

**UNOFFICIAL  
AS OF 02/18/10**

**LIBRARY TRUSTEE  
MINUTES  
February 17, 2010**

***AMENDED***

**PRESENT:** Richard Chamberlin (Vice Chairman), Ruth Anne Biron, Scott Gross (Selectmen's Rep), Sue Plante, Tess Marts (alternate), Jennifer Foley, Sara Santoro, and Mike Lawler.

Also Present: Dianne Hathaway (Director), and Carole Whitcher.

Absent: Lisa Iodice (Chair).

Jennifer Foley called the meeting to order at 6:35 p.m.

**PUBLIC COMMENTS**

Carole Whitcher, a resident of Goffstown attended the meeting because she would like to be more involved in her community and would like to have a seat on the Library Trustees. Her current job working at the men's prison in Concord, now allows her time to be involved. She teaches reading and writing and wants to stay current with what's going on with libraries. She also has experience with grant writing.

Discussion ensued about running a write-in campaign for a three year trustee position or becoming an alternate trustee member for a year. Carole Whitcher told the Trustees she would like to run a write-in campaign. The Trustees recommended that she attend Candidate's Night and would let others know to write her in as a Library Trustee member for a three year term.

**APPROVAL OF MINUTES**

*Tess Marts motioned to approve the January 2010 minutes, seconded by Mike Lawler. 5-in favor, 0-opposed, 2-abstained. (Ruth Ann Biron and Richard Chamberlain, due to not being present at last month's meeting). Motion Passed.*

**GUEST: SUE DESRUISSEAU, TOWN ADMINISTRATOR**

Jennifer Foley began the conversation by informing Sue Desruisseaux why she had been asked to attend the meeting. Former Trustees had approved compensated meal breaks for staff. The current Trustees have no problem continuing this, they just had concerns about the town being liable if an employee got into a car accident or other type of injury upon leaving the library during these compensated meal breaks.

Sue Desruisseaux said time cards do reflect that employees are on their break and if they choose to leave the building they would not be covered by the town's liability insurance.

Jennifer Foley continued that the merit policy and longevity pay are another concern of the Trustees. The primary focus of their concern is fairness. She said that they want to make sure that the merit compensation is truly reflective of their performance. The other concern is that having an automatic STEP increase every year is making the salary line out of control, although it is a good thing there is longevity with the staff. She asked if instead of merit, bonuses could be used. She added that they've been warned, that if they make changes, it could have a domino effect around town.

Sue Desruisseaux said because of the health insurance increases on the town, they have increased co-pays. All non-union employees went on a new plan, all union employees did not. As a result of this, she said we now have petitions for certifications for two new unions at the Police Department. Union negotiations are up this year.

STEPS are issued on July 1<sup>st</sup> for staff on matrix, merit is by September 1<sup>st</sup>, and longevity is the first week of December. COLA is July 1<sup>st</sup>. Sue Desruisseaux reminded the Trustees that COLA is the only one that is automatic.

Sue Desruisseaux told the Trustees to think about their communication with employees. For example the town did not give enough information about the changes to the health insurance and COLA. An HR committee is now being formed to remedy any future communication issues. A library representative is encouraged. The BOS has talked about eliminating STEPS and incorporating a BAND also known as a range, much like the private sector. She said this is a typical model in a workplace. Sue Desruisseaux believes that saving the town money is not the reason to have a BAND; in fact it often keeps high performers and is more competitive. Sue Desruisseaux said she believes this is how the town of Bedford operates.

Trustees discussed the late payments of merit in the past few years to staff, which was due to the Trustees error.

Sue Desruisseaux said that merit works differently in other departments. They will recognize someone who goes well above the call of duty or took on additional responsibility. It's about \$500 to \$1,000 in a one-time bonus. In contracts, there are promotions based on performance, that's a different matrix. There is no formula based on number of employees or salary, this will come up in the HR committee. Sue Desruisseaux said that some people have expressed an interest in earning paid time off, instead of an increase in salary.

Jennifer Foley suggested having a library employee and a trustee on the new HR committee. She also recommended that the Human Resources Committee of the Library Trustees should be in communication with the new town HR committee.

