

Goffstown Public Library Board of Trustees

Minutes

July 15, 2020 Goffstown Remote Meeting via Webex

1. Call to Order via roll call at 6:32 – Silence Phones

Members present: Aimee Huntemann (Chair), Samantha Homan (Vice-Chair),
Kathy Coughlin, Diane Hebert, Aimee Gaudette, Kathy Holt, Richard Manzo (joined at
6:36pm)

Also present: Kelly Boyer (Select Board Representative), Dianne Hathaway (Library Director),
Myriam Resnick (Minute Taker), Patti Penick (Head of Youth Services, present from
7:06pm – 7:40pm)

2. Public Comment/Guest Speaker/Correspondence

- Prior to Roll Call Chair Aimee Huntemann read the following Right-to-Know Law Remote Meeting checklist:

Town of Goffstown

Right-to-Know Law Meeting Checklist

As Chair of the Library Board of Trustees, due to the COVID-19 Outbreak and in accordance with Governor Sununu's Emergency Order #12 pursuant to Executive Order 2020-04, this Board is authorized to meet electronically.

Please note that there is no physical location to observe and listen contemporaneously to the meeting, which was authorized pursuant to the Governor's Emergency Order. However, in accordance with the Emergency Order, this is to confirm that we are:

a) Providing public access to the meeting by telephone, with additional access possibilities by video or other electronic means;

The Library Board of Trustees is utilizing a telephone conference line for this electronic meeting. The public has access to contemporaneously listen and, if necessary, participate in this meeting through dialing the following telephone number 1-408-418-9388 and using the access code: 132 230 2945, following any other instructions.

b) Providing public notice of the necessary information for accessing the meeting;

The Library previously gave notice to the public of how to access the meeting using the available telephone number with the posted agenda.

c) Providing a mechanism for the public to alert the public body during the meeting if there are problems with access;

If anybody has a problem with telephone access, please call (603) 497-2102.

d) Adjourning the meeting if the public is unable to access the meeting.

In the event the public is unable to access the meeting, we will adjourn the meeting and have it rescheduled at that time.

Please note that all votes that are taken during this meeting shall be done by Roll Call vote. Let's start the meeting by taking a Roll Call attendance. When each member states their presence, also please state whether there is anyone in the room with you during this meeting, which is required under the Right-to-Know law.

- Dianne Hathaway received a thank you card from a patron, expressing appreciation for the good service 'during this plague'. She was very happy with access to services.

3. Chairperson's Report

- Aimee Huntemann reminded the Committee Chairs to send out agendas on the Friday before the meeting to the committee and to Dianne Hathaway.

4. Acceptance of Minutes

- Minutes for 06/17/2020.
Motion to accept minutes by Kathy Coughlin, Seconded by Diane Hebert.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Kathy Coughlin – Yes, Aimee Gaudette – Yes, Diane Hebert – Yes, Kathy Holt – Abstain, Richard Manzo – Yes.
Aye: 6, Nay: 0, Abstain: 1.

5. Acceptance of Donations

- Two boxes of Lindt Chocolate for summer experience from the Lindt Outlet in Stratham, NH with an estimated value of \$480.00
- Two admission tickets to Storyland, valued at \$37 each for a total value of \$74.00.
- Six day passes donated by Canobie Lake Park for summer experience prizes with a total value of \$234.00.
- Motion to accept the donations by Kathy Coughlin, Seconded by Kathy Holt.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Kathy Coughlin – Yes, Aimee Gaudette – Yes, Diane Hebert – Yes, Kathy Holt – Yes, Richard Manzo – Yes.
Aye: 7, Nay: 0, Abstain: 0.

6. Financial Report: Monthly Manifest, Bank Statements, Treasurer's Report and Signatures

- Aimee Huntemann signed a check to Ingram Books for \$49.60 for 4 books for the McKinnon memorial.
- Aimee Huntemann signed a check to the Town of Goffstown for \$24.81 for reimbursements for the McKinnon memorial books.
- Aimee Huntemann signed a check to the Town of Goffstown in the amount of \$4,850.00 for McFarland Johnson payment.
- Aimee Huntemann signed a check to Ingram Books in the amount of \$15.34 for 1 book for the McKinnon memorial.
- Aimee Huntemann signed an authorization of payment for bookkeeping services.
- Aimee Huntemann signed an authorization of payment for Dianne Hathaway's cell phone reimbursement.
- In the Trustee packet the subtotal of the trust funds does not add up. There is a discrepancy of \$43.830. Dianne Hathaway will bring it to the bookkeeper's attention.

- The McFarland Johnson payment on the statement is the first partial payment for phase 2.
- Currently there is a balance in the employee development budget due to all planned conferences being cancelled and many free programs being offered. Since the staff has been doing a lot of professional development during the library closure and little to no paid programs being offered this balance will remain available for the time being.
- The summer programming budget has not been used up as in previous years yet due to cancelling performers and on-site programs. However remote programs do have other costs. As most programming will probably stay remote for the remainder of the year Dianne Hathaway is not yet sure if the budget will be completely used up or not.
- As the budget will be spent differently this year due to Covid-19 the library may have funds left over. If this happens, Dianne Hathaway will make sure no left-over budget will be used frivolously but rather returned to the town.

