collection from other libraries through the NHAIS Interlibrary Loan Service (ILL), provided the materials have been published or released at least six (6) month prior to the request. A valid Nichols Memorial Library card is required.

Patrons may submit ILL requests to Library staff by email, phone or in-person; they are not permitted to make requests directly through the NHAIS ILL System. ILL requests are limited to four (4) active requests at one time.

Patrons shall abide by the rules placed on the use of loaned materials by the lending library. Loan periods are set by the lending library; similarly, renewals are at the discretion of the lending library.

The Library shall use the State Van Delivery System and comply with the rules for use of this van service, as established by the NH State Library (NHSL). On average, requested materials take from two (2) to four (4) weeks to arrive; harder to find items may take longer. Delivery to the Nichols Library is currently on Friday, or as otherwise may be scheduled by the State Library.

¹ New Hampshire Interlibrary Loan Protocol Manual. Compiled by NHAIS Services, NH State Library, Summer 2019.

Because interlibrary loan is a transaction between libraries, the James E. Nichols Memorial Library is responsible for materials from the time they leave the lending library until they are returned that library. Patrons shall be required to return all materials borrowed through ILL to the Nichols Library, and not to the lending library. Patrons are also responsible for any ILL materials lost or damaged while in their possession, and for replacement costs as determined by the lending library. Neither patrons nor the Library is responsible for any damage or loss sustained to materials in transit between libraries.

Lending to Other Libraries

The Library shall only participate in the library-to-library, NHAIS Interlibrary Loan service and will only use the NHSL ILL van for delivery to borrowing libraries. Borrowing libraries and their patrons may not pick up loaned materials in person.

Library staff will respond to ILL requests within one (1) business days.

Materials, such as books, audio-books, and DVDs, are loaned for a period of 42 business days. Renewals are at the discretion of the Library staff. Reserves cannot be placed on materials for ILL.

The Library reserves the right to deny ILL requests for materials with a "NEW" status or items that are in high demand by patrons of the Nichols Memorial Library.

Reference materials, periodicals, local histories, and genealogies shall not be loaned. Up to 30 photocopies may be provided at no charge to the borrowing library, or arrangements may be made to access the materials onsite at the Library.

The Library shall not fine the borrowing library for overdue materials, but will charge replacement fees for lost or damaged items.

Contact Information

James E. Nichols Memorial Library
35 Plymouth Street, PO Box 1305
Center Harbor, NH 03226
Phone: 603-253-6950
Email: centerharborlibrary@gmail.com
Website: centerharborlibrary.org
HSA Code: HSH7

*Revised and Approved by Board of Trustees 11/14/2022
Approved by Board of Trustees 05/23/2011*

COMPUTER USE & INTERNET ACCESS POLICY

(Combines Internet Access Policy with Wireless Internet Policy)

Statement of Purpose

The James E. Nichols Memorial Library recognizes the importance of free and public access to the internet and computers in our increasingly digitalized world. The purpose of this policy is to establish guidelines for offering internet access and computer use at the Library.

Policy

The James E. Nichols Memorial Library shall provide free public access to the internet by providing free use of the Library's public computers and free wireless access to patrons and the general public.

By using a Library public computer, the user agrees to abide by this *Computer Use & Internet Access Policy*, as well as the *Library User/Patron Code of Conduct Policy*. Violation of these rules may result in loss of computer access, suspension or revocation of library privileges, or being banned from the Library.

Patrons and visitors are welcome to use the two (2) computers available for public use on a first-come, first-served basis. The Library reserves the right to impose a time limit on use of its computers. The limit is 30 minutes, but an individual may use a computer for a longer period if no one else is waiting. There should be no expectation of privacy, as both public computers are in view of other patrons, visitors and Library staff.

Printing is available at a per page cost determined by the Board of Trustees. Currently, printing in black and white is \$0.25/page; color is \$0.50/page.

The Library's computers may not be used for any illegal purposes. This includes but is not limited to hacking, child pornography, copyright violations, bullying, threats, or other harassment. It is the responsibility of the user to not violate any laws when using the internet. The Library will cooperate with law enforcement or investigations as required by law.

Downloading to a flash drive is allowed. Downloading to the hard drive and manipulating the Library public computer's operating system, setup or files are prohibited. This includes changing the home page, adding or altering screen savers and adding icons to the desktop. Abuse of the hardware or software will result in the user being denied use of the computers. Users will be held responsible for any damage to equipment or networks caused by misuse.

