

Goffstown Public Library Board of Trustees
Minutes
March 17, 2021 Goffstown Remote Meeting via Microsoft Teams

1. Call to Order at 6:31pm -Silence Phones

Members present: Aimee Huntemann (Chair), Samantha Homan (Vice Chair), Kathy Holt, Diane Hebert, Kathy Coughlin, Don Descoteaux, Marc Van De Water

Also present: Dianne Hathaway (Library Director), Chet Bowen (Select Board Representative), Jason LaCombe (SMP, left 7:04pm), Fred Moch (McFarland Johnson, left 7:04pm), Jeff Parks (Bauen, left 7:04pm), Myriam Resnick (Minute Taker), Anne Craig

2. Public Comment/Guest Speakers/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.

- Presentation by McFarland Johnson, SMP and Bauen Corporation.
 - An email with Trustee questions was sent to the team. The responses are as follows:
 - The mechanical room is included in the new construction.
 - The total square footage of the new construction is 10,797 square feet.
 - In fall the budget for marketing will be reevaluated. This depends on whether the Board is comfortable handling the marketing after this point or decides to continue employing a marketing consultant.
 - The town usually waives permit fees for town projects. There are no state fees.
 - Questions were raised about the bond process, when it starts accruing interest, and when it starts to be paid off.
 - This question needs to be forwarded to the financial director or the town council.
 - Any interest gained on the bond will stay in the town general fund.
 - The landscaping budget will be adjusted in the budget. No designs for the landscaping have been drawn up. This may also be an opportunity for donors.
 - The moving budget is a placeholder. The exact requirements for moving, storage and return of materials will be assessed in detail as the moving date approaches and the budget will be adjusted accordingly.
 - Upgrades to the computer system, phone system and the keys are currently being reviewed and budgeted. The library is moving from traditional keys to key fobs.
 - Asbestos, lead paint and lead removal are not budgeted.
 - To a question about the effects of blasting on a hundred-year-old building, a team member replied that depending on the location, a hammering device could possibly be used on an excavator.
 - The site contractor will move the sewer pipe.
 - The kitchen equipment in the break room is the owner's responsibility.
 - The road will be dug up, but no directional boring will be conducted.
 - The owner's contingency percentage will be discussed during the current meeting.
 - The high budget of almost \$ 6,000,000 is a conservative budget. Contingency and other budget reductions are possible.
 - Kathy Holt is asking for the cost of replacing the siding with brick.
 - The next steps of the project include:
 - Geotechnical work
 - Survey work

- Starting the fundraising and marketing process:
 - A&F will meet and discuss the fundraising process.
 - The goal is to have a recommendation ready for the Board at the April Board meeting.
 - The intent is to hire a professional fundraising consultant. The Secretary of State has a list of fundraising consultants that will be used as a starting point.
 - The Foundation will be involved in the process of hiring the fundraising consultant as they will work closely together.
 - A Request for Proposal for this position needs to go out as soon as possible.
 - To bring the project to the March 2022 election everything must be wrapped up by the end of November.
 - Another meeting with CIP is planned for early June. The status of the project at this point will determine whether it will be voted on in the 2022 or 2023 election.
- The estimated budget from April 2020 was approximately \$600,000 lower than the current proposed budget.
- For the first budget no designs had been drawn yet and it was just to give a vague idea of the size of the project.
- The current budget is a reasonably realistic estimate of the actual project cost.
- The two estimates also differ as the cost of the first was with 2022 as the construction year. The new budget has pre-construction work and construction estimated for 2022 as well as a possibility of construction going into 2023.
- Marc Van De Water recommended to reach out to the former director of the Bow library, Lori Fisher, to get advice on fundraising and marketing as she had great success in both for the Bow Library addition.
- Jason LaCombe emphasized that even with the marketing, fundraising and budget approval process now being in the hands of the Library Board of Trustees and the Library Director him, Fred Moch and Jeff Parks are available to assist as necessary.
- Kathy Coughlin reached out to the fundraising director for a charity in Nashua.
- The Foundation is working on their website and intends to utilize it for fundraising purposes too.