Scott Gross said that since more than half of town employees are not part of a bargaining mechanism, that they want, and need a voice. He said the BOS saw the HR committee as an opportunity to educate employees about the HR costs and to work with them to look at expenses and to make sure they are

sustainable in the future. He said that the town is not the best employer as far as vacations; they are not as competitive with those benefits. Sue Plante and Richard Chamberlain will follow up with the town's new HR committee. First meeting of the committee should be sometime in April.

### **TREASURER'S REPORT**

The Trustees' account was not available due to a staff vacation in the Finance department.

\$15,000 was given back to the town for the general fund.

Discussion ensued about whether or not encumbering money toward future library end of year purchases should happen. Ruth Anne Biron was concerned that the Budget Committee could look at the Library budget and think that we don't need the money we asked for, since we turned back \$15,000. Dianne told the Trustees that most of the money turned back was salary money for a position that was not filled during half the year. Scott Gross agreed with Dianne Hathaway's decision and compared this issue in the Library budget to other budgets in town.

### **DIRECTOR'S REPORT**

***Meetings and Other Highlights***— monthly town department head meeting; chaired GMILCS executive and board meetings; worked with GMILCS System Administrator on job posting and interview questions; two days of interviewing potential candidates for the Technology Librarian position; 250<sup>th</sup> Anniversary Education Subcommittee meeting; met with Sue Plante about 2010 budget; lunch with Tess Marts, Tammy Gross and Gail Lavallee from the Friends; pick up of "Job Notes" from Employment Security in Manchester. Currently serving on GMILCS executive board as the consortium president, NHLA conference committee as vendor liaison, NELA conference programming committee, GMILCS Membership Group, GMILCS Personnel Group. (I have not renewed my Rotary membership for 2010)

***Building***—Dave Roberge finished wrapping the two furnaces and ductwork in the furnace room to make us more energy efficient.

***GMILCS***— Meets on February 18 at the Hooksett Public Library. This month's regular Board meeting is replaced by a "Marketing Magic" workshop open to all library staff. The Executive Board will meet a candidate for the Technology Librarian position and perform a second interview. It is possible we will offer the candidate the position if all goes well.

***January 2010 statistics***— included in packet.

***Staff***— Downloadable Audio Service training on Friday, February 19. Opening at 12 noon. Sandy and Molly will attend "Marketing Magic" program along with me on February 18. It's been a rough time for the library, our volunteer Ron Davenport died last week and Patti Penick, our Circulation Assistant's sister died.

***Outreach with Sandy Whipple:*** 1 home visit, 60+ more helmet liners to Main Street Valentines for the Troops, 1 Mango video filming, HDC meeting. Professional development: ALA in Boston and Hillstown meeting. Programs: Crispin's House Art Gala and display: 36 attendees, Extreme Couponing: 16 attendees and Book Discussion: 11 attendees. Dianne Hathaway said Sandy Whipple will bring in over 500 helmet liners. The Trustees agreed that this points to the fact that Sandy gets things done.

***Friends of the Library***—no meeting planned. Next fundraiser is book sale in June.

***Articles of Interest and Education*** –included in packet.

## **COMMITTEE REPORTS**

Each Committee to have one priority to accomplish in 2010.

***Administrative/Finance***—Decide on priorities for 2010. Will meet when Lisa Iodice returns.

***Human Resources***—Priorities for 2010: Merit policy decisions and despite what goes on with new HR committee in town; decide on a new schedule for merit reviews. Discussion ensued about the process for determining Dianne Hathaway's review. Ruth Ann Biron said she feels that the current process is not really the best process. Tess Marts said that if the director is compromised it can create a great manipulation of the Trustees. Criteria have been in place for Dianne Hathaway's review. Trustees are trying to simplify review process to get reviews done on time. Target date for new merit policy is by the middle of the summer.

***Planning and Communication.***—Priorities for 2010: Sara Santoro brought up Trustee attendance at community board meetings. She would like to integrate a calendar of these meetings into the Trustees annual calendar. She felt it was better to assign a subcommittee to the meetings, so the members can rotate their attendance. Scott Gross talked with the BOS and he said if the library would like to make their new land serviceable as far as parking, the Trustees can go ahead and present a proposal by April for a temporary concept, such as crushed stone to make the parking area serviceable for the busy summer time.

## **OLD BUSINESS**

No old business.

