

**James E. Nichols Memorial Library  
Board of Trustees  
Meeting Minutes  
September 26, 2022**

**Call to Order:** Meeting called to order at 10:02 AM by Chair, Ann Xavier. Present: Ann Xavier, Secretary Sandy Frost, Treasurer Karen Ponton, Trustee Stephany Marchut Lavallee, Trustee Ginny Fisher, Trustee Emeritus Bette Miller, Librarian Aisilyn Guivens, proposed Alternate Trustee Corina Locke.

**Approval of Minutes August 22, 2022:** A. Xavier motioned to approve minutes as corrected, seconded by G. Fisher. Passed unanimously.

**Chairperson's Report**

**Perspective Alternate Trustee:** A. Xavier introduced Corina Locke as the new perspective alternate trustee. A. Xavier will present Ms. Locke to the Board of Selectmen for appointment as an alternate library trustee.

**Broken Window:** Granite State Glass will be repairing the broken window. The Town of Center Harbor will pay for the repair.

**Library Paint Work:** Discussion was had on including painting in the 2023 budget.

**Historical Letters:** Trustees discussed the frame and displaying of the historical letters. G. Fisher will order the display stand.

**Best Buy Cameras:** A. Xavier proposed to purchase the three security cameras and equipment from Best Buy. K. Ponton motioned to authorize the purchase of security cameras as quoted by Best Buy for \$370.93. Motion seconded by S. Frost. All in favor.

**Invite Trustees to Showcase Their Talents:** A. Xavier suggested that trustees showcase their talents at the library. A. Guivens indicated this will follow the Library Display Policy. There was discussion to open displays from other local artists. All trustees agreed to this. A. Guivens will post displays in the library newsletter.

**Maintenance of Outside Building:** Trustees discussed who is responsible for the maintenance of the outside of the building. K. Ponton shared that the Town is responsible for the outside of the building as referenced in the "N.H. Library Trustee Association Manual" as quoted on page 16.

**Chair of Trustees Not Able to Attend a Meeting:** If A. Xavier cannot attend to chair a Trustee meeting, she will appoint one of the other trustees to run the meeting.

**Treasurer's Report** (Attached August 2022 report)

Trustees reviews the MVSB Checking Account Statement and the Savings Account Statement. There were no questions on the Treasurer's Report.

**Acceptance of Donation:** K. Ponton motioned to accept a donation of \$200.00 from an individual. A. Xavier seconded the motion. All in favor.

**Investment Objectives:** K. Ponton and S. Marchut Lavallee investigated investment objectives. There was discussion by the Board of Trustees and the consensus is that we will keep money in bank guaranteed products.

**Proposed Budget 2023:** K. Ponton will be meeting with the Board of Selectmen to present the 2023 Library Budget on November 2nd. She asked to Trustees have estimated costs by the next October Trustee meeting.

**James E. Nichols Trust:** K. Ponton reported on the James E. Nichols Trust payout of \$4,110.00 and was deposited in the library checking account.

**Librarian's Report** (Attached)

**Belknap College Donations:** Belknap College artifacts were dropped off at the library. K. Ponton suggested that the library not store the college historical artifacts. The consensus was that the library give the artifacts to the Historical Society. S. Frost will deliver the artifacts to Roland Garland. The Trustees reviewed the library mission and keeping and displaying historical artifacts is not the mission of the library.

**Library Hours:** The library hours were reviewed. Fall hours will change October 15 and Spring hours will change June 15.

**Employee Schedule:** A. Guivens and W. Leathers will alternate Saturdays and the library will be open until 1:00 PM on Thursdays. K. Ponton motioned to approve staff schedules as presented, S. Marchut Lavallee seconded the motion. All in favor.

**Firewall:** Discussion continued with what other libraries are using. K. Ponton motioned to authorize the purchase and installation of SonicWALL wireless from Adel-XT Computer Co. for \$2,625.00. S. Marchut Lavallee seconded the motion. All in favor. K. Ponton motioned to authorize A. Xavier to sign an agreement with Adel-XT, seconded by S. Marchut Lavallee. All in favor.