3. Chairperson's Report

- Welcome to Marc Van De Water and Don Descoteaux our newest Library Trustees.
- Welcome to Chet Bowen, interim Select Board Representative. He is interested in being the new Select Board Representative for the Library but has not been confirmed by the Select Board yet.
- Thanks to Anne Craig who joined the meeting as a possible Trustee Alternate.
- There was lots of talk on Facebook about the Library surrounding the town election.

- Aimee Huntemann reminds the Board of the Implied Authority Policy. To ensure that public perception of the Library is handled appropriately only the Chair and Vice Chair publicly engage as representatives for the Library Board. All other members are asked to refer any questions or issues that occur on social media to the Chair or Vice Chair. If Library Board Trustees engage in public discussions about the Library, they need to openly state that they are speaking their personal opinion, not in an official capacity and that their statements do not necessarily reflect the opinions of the Library Board of Trustees or the Goffstown Public Library.

4. Acceptance of Minutes

- Minutes for 2/17/2021. Clarification under 9a on quarantining of returned materials. Motion to accept minutes as amended by Samantha Homan, Seconded by Kathy Holt.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Abstain, Kathy Holt – Yes, Marc Van De Water – Abstain, Kathy Coughlin – Yes.
Aye: 5, Nay: 0, Abstain: 2.
- Nonpublic Minutes for 2/17/2021.
Motion to accept minutes by Kathy Holt, Seconded by Samantha Homan.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Abstain, Kathy Holt – Yes, Kathy Coughlin – Yes, Marc Van De Water – Abstain.
Aye: 5, Nay: 0, Abstain: 2.

5. Acceptance of Donations

- Acceptance of a \$200.00 grant from the NH Humanities Council for the program “Harnessing History” with Bob Cottrell.
- Acceptance of a \$500.00 donation from Steven Lamy, restricted to “books or programs for kids”.
- Acceptance of a \$1,000.00 donation from the Friends of the Goffstown Public Library for summer concerts and events.
- Acceptance of a Cricut Maker + Essentials bundle, donated by Stacey Desrosiers, valued at \$380.00.
- Acceptance of a \$20.00 donation from Carla and Kenton Nielsen, no restrictions.
- Motion to accept all donations as presented by Samantha Homan, Seconded by Marc Van De Water.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Yes, Kathy Holt – Yes, Kathy Coughlin – Yes, Marc Van De Water – Yes.
Aye: 7, Nay: 0, Abstain: 0.

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

- Aimee Huntemann signed an employee change of status form for a resignation from the circulation department.
- Aimee Huntemann signed a check to Ingram for \$9.49, from McKinnon restricted funds.

- Aimee Huntemann signed a check to the Town of Goffstown, reimbursement for invoice #6 from McFarland Johnson for \$16,414.00.
- Aimee Huntemann signed a check to Citizen's Bank for \$105.06 from funds restricted to youth/teens, purchase was made by credit card and that bill was paid with this check.
- Aimee Huntemann signed a check to Ingram for \$89.82 from McKinnon restricted funds.
- Aimee Huntemann signed a check to Ingram for \$48.95 from McKinnon restricted funds.
- Aimee Huntemann signed a check to the Town of Goffstown, for \$4,800.00 to pay Bauen Corp. for their contract.
- Aimee Huntemann signed a check for \$200.00 for "Songs of Old NH" program on 3/16.
- Aimee Huntemann signed a check for \$200.00 for "Harnessing History" program on 3/20.
- On the Library budget it lists \$96,217.89. This is the \$95,000 warrant article and \$1,217.89 remaining of the 2019 expansion budget. This does not mean an overextension on the \$95,000 warrant article. The finance director said to list it this way.
- A staff member requested tuition reimbursement. This has been added to the budget.