7. Other Reports

a. Library Director's Report

- The roof was repaired by Northpoint Roofing out of Pinardville. Two pieces of slate had fallen and were replaced.
- The plexiglass at the front of the building was inspected. One piece is broken and needs replacement right away, but the remaining panes will need replacing as well. Buildings & Facilities will discuss.
- Phase 3 of reopening has started.
 - It was more challenging than expected.
 - Patrons being directed to their computer reservations needed more effort than anticipated.
 - There was a high demand on materials by patrons that were difficult to meet.
 - Over 400 items were pulled from GMILCS. This will probably be split into two deliveries.
 - The library ran out of bags.
 - Dianne Hathaway is concerned if the high demand can be met while adhering to safety restrictions for phase 4 and will not be moving on to this phase yet.
- Statistics
 - The two weeks of circulation in June showed about half the materials being given out compared to last June making it a comparable success.
 - The class attendance has been different from in person classes. Less people attend programs.
 - The usage of digital materials is up.

b. Administration and Finance Committee Report

- The committee did preliminary budget draft work.
- Work on articles of Incorporation has been done. The form is completed and ready at the library. Four more signatures are needed. Please coordinate with Aimee Huntemann.

c. Buildings and Facilities Committee Report

- Samantha has started to collect estimates from multiple companies for elevator room siding painting, scraping and repairs.
- Members will research and review information on Building committees to begin work on roles, rules, and guidelines.
- Northpoint Roofing is to repair and inspect the roof.
- We may need to research alternate cleaning options after the summer. The current company is getting better we will need to see if it will work out.

d. Human Resources Committee Report

- They did work on revised Library Director evaluation forms.
- Wage Matrix was discussed.
- NHLTA Award nominations were reviewed and edited.

e. Friends of the Library Update

- The meeting was cancelled due to rain.
- October 17, 2020 is the second Book Sale (9 am- 3 pm) with a bag sale during the last hour. Volunteers are needed for set-up and break down Oct. 13-16 and 18.
- Once Upon A Pie: Competition and Auction is scheduled for November 21, 2020.
- These dates are tentative.

8. Report on Meetings of Note: Richard Manzo (August: Aimee Gaudette)

- There was a passing mention of the library during the select board meeting. It was a remark on the quality of the programming and efficacy during closure.

9. Old Business

a. COVID-19 Update

- Phase 4 would include opening the circulation desk for check outs.
- Usage of self-checkout was ruled out as the self-checkout counter is very close to the circulation desk and would not reduce the exposure to staff.
- Dianne Hathaway believes the library is not ready for the next phase. She is currently working on a more detailed plan for phase 4 that should be ready for the August board meeting.
- Goffstown library is the only GMILCS library that is currently accepting computer reservations. This draws in many visitors from out of town.

b. Feasibility Update?

- McFarland Johnson wants to meet the Buildings & Facilities committee in person. This is being set up.

c. Board Goals, discussion.

- All board members are to think about goals for the library board and have them ready for the August board meeting.
- More strategic planning is needed.

10. New Business

a. Presentation on Summer Reading Experience and READsquared by Patti Penick.

- The library has had four weeks of access to the platform and is still putting on finishing touches and working out kinks.
- Users need to register on the Goffstown Public Library ReadSquared page (<http://goffstownlibrary.readsquared.com/>).
- The age groupings are as follows: adult, teens, children (5-11) and early literacy (birth – 4).
- On the platform users can earn points, badges and unlock preloaded games by logging reading time, read books, audiobooks, writing reviews and completing missions.
- A progress bar shows the percentage of points earned to reach a preset completion goal. Users can continue to earn points after 100% completion.
- Multiple users can be registered per account.
- The menu on the left gives access to the various sections of the software as well as the different registered users.
- Missions are made available at different times to motivate continuous use. Different missions have different levels of complexity and earn different amounts of points. Each mission can only be completed once and must be logged by submitting pictures, answering questions, or checking a completion box.
- A reading list feature is available but has only been curated for adults at this point.
- The logging history shows what has been completed so far.
- The dashboard summarizes progress and allows the user to log a variety of activities:
 - Log reading allows the user to log minutes read (1 minute = 1 point), books read, audiobook listened to. E-books and audiobooks are currently not earning points for children and will be logged under the registered adult.
 - Book reviews can be added.
 - Enter code lets the user type in a code received during programs that adds points.
 - Raffle tickets can be purchased with earned points.
- The raffle ticket option allows the user to choose a prize they would like to get a raffle ticket for. Different prizes cost different amounts of points. The raffle will be held through the staff platform at the end of the program in mid-August and winners will be notified.

- Due to an error some users have been notified they have raffle prizes waiting for them. That has been corrected.

b. Budget preliminary draft discussion with options.