**Shredder:** Trustees discussed the purchase of a shredder for the library. K. Ponton motioned to direct A. Guivens to purchase a cross-cut shredder for up to \$100.00. S. Frost seconded the motion. All in favor.

**Guest Speakers:** General discussion was had on other guest speakers.



### Policy Committee

**Operational Policies:** Plans are underway to get the operational policies finished and then to get approved by an attorney.

**Proposed Security Camera Policy:** (Attached) K. Ponton motioned to approve the proposed Security Camera Policy as presented, seconded by A. Xavier. All in favor.

**Proposed Library User/Patron Code of Conduct Policy:** (Attached) K. Ponton motioned to approve the proposed Library User/Patron Policy as presented, seconded by S. Frost. All in favor.

**Proposed Investment Policy:** This policy will be held off until next year.

### Building Committee

**Radiator Covers:** The radiator covers are currently being made.

**Window Shades:** Rod Ladmann recommended the black/brown color. It is now time to order them. K. Ponton motioned to authorize the purchase of window shades from Rod Ladmann's Window Designs for \$2,332.00. S. Frost seconded the motion. All in favor.

**Bathroom Light:** Jeff Haines looked at the bathroom light. An electrician will be contacted.

**Carpet Cleaning:** A. Guivens will get two quotes for carpet cleaning.

### Other Business

K. Ponton motioned to recommend Corina Locke to the Board of Selectmen as an appointed alternate trustee to the Nichols Memorial Library. S. Marchut Lavallee seconded the motion. All in favor.

**Motion to Adjourn** was made by A. Xavier at 11:28 AM, seconded by S. Marchut Lavallee. All in favor.

Respectfully submitted,

Sandy Frost  
Secretary, Library Board of Trustees  
09/29/2022

## Director's Report September 26<sup>th</sup>, 2022

### **Collection Development and Maintenance:**

For this month, eighty-six items were added to the collection, including over twenty special collection items stored in the Librarian's office. An effort to include a variety of items for both children, teens and adults has continued as part of regular collection management in hopes of maintaining a diverse collection. Fifty-one items were weeded, most of which were Inter-Library loan items and outdated magazines. Assistant W. Leathers has continued to work through the Children's and Young Adult sections to identify items that may be weeded in the future along with areas that need attention. Librarian A. Guivens has continued to work through items in the Librarian's office in effort to catalogue and label special collection items.

### **Patron Services and Community Development:**

Summer Reading Programs came to an end on August 30<sup>th</sup>. Eight children registered for summer reading packets - Four were completed. Three adults participated in the Go-Fish! Reading program. The Ben and Jerry's ice cream coupon is still quite popular. Adult programming did not attract a lot of attention. As stated at the previous meeting, less tends to be more.

### **This Summer's Reading Program Statistics:**

<b>Program</b>	<b>Participants/Coupons handed out</b>
Kids' Ice Cream	16
Kids' Raffle	4
Adults Socks	4
Adults Raffle	3

W. Leathers and A. Guivens have discussed starting up an audio/video recording of a weekly discussion of books, library events, fun facts, etc. to garner more interest and attention on the Library's online platforms.

More Author Talks are to be planned after the success of having Mj Pettengill present her work. A letter was sent on behalf of the Library in thanks for her generosity of offering this program to our patrons. The Library has received great feedback from this event.

### **Digital Services:**

The discussion of the firewall has continued. Input from both Steve Jussif and Tom Sawyer were sent to the Trustees. The meeting room printer will be addressed with S. Jussif the next time he visits the Library. S. Jussif was also contacted about the camera compatibility with the Library's current technology.

### **Maintenance:**

J. Haines was called about an issue with the toilet. Two men from his department came



to look at it as it was not flushing properly. A new seal for the pump was purchased at Heath's and so far, seems to be working. A spare will be kept in the Librarian's office.