7. Other Reports

a. Library Director's Report

- A staff member resigned yesterday, 03/16/2021, without notice. This causes a loss of coverage for the children's area on three days a week. Dianne Hathaway emailed a job description Patti Penick updated to all Trustees. The Board will vote on the job listing in New Business.
- Interviews for the circulation desk position are currently being held. Dianne Hathaway requests a decision on how to proceed with the hiring process.
- The Community Conversation Initiative on the Environment is fully planned and the marketing for it is being dispatched. This Initiative was originally planned for the 50th Anniversary of Earth Day in 2019 but had to be postponed due to Covid. The Library staff did not have the time or channels established yet to switch it to a virtual event instead.
- Statistics are consistent. The trends are comparable to other libraries in the area. A change is expected once the library reopens fully.
- The summer program will be a hybrid between in-person and online events. The in-person events will be held outside in cooperation with Parks & Recreation. A tent (a loan from the Friends of The Goffstown Library) will be put up outside the library. The logistics have not been figured out.
- Dianne Hathaway sent the department reports, statistics, and an explanation of the statistics to all Board members.

b. Administration and Finance Committee Report

- A&F did not meet and will be scheduling the next meeting soon.

c. Buildings and Facilities Committee Report

- Dianne Hathaway spoke with Fred Mock about upcoming tasks related to the warrant article and will send a scope of work to 3 companies for geotechnical work after reviewing with Adam Jacobs.
- The March 2nd windstorm caused heating and electrical issues. Radiant flooring heat has been mostly restored, but this work revealed that some electrical panels were not labeled.

d. Human Resources Committee Report

- HR discussed Library Director Evaluation Security and is looking into moving this to Microsoft Teams.
- Dianne Hathaway gave feedback about the self-evaluation portion of her review.
- Discussion about Town's survey of employees regarding leave policy and if the Library should do one as well.
- Human Resources requests feedback on the Library Director Evaluation tools. Please email Kathy Holt by Friday night.

e. Friends of the Library Update

- The Beautification Day is scheduled for Saturday, May 15th, 9 am-11 am.
- The Friends will meet on April 14, 2021. On this date they will confirm or cancel the book sale for June 2021.
- Goffstown Main Street Program has advertised the book sale to coincide with other town events. Kathy Holt will confer with Bill Babine.
- Kathy Holt asks to let the Friends know if anyone would like to volunteer or knows someone who would like to volunteer for the book sale or other events. Aimee Huntemann will post this on the Goffstown Volunteer Page.

f. Foundation

- The Foundation did not meet.

8. Report on Meetings of Note: Kathy Holt (Next Month: TBD)

- The Select Board discussed the updated town hazard mitigation plan. Kathy Holt asks if any parts of the 150-page plan are relevant to the library.
- Connor Liva oversees senior services for the year, and he will be in town until August 2021. He has been meeting with all relevant departments to discuss potential services for seniors. He approached the YMCA Allard Center about a cooperation with their Senior Center.
- Parks and Recreation is looking at cooperating with the YMCA Allard Center. A meeting was held that included Dianne Hathaway (Library Director), Rick Wilhelmi (Parks and Recreations Director), Connor Liva (Community Engagement AmeriCorps VISTA) and representatives from the YMCA Allard Center. The YMCA is focused on physical programs and does not align with the library's focus. Dianne Hathaway wrote to Connor Liva that currently there is not enough common ground for a cooperation between the library and the YMCA.

- The bus service to accommodate seniors has been discussed. It now runs five days a week.
- The Select Board discussed whether town meetings should continue to be held remotely or not. Chet Bowen elaborates that the review on this policy is up in May 2021.

9. Old Business

a. COVID-19 Update

- Starting Monday, March 22, 2021, the older staff members will be eligible for vaccination. Hopefully, all staff can be vaccinated before the library fully reopens.
- June 1, 2021 is the projected reopening date. The goal is to be fully staffed again before this date.
- Some browsing appointments have been canceled due to staff shortage. Dianne Hathaway is filling in as needed.
- The Public is eager to return to the library.

b. Election results discussion

- The Board of Trustees has a full board of seven thanks to Don Descoteaux and Marc Van De Water joining.
- The Budget Committee had a lot of turnover and the chair did not rerun so it is unclear at this point how this committee will operate.

c. Discuss Hiring for Circulation position and the procedure of hiring confirmation