Free WiFi is available for the public inside the Library and on its grounds. No password is required. The Library's wireless network is not secure; those using the free WiFi do so at their own risk. The Library is not responsible for any downloaded virus, malware or other potentially damaging programs or the effect of said downloads, data loss, or loss of privacy that users may incur as a result of logging into or using the Library's WiFi network.

Library staff cannot provide in-depth training concerning internet or personal computer use. They may, however, offer searching suggestions and answer general questions.

Due to the nature of the internet, users may encounter materials that are inaccurate, incomplete, out-of-date, controversial, or considered offensive by some. The Library does not use filters to limit access to, and cannot censor, internet content. Users should use their

discretion to determine what is appropriate. The Library disclaims any liability or responsibility arising from access to or use of information obtained through the internet, or any consequences thereof.

As with all Library materials, programs and services, the responsibility for what children access or view on the internet rests with their parents or legal guardians. Parents or legal guardians are responsible for supervising their children whether they are using Library computers or their own devices. The Library staff will not act *in loco parentis*.

Revised and Approved by Board of Trustees 11/14/2022
Approved by Board of Trustees 05/23/2011

REFERENCE SERVICES POLICY

Statement of Purpose

In keeping with its mission: "To provide materials, programs and services to meet the informational, [and] educational...needs of Center Harbor, the surrounding community and its guests and visitors", the James E. Nichols Memorial Library offers reference services to assist patrons and the public in the pursuit of information. The purpose of this policy is to define those services, as the Nichols Memorial Library is a small Library without designated reference staff.

Policy

As an information resource center, the James E. Nichols Memorial Library shall assist its patrons and the public in locating accurate answers to their questions through its own resources or appropriate referrals.

The Library Collection shall include standard reference materials, as determined by the Librarian and in accordance with the Library's *Collection Development & Maintenance Policy*. The Collection shall also include reference materials related to local history, such as Center Harbor Annual Town Reports, information about the town's historic resources, copies of available cemetery records pre-21st century, and relevant published and unpublished historical and genealogical research.

The Library shall provide access to web-based information resources, such as online databases provided through EBSCOhost and websites like Ancestry.com.

Reference services also include staff assistance to patrons in learning to use basic Library resources, including the public computers, the online catalog, periodical indexes, and online resources. Staff may also provide help to patrons and visitors seeking to access the Library's free wireless network with their personal mobile devices.

Requests for information may be submitted by phone, email or in-person. Staff will respond within two (2) business days to basic requests, such as for facts or brief information that is readily available. Staff will pursue requests that do not yield an immediate answer in a timely manner and as other duties allow. Staff may also make appropriate referrals when an answer cannot be found.

Questions involving research are the responsibility of the patron; the Library staff do not conduct research but are available to offer guidance, such as in identifying useful sources, including interlibrary loan, the *Librarian Online Reference* service of the NH State Library (*Ask A Librarian*), other libraries and various organizations.

Revised and Approved by Board of Trustees 11/14/2022
Approved by Board of Trustees 05/23/2011

Suggested Librarian Goals for 2023

In August, Aisilyn suggested:

1. Reorganization of DVD shelves
2. Reclassify and organize reference materials
3. Implement monthly adult programming
4. Have all staff receive CPR/AED training

Recommend the above be incorporated into short- and long-term goals, such as:

1. Arrange for and schedule all staff (and volunteers, if appropriate) for required training, and document completion, including but not limited to:
 - A. Annual CPR/AED Training
 - B. Prevention of Workplace Harassment & Discrimination (Required every 2 years)
 - C. NHAIS Inter-Library Loan System Self-guided Training
2. As much as possible, finish reconciling apparent discrepancies between physical materials in the Library Collection and those listed in the online catalog.
3. Complete reorganization of the physical materials in Library Collection
 - A. Finish cataloging and reorganizing the Special Collections
 - B. Weed and reorganize the DVD collection
 - C. Assess the relevance and value of continuing to develop the DVD collection
 - D. Reclassify, organize and weed reference materials, including paper files
4. Solicit suggestions or ideas for adult programs from patrons and the community; offer at least one (1) adult program every quarter during 2023; and evaluate how well the programs engaged this population
5. Long-term Goal: Critically evaluate the effectiveness of the Library website *centerharborlibrary.org* in publicizing and promoting Library services, programs and events; engaging those who access the site; being user-friendly; clearly conveying information; visual appeal, and the like. Recommend to the Board changes to, or complete redesign of, the website by December 1, 2023. Implement recommendations for improving the website by September 1, 2024 and evaluate results by December 1, 2024.