The need for a shredder has been discussed as a way to protect Library information. Documents with sensitive information may need to be discarded and should be done so in proper fashion. A. Guivens has looked into different items from Staples, but will continue to research other options.

#### **Library Staff:**

A. Guivens has attended this month's Scrooge and Marley meeting, taking part in a discussion of bringing in educational speakers for the group. A. Guivens has also taken part in the Joint Loss Management Committee meeting with other town employees to discuss town projects. Two major items were bringing in an electrician to address the bathroom sensor along with AED placement and training for town employees. Both S. Thompson and J. Morrill-Winter have signed new volunteer agreements that will end December 31<sup>st</sup>. Their tasks have not changed and copies will be provided to the trustees.

#### **Staff Schedule**

\*Pay schedule runs Saturday to Friday.

Staff	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Hours
A. Guivens	9:30-1	X	9:30-4	9:30-4	X	9-4	9:30-4	30
W. Leathers		X	9:30-2:30	OFF	X	9:30-2:30	9:30-2:30	15

\* A. Guivens and W. Leathers will alternate Saturday coverage.

Staff	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Hours
A. Guivens		X	9-5	9-4:30	X	9-5	9:30-4	30
W. Leathers	9:30-1	X	9:30-1	OFF	X	9:30-2	9:30-1	15

#### **Statistics:**

Presented in comparison to statistics from 2019 (pre-COVID) and 2021.

#### **Physical Circulation**

	September, 2019	September, 2021	September, 2022
Adult Reading	623	501	453
Youth Reading	52	92	171

<i>Audio Books (CD)</i>	66	56	64
<i>DVDs</i>	367	125	70
<i>Interlibrary borrowing</i>	62	34	42
<i>Passes</i>	7	3	5
<b>Total In-Library</b>	1,177	811	805

#### Digital Access Circulation

	<b>September, 2019</b>	<b>September, 2021</b>	<b>September, 2022</b>
<i>NH Downloadable Books</i>	184	135	178
<i>Hoopla</i>	32	56	64
<i>Kanopy</i>	0	13	21
<b>Total Digital Access</b>	216	204	263

#### Grand Total Circulation

<b>September, 2019</b>	<b>September, 2021</b>	<b>September, 2022</b>
1,393	1,015	1,068

#### Unique Users

	<b>September, 2019</b>	<b>September, 2021</b>	<b>September, 2022</b>
<i>In-Library Active Borrowers</i>	219	140	145
<i>NH Downloadable Books</i>	35	26	31
<i>Hoopla</i>	9	13	15



Kanopy	0	3	2
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*Respectfully Submitted,*  
Aisilyn Guivens, Librarian

# August 2022 Treasurer's Report

(9/13/2022)

<b>Expenses</b>	<i>August 2022</i>	<i>2022 YTD</i>	<i>2022 Budget</i>
Gross Salaries	\$4,638.00	\$28,616.00	\$67,000.00
Furnishings/Equipment			\$1.00
Repairs/Maintenance	\$0.00	\$842.62	\$1,000.00
Supplies & Postage	\$616.47	\$1,077.24	\$2,000.00
Telephone & Modem Rental/IP Address	\$120.98	\$947.92	\$1,500.00
Mileage/Travel	\$0.00	\$170.71	\$1.00
Collection Development			\$1.00
Books, Periodicals, DVDs & Streaming (Note: Hoopla & Kanopy capped at 7 views/patron/month)	\$821.54 Hoopla \$117.24 Kanopy \$20.00	\$3,294.35	\$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)		\$260.00	\$500.00
Program Projects			\$100.00
Miscellaneous		\$67.24	\$100.00
Computer Maintenance, Software Updates, Licenses	\$0.00	\$2,027.48	\$5,946.00
Legal & Professional Services		\$475.00	\$2,000.00
<b>Total</b>	\$6,196.99	\$38,378.58	\$90,550.00
<b>Nichols Fund</b>			\$9,000.00
<b>Town Appropriation</b>			\$81,550.00
<b>Receipts - Miscellaneous</b>			
Copier/FAX Fees	\$36.00	\$159.35	N/A
Donations	\$43.75	\$105.74	N/A
Lost/Damaged Books	\$30.00	\$30.00	N/A
Sale of Books	\$308.00	\$1,078.00	N/A
Interest from Savings Account	\$27.05	\$29.67	N/A
Miscellaneous		\$5.03	N/A
<b>Total Misc. Receipts</b>	\$444.80	\$1,407.79	N/A
<b>Receipts - NMK Bequest</b>		\$212,471.31	