- Dianne Hathaway and Cyndi Burnham have conducted the interviews and have two more scheduled for tomorrow, March 18, 2021. They are confident they will have a recommendation for the Board next week.
- The current Human Resources Committee will remain as is until after the hiring recommendation is processed. Kathy Coughlin moves from committee alternate to full committee member.
- The Board discussed whether the Board should have a special Board meeting or to grant HR the authority to approve Dianne Hathaway's hiring recommendation.
- Motion to grant the Human Resources Committee a one-time authority to accept Dianne Hathaway's hiring recommendation for this circulation desk position on behalf of the whole board by Samantha Homan, Seconded by Kathy Coughlin.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Yes, Kathy Holt – Yes, Kathy Coughlin – Yes, Marc Van De Water – Yes.
Aye: 7, Nay: 0, Abstain: 0.
- The HR committee is reminded that this needs to be discussed in a non-public meeting which requires a separate video conference.

10. New Business

a. Election of Board Officers (Chair and Vice-Chair)

- Nomination of Aimee Huntemann as Chair by Kathy Coughlin, Seconded by Samantha Huntemann, Aimee Huntemann is willing to serve as Chair. Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Yes, Kathy Holt – Yes, Marc Van De Water – Yes, Kathy Coughlin – Yes. Aye: 7, Nay: 0, Abstain: 0.
- Nomination of Samantha Homan as Vice Chair by Kathy Coughlin, Seconded by Diane Hebert, Samantha Homan is willing to serve as Vice Chair. Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Yes, Kathy Holt – Yes, Marc Van De Water – Yes, Kathy Coughlin – Yes. Aye: 7, Nay: 0, Abstain: 0.

b. Next Steps for Expansion project

- A&F will schedule a meeting as soon as committee assignments have been decided.
- They will work on recommendations for the fundraising and marketing consultants.
- The property survey needs to be conducted. This is an add-on to the previous survey for the parking lot.
- A geothermal survey needs to be conducted.

c. Committee Discussion and call for preferences

- Aimee Huntemann lists the committees.
 - Administration and Finance deals with the budget and works through it with Dianne Hathaway before it gets presented to the whole Board. They also handle some of the policies.
 - Buildings and Facilities doesn't handle any policies. They manage repairs and building maintenance. They will be part of the building committee that handles the expansion project.
 - Human Resources oversees the Personnel manual and several policies relating to staff.
- All Trustees are asked to email preferences for committee assignments to Aimee Huntemann by the end of this week. Aimee Huntemann will email out the new assignments next week after the Human Resources Committee meeting.

d. Introduction of the new Library Board of Trustees members and the potential Alternate

- Both new Trustees have been sworn in.
- Don Descoteaux has joined the Board of Trustees since he loves the library. He has no experience in a similar capacity and looks forward to working with the other Board members to support the Goffstown Public Library in its mission.
- Marc Van de Water is a long time New Hampshire resident and attorney in Manchester. He was on the Sewer Commission and the Board of Directors of Granite Hill Condos in Hooksett. After moving to Bow he served on the Bow Library

Board of Trustees including two years as Chair. He moved to Goffstown last summer and loved the library. After seeing that there weren't enough candidates for the Library Board he decided to join.

- Anne Craig has always been involved with the libraries of the towns she has lived in. She moved to Goffstown a few years ago and her and her husband love it. Her background is in fundraising, business development and marketing. She would be happy to help with fundraising and marketing or the onboarding of consultants. She is open to any other ways she can contribute.

e. Discussion of Museum Pass policy, temporary changes due to Covid restrictions

- Dianne Hathaway asks to extend the museum pass reservation time frame to three weeks as museums currently require advanced reservations for visitors due to Covid.
- Chet Bowen recommends adding an end date to any policy changes on museum passes.
- The end date has been set to the June 16, 2021 Board meeting. This will be reviewed and adjusted as needed at that time.

- Motion to grant Dianne Hathaway authority to adjust the museum pass policy as needed due to Covid until June 16, 2021 by Samantha Homan, Seconded by Kathy Coughlin.

Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Yes, Kathy Holt – Yes, Kathy Coughlin – Yes, Marc Van De Water – Yes.
Aye: 7, Nay: 0, Abstain: 0.

f. Exit Interview Procedure discussion

- Aimee Huntemann and Samantha Homan conducted an exit interview for the staff member leaving the circulation desk position.
- In preparation and execution of this interview it became apparent that proper procedures for exit interviews need to be established.
- HR will discuss the development of such a policy. Aimee Huntemann will send her notes and thoughts to the committee as a starting point. HR will look at similar policies in other facilities. They will work towards a proposal for the Board in June or July 2021.
- It needs to be decided whether the entire content of exit interviews or just the issues that were raised should be discussed in non-public session.
- The questions posed during an exit interview should provide feedback to the Board and the Library Director as well as advice for a future employee in a similar position.
- Exit interviews need to be documented anonymously to keep a log of answers regarding the experience of staff members. This can help show trends and reveal broader issues.

g. Sign Ups for Reports on Meetings of Note for the year

- Samantha Homan sent out a sign up for meetings of note. All Trustees are asked to sign up as soon as possible. Most Trustees will have to sign up for more than one month.
- The person responsible attends relevant town meetings or reviews the respective minutes for mention of the Library or information relevant for the Library and the Library Board of Trustees.
- The next few months will be slow. Budget season starts in August and goes through December.

h. Review of Last year's vote to grant Dianne Hathaway power to implement Covid changes

- The original vote was in accordance with the emergency order. Several Board members recommend extending Dianne Hathaway's authority to adjust Library business as needed due to Covid through September 15, 2021.
- Dianne Hathaway has been updating the Chair and Vice Chair in real time and the full Board monthly.
- Motion to maintain Dianne Hathaway's authority to adjust library operations in response to Covid-19 regardless of the status of the emergency order through September 15, 2021 by Kathy Coughlin, Seconded by Samantha Homan.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Yes, Kathy Holt – Yes, Kathy Coughlin – Yes, Marc Van De Water – Yes.
Aye: 7, Nay: 0, Abstain: 0.

i. Dianne Hathaway requests approval to post the altered job listing as sent out to the Library Trustees

- Some updates are in response to Covid. Some changes are involving technology use.
- Motion to accept the recommended changes to the Library Assistant – Youth Services job description by Kathy Coughlin, Seconded by Kathy Holt.
Roll call vote: Aimee Huntemann – Yes, Samantha Homan – Yes, Diane Hebert – Yes, Don Descoteaux – Yes, Kathy Holt – Yes, Kathy Coughlin – Yes, Marc Van De Water – Yes.
Aye: 7, Nay: 0, Abstain: 0.

j. Miscellaneous

- The new Board members are encouraged to ask any questions at any point or reach out to the other Board members, especially the Chair or Vice Chair for any issues.
- The items for Dianne Hathaway's monthly report are sent to Derek Horne, the town administrator and Chet Bowen, the Select Board Representative who will inform the Select Board.

k. Items for Monthly Executive Report

- The Board was given an overview of the status and next steps on the expansion project by SMP, McFarland Johnson and Bauen.
- Acceptance of donations
- Vote on Chair and Vice Chair
- The Board discussed next steps in the expansion project.
- The Board Chair will make committee assignments in the next week.
- The Board approved changes to the museum pass policy.

11. 'Parking Lot'

- Statistics Breakdown
- Alternate Recruitment

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

13. Adjournment at 8:31 pm

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

A handwritten signature in cursive script, appearing to read "Myriam Resnick", written over a horizontal line.

(Myriam Resnick, Minute Taker)

Action Items

- Human Resources requests feedback on the Library Director Evaluation tools. Please email Kathy Holt by Friday night.
- Kathy Holt asks to let the Friends know if anyone would like to volunteer or knows someone who would like to volunteer for the book sale or other events.
- All Trustees are asked to email preferences for committee assignments to Aimee Huntemann by the end of this week. Aimee Huntemann will email out the new assignments next week after the Human Resources Committee meeting.
- Samantha Homan sent out a sign up for meetings of note. Please sign up as soon as possible. Most Trustees will have to sign up for more than one month.