## **NEW BUSINESS**

- a. Tess Marts had lunch with the Friends of the Library, Tammy Gross and Gail Lavalley and Library Director Dianne Hathaway. She concluded that Tammy Gross is highly demanded by her family and can no longer support the library the way she used too. Gail Lavalley will continue to support the library. Tammy Gross referred Tess Marts to Christina Martin who provided Tess Marts with lists of past Friends of the Library volunteers. Tess Marts noted that these lists are in critical need of being revised. The Friends of the Library information on the library's website is not inspirational and needs TLC. Tess Marts recommended to Dianne Hathaway that what is really needed is a new Friends drive. The Friends of the Library should be a training ground to becoming a Trustee. She

notes that the library already has friends all over town; they are just not part of the formal Friends of the Library.

- b. The Trustees gave Tess Marts the go-ahead to begin working on a Friends drive campaign. Currently, the Friends are only doing two events this year, the book sale and the pie competition. The Trustees questioned whether or not the book sale is worth it, weighing the time, labor and storage costs versus the actual profit that is made. The Trustees discussed the role of the Friends and recruiting new members. The Trustees were concerned of the added staff time necessary to resurrecting a new Friends group. It was thought, that initially, it would require some of their time to post flyers and such. But in the end they see a large Friends group requiring less staff time. Dianne wanted the Trustees to understand that the Director cannot be too close to the Friends. It's a separate thing. It was decided that Tess Marts will be the liaison from the Trustees to the Friends. The Trustees agree that Tess Marts should begin to find new Friends of the Library.
- c. Tess Marts proposed a one day workshop for the Trustees to break up into committees and talk about the priorities as a way to augment the committee e-mails. She recommended the Trustees read the book The Successful Library Trustee Handbook by Mary Y. Moore. She especially recommended the two chapters on policy development and strategic planning. When the new Trustees are together in March, Tess Marts suggested committing about six hours of a workshop as a way to streamline the monthly meetings.

The Trustees agreed with Tess Marts proposal and set a target date for the end of April/early May.

- d. Planning/Communication Subcommittee-follow up on annual community meeting calendar (Jennifer Foley). Sara Santoro brought this up earlier during the Committees Reports section.
- e. Administrative/Finance Subcommittee-just and FYI that we're working on our 2010 priorities but haven't had a chance to meet (Lisa Iodice).
- f. Jennifer Foley brought up the idea of looking at the Statistical Review in a quarterly format instead of monthly. Trustees' discussion went back and forth over the use of the statistics for the Trustees and how it does or does not impacts their decisions. Some mentioned they wanted a visual report to be able to look for trends. They did not want to create more work for the Library Director who prepares the report. The discussion did not end with a decision. **Tabled.**
- g. Board decision on pine tree removal from front of building as recommended by Dave Roberge (Dianne Hathaway). The Trustees were not in favor of taking the trees down, for esthetic preservation and cost reasons. Tess Marts didn't think it was politically the time to be removing trees, especially with future upcoming construction. Ruth Ann Biron asked about removing some branches from the one touching the building, instead of removing the tree altogether. Mike Lawler suggested that if it has to be done, that the best way would be to piggyback it onto a DPW project for a cost savings. He also said that if the trees were to be removed, landscaping would need to be put in its place. Jennifer Foley summed up the Trustees sentiments that in the context of changing the landscape around the library they will consider it, but right now they are okay with paying a few more dollars for heat. They did have questions about the trees such as; does the existence of these trees show a threat to the building or people? How much money are we talking about saving?

Aesthetically, we are going to lose the beauty of these trees, what's the trade off? Spend \$3,000 taking a tree down and on landscaping costs only to save a few hundred dollars? They did not have enough information to proceed with a decision to remove the trees. The Trustees chose not to remove the pine trees at this time.

- h. Monthly packets in electronic format vs. paper (Dianne Hathaway). **Tabled**
- i. Library Policies Review (Sue Plante/Lisa Iodice; Board members will be asked to review current policies prior to March meeting and asked for suggested revisions, if necessary). **Tabled**

### **ADJOURNMENT**

*Sue Plante moved, seconded by Mike Lawler to adjourn the meeting at 9:11 p.m. So voted.*

**Next Meeting – Wednesday, March 17, 2010 at 6:30 p.m.  
In the Goffstown Public Library Meeting Room.**

Respectfully submitted,

Jessica D'Avanza

Subject to approval by the Trustees.