## LIBRARY USER/PATRON CODE OF CONDUCT POLICY

### Statement of Purpose

The James E. Nichols Memorial Library strives to provide a welcoming, safe and comfortable environment for all who use the Library. All Library users are expected to observe common courtesy toward others and the staff, and to handle Library materials, equipment and property with reasonable care. Disruptive, discourteous and destructive behavior from anyone in the Library or on the Library grounds will not be tolerated, and may result in suspension or loss of Library privileges. Because no list of rules can be all inclusive, this policy intends to guide both Library users and the staff in recognizing unacceptable behaviors. It also specifies repercussions for that conduct.

### Policy

To protect the right of all individuals to freely access and utilize the Library without unnecessary distractions, ensure the safety of users and staff, and safeguard the Library and its property from damage, each user must behave in a manner that respects the rights of all users. The Library relies on existing legislation and law enforcement mechanisms for controlling behavior that involves public safety, criminal behavior, or other issues covered by federal and State law.

1. Library users must comply with all Library policies, rules and procedures related to their use of the Library and its materials, services and programs.
2. Disruptive user behavior interferes with another person's right to use the Library or with the normal operation of the Library. Verbally or physically threatening, harassing or harming visitors, patrons, staff or volunteers is strictly forbidden in the Library and on its grounds. Other disruptive behaviors include running, throwing, loud or abusive talking, bullying, fighting, inappropriate public displays of affection, interfering with the reasonable activities of other patrons or the staff's performance of their duties, or any other behavior deemed inappropriate by Library staff.
3. Using Library materials, equipment, furnishings, fixtures, other property, and the building in a destructive, abusive or potentially damaging manner is prohibited.
4. Children's behavior at the Library must not be disruptive to other patrons, visitors, volunteers or Library staff, or otherwise deemed inappropriate by the staff.
5. Cell phones may be used inside the Library if the ringer is turned off. Library users are requested to step outside if they need to talk on cell phones.
6. Library users must make sure that their possessions are not in the way of others.
7. Personal property, especially valuable items, may not be left unattended. The Library is not responsible for lost or misplaced items. Any items left behind and unclaimed within 14 calendar days will be disposed of in an appropriate manner at the discretion of the Librarian.
8. Patrons and visitors are not allowed to bring food or beverages into the Library, except for water.
9. Alcoholic beverages, illegal drugs and smoking are not permitted in the Library or on the Library grounds.

10. Library users are required to wear appropriate clothing, including footwear.
11. Service animals as defined by RSA 167-D are welcome inside the Library. All other animals are prohibited.

The James E Nichols Library reserves the right to require anyone who engages in disruptive behavior to leave the premises, the right to restrict privileges for a specified period of time, and the right to ban the individual from the library for a specified period of time or permanently. Any patron who violates the *Code of Conduct Policy* will receive two (2) verbal warnings from the staff as notice he/she is in violation. If there is a third violation, the individual will be asked to leave the library, and the staff member will document the incident in writing. Repeated violations may result in suspension or revocation of Library privileges.