- The budget spreadsheet is on Excel as the library does not have access to the town's finance software until September.
- It is a rough budget that still needs to be worked on.
- Dianne Hathaway found some errors on wages and personnel related expenses.
- Areas in yellow are determined by the town. Dianne Hathaway is currently waiting on the new numbers for the heating oil company from the town. Electricity rates, water and sewer are town wide. Dianne Hathaway inquired about increases in water cost.
- Green blocks are not firm yet.
- Covid-19 operations have revealed a need for Microsoft Office 365 for its remote team working abilities. The estimated cost is around \$1.200.
- Some desktops will be replaced with laptops to have equipment available for staff to borrow for remote work.
- The library may be moved to the town's dark fiber network for disaster recovery, troubleshooting, etc. Dianne Hathaway is waiting to hear back on the reasoning behind higher cost of this option.
- Facility maintenance line needs to be built up from scratch to make sure these are accurate numbers.
- The cost of digital content is still being evaluated as cost will most likely go up due to increased usage.
- The books and publication line has been reduced by \$2.500 as it includes digital content. That amount has been shifted to the digital content budget.
- The bulk of changes have been in personnel.
- One staff member will be eligible for tuition assistance. This needs to be added.
- The main differences of the budget are:
 - Employee wage line went up approximately \$7.000.
 - The tuition reimbursement is approximately \$6.000.
 - The GMILCS membership fee went up \$900.
 - The programming budget is down from last year.
- Presentation of the budget is planned for September, but no details have been given by the select board.
- A special meeting may be necessary after the August board meeting.

c. Articles of Incorporation ready for signatures.

- Four members of the board need to sign at the library.

d. Midyear raises based on merit for those hired after cut-off, discussion, and vote.

- Employees receive a step increase not a merit increase.
- Historically the twelve-month step increases have been given when it fell on the typical performance review of April 1st.

- This may be changed. Staff will receive their twelve-month performance review regardless of when it falls in the year and may be eligible for a step increase.
- The budget includes a step increase for all staff.
- HR will discuss this and bring it back to the board.

e. NHLTA Award Nominations vote.

- Two corrections have been made to Dianne Hathaway’s Nomination:
 - Dianne Hathaway requested an online subscription to creativebug to the Board of Trustees. It was approved and funded by the board.
 - Dianne Hathaway’s involvement in the Candidates Night was rephrased: “One of the most impressive examples of Dianne’s investment in the community came when she quickly supported the group that handles the town’s Candidate Night when they needed help. In only a few weeks she and her staff collected information from the candidates for office, contacting them for the biographies and compiling them into a candidate information booklet available to the public and posted them on the GPL website.”
- The final copy of the nomination went out last week. Not all suggestions could be incorporated.
- Kathy Holt will do one last check for grammatical errors and redundancies.
- A vote needs to be held at this meeting and be unanimous to submit the nomination.
- Motion to go through the process of submitting a recommendation of Dianne Hathaway for NHLTA Library Director of the Year after grammatical corrections by Kathy Coughlin, Seconded by Samantha Homan.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Aimee Gaudette – Yes, Diane Hebert – Yes, Kathy Coughlin – Yes, Kathy Holt – Yes, Richard Manzo – Yes.
Aye: 7, Nay: 0, Abstain: 0.
- Kathy Holt will drop off the nomination letter at the library for all board members to sign.
- The nomination letter for the Friends of the Goffstown Library was completed.
- Suggestion to add the whole amount the Friends donate.
- Dianne Hathaway will write a letter of support.
- Motion to submit the nomination of the Friends of the Goffstown Public Library as Library Friends of the year by Kathy Holt, Seconded by Samantha Homan.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Aimee Gaudette – Yes, Diane Hebert – Yes, Kathy Coughlin – Yes, Kathy Holt – Yes, Richard Manzo – Yes.
Aye: 7, Nay: 0, Abstain: 0.
- Aimee Huntemann will drop off the nomination letter at the library for all board members to sign.

f. Items for Town Monthly Executive Report

- Donations were accepted.
- The roof was repaired.
- Phase 3 of reopening brought unexpected challenges.
- Patti Penick presented ReadSquared to the board.
- The board looked at the budget draft.

g. Miscellaneous

- The question to hold story time outside was posed. As of this point it will not due to weather concerns, children's difficulty to keep up with social distancing guidelines and the noise level on the lawn.
- If committees or the board meet fully in person no WebEx meeting can be held for the public to participate. Public visitors to any meetings must be allowed in the building. If part of the committee or board join the meeting remotely, a WebEx meeting will be started, and the public will be asked to participate virtually.
- The library is set with PPE and cleaning supplies.
- Kelly Boyer will not be the library representative on the select board after the next election in March 2021. She will take a year off as select woman due to professional development.

11. 'Parking Lot'

- Review Board Goals
- Statistics Breakdown
- Alternate Recruitment

12. 7:30 pm Non-Public Session per RSA 91-A:3, II (a,) was not held.

13. Motion to adjourn at 8:19pm by Aimee Huntemann. No objections.

I certify that these minutes reflect the contents of this meeting to the best of my abilities.



(Myriam Resnick, Minute Taker)