At the sole discretion of the Librarian, the use of the Library and/or its services may be denied for good cause. Any person or group of persons failing to comply with rules governing the use of the Library premises may be disallowed further use of the same. Such causes include, but are not limited to, failure to return books, destruction of equipment, furnishings or other Library property, disturbance of other patrons, or any other objectionable conduct on Library premises.

Any person who is to have privileges suspended or revoked on the basis of conduct will be sent a letter by the Librarian detailing the incident(s) and the reason(s) for suspension.

The suspension or revocation of Library privileges may be appealed to the Library Board of Trustees by submitting a request for reinstatement in writing to the Librarian, who will place it on the agenda for the next regular meeting of the Board of Trustees. The Board will review the written request, consult with the Librarian, and render a written decision within 14 calendar days of the Board meeting. The written decision of the Library Board of Trustees is final and binding.

*Revised & Approved by Board of Trustees 09/26/2022*

*Combines Patron Conduct Policy & Patron Conduct Enforcement Policy Approved by Board of Trustees 04/25/2011*



# SECURITY CAMERAS POLICY

## Statement of Purpose

Security cameras may be installed in the James E. Nichols Memorial Library and on its grounds to enhance the safety and security of its patrons, visitors, staff, the building, and its contents. The cameras may help to deter criminal activity and discourage violations of the Library's *Library User/Patron Code of Conduct Policy*. Should security cameras be placed at the Library, the purpose of this policy is to protect the individual's right to privacy and confidentiality in accordance NH RSA 201-D:11 *Library User Records; Confidentiality*, the Library's *Confidentiality of Patron Records Policy*, and the ALA *Library Bill of Rights*.

## Policy

At the sole discretion of the Library Board of Trustees, security cameras may be installed in the Library building and on its grounds in places where individuals lack a reasonable expectation of privacy. Examples include common areas such as entrances, public seating areas, meeting room, and book stacks. To further protect confidentiality, cameras shall be aimed away from the circulation desk and the patron computers. Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as the restroom or private offices.

A sign informing the public and staff that security cameras are in use shall be posted in the Library at or near the entrance.

The Library has no obligation to monitor the security cameras in real time. As the cameras will not be constantly monitored, patrons, visitors and the staff should take appropriate precautions for their safety and for the security of personal property. The James E. Nichols Memorial Library shall not be responsible for the loss of property or personal injury.

Data recorded by the cameras is confidential and shall be secured in a controlled area. Video surveillance recordings will typically be stored no longer than 30 calendar days. As new images are recorded, the oldest images will be automatically deleted. Only the Librarian and the chairperson of the Board of Trustees are authorized to view the recordings.

Video surveillance records will not be used to identify the activities of individual Library patrons except as viewed in relation to a specific event or suspected criminal activity, suspected violation of Library policy, or incidents where there is reasonable basis to believe a claim may be made against the Library in a civil liability.

The Librarian or the chairperson of the Board of Trustees may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on library property.

Video data may be made available to law enforcement officials upon their written request and with approval of the Librarian or the chairperson of the Board of Trustees. The Library will retain a copy of the request. Recorded data will be accorded the same level of confidentiality and protection provided to Library users and the Library's policies with respect thereto.

Patrons who experience a crime such as theft of personal possessions while at the Library are required to submit a report to law enforcement. Members of the public will not be granted access to recorded data in this case; this access must be requested, in writing, by law enforcement.

In situations involving banned patrons, stored images may be shared with all Library staff and the Board of Trustees. Shared images may remain posted in restricted staff areas for the duration of the banning period. The general public will not have access to this information.

A breach of this policy may result in disciplinary action up to and including dismissal of the Library employee. Any Library employee who becomes aware of any unauthorized disclosure of a video recording and/or potential privacy breach has the responsibility to immediately inform their supervisor.

The Library disclaims any liability for use of the video surveillance data in accordance with the terms of this policy, given that the James E. Nichols Memorial Library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

Questions regarding this policy may be directed to the Librarian.

*Approved by Board of Trustees 09/26/2022*