

Draft Minutes for Administrative and Finance Committee Meeting
Remote Meeting via Microsoft Teams at 10:00 am and 1:45pm on 05/25/2021

Attendance: Aimee Huntemann, Minute Taker; Kathy Coughlin, Chair; Sue Riel, Foundation board member and Christine Strong from Strong Resource Group (exited at 10:56 am). (Attendance by roll call vote after reading of remote meeting checklist.) Milena Zilo from Zilo International Group arrived at 1:45pm.

Call to Order: 10:02 am

Announcements: Aimee read the Right-to-Know remote meeting checklist aloud, for Kathy.

Right-to-Know Law Meeting Checklist

As Chair of the Administrative & Finance Committee 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 Administrative & Finance Committee of 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 1-469-998-7470 and using the access code: 414 063 158#, 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.

The A&F Committee met twice on May 25, 2021, at 10:00am and again at 1:45pm for the purpose of interviewing the shortlisted fundraising consultant candidates to make a recommendation to the LBOT. The committee used the same meeting link and information for both interviews so notes from both interviews will be included in these minutes. Answers to questions are not verbatim, but are notes from the answers.

Interview #1: Strong Resource Group

Kathy Coughlin welcomed Christine Strong and asked her to briefly introduce herself.

Questions:

1. When you hear the word “library,” what is the first thing that comes to mind?

Notes on her answers: The first place to go in a community. The Library was her best friend as a kid. It’s the first place she brought her own children. The first question she asks in a new place is ‘where is the Library?’. It’s a community resource, gathering and meeting place.

2. Please tell us about your work with NH Libraries, specifically public libraries.

Notes: Involved in the capital campaign for the Portsmouth Public Library. Did strategic planning work and some consulting for the Manchester Library.

3. What is your experience when working with a mostly or all volunteer group that does not have a fundraising program or donor software in place?

Notes: Lots of experience. Every organization needs learning and growth. She’s had several clients with all volunteers and no software. A database is needed to manage donor interaction and information. She would make recommendations on a case-by-case basis and is sensitive to a lack of experience and can recommend systems to help.

4. Our Board is subject to change at each election do you have experience with those sorts of changes and how do you handle them?

Notes: Some clients have term limits, that happens in any institution. There are ways to keep people involved and engaged. They might move to a committee, or taskforce, help with the campaign. And she’s worked to help bring new members up to speed and onboard.

5. What kind of research did you do about the GPL prior to this interview? Did anything surprise or disappoint you? What made you want to work with us on our project?

Notes: She emailed back and forth with Aimee, asking questions to have enough information to write up a thorough proposal. She looked at our website, the socio-economic data for Goffstown and did a google search.

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7. Why do you want to work with us on our project?

Notes: She likes libraries. She's had success with libraries and feels that libraries are a critical/important part of the community. She likes helping people to fulfill their plans and achieve their goals.

7. How will you identify "the right people" to talk to in the community and what are your expectations of the LBOT/Foundation helping in that and doing the work of making those meetings happen? Will you be able to assist in identifying potential interviewees for the feasibility study? Or will there be any discussion/training on how to identify potential interviewees? How will interviews be done, in person, virtual, hybrid?

Notes: She relies on those closest to the institution to identify potential donors. She prefers to work with one point person, there is lots of communication at first to streamline the process. Works with the taskforce to develop a profile of who supports or opposes the project/org. Works together with partners to identify local supporters, philanthropists and businesses/corporations. She works as a thought and strategic partner and our success is her success. Example: With data entry, she would make suggestions on strategy of how to organize and input data with volunteers and then check in to review and make further suggestions for streamlining/change. Training is important.

8. How often do you expect to be travelling to Goffstown?

Notes: Depends on interviewees, non-covid would have all interviews in person. At most she does 5 interviews a day, so at least 5 days of interviews. Non-covid that could be 5 days in a row and would be more cost effective. Travel costs are the Federal reimbursable mileage rate and meals.

9. Will payments be in installments based on the different phases of the work? Or how are your fees set up? Follow-up: If the goal is untenable is the whole amount due or is there a stopping point built into the phases?

Notes: Usually she takes a retainer that is applied to the final bill and incremental portions are due at the end of each phase with the last phase having the smallest fee. There will be a payment plan in place. If our goal is untenable, she will make recommendations and a plan for what our goal should be, or suggest changes for better chances of success. Would readapt goals.

10. What do you expect the frequency of contact to be between you and the LBOT?

Notes: She would map out communications at the start of the project. And it depends on the group. In feasibility, initially there is a lot of communication as she requests

information, group meetings use a timeline drafted together. Will break down the rfp timeline even more so it works for the project. Weekly check ins at the start, but there is flexibility with the timeline.

11. Do you have experience with our local philanthropic landscape?

Notes: No experience in Goffstown, but in Manchester and Concord and around NH. Research would be part of the scope of work.

12. Do you have any questions for us? Is there anything that we didn't ask that you think we should have?

Notes: She asked if the start date was in June. When we answered the it was, and asked if she was available to start then, she said she was. She is receptive to more questions, after the feasibility study as well. Her list of potential interviewees and donors will always be shared. Interviews are confidential. She's very transparent in her work.

Adjourned at 10:56 am.

Meeting reopened at 1:45pm for second interview. The check list was reread by Aimee for Kathy. Attendees listed at the top of these minutes.

Interview #2:

1. When you hear the word "library," what is the first thing that comes to mind?

Notes: Knowledge. Broadens the mind, many resources, community.

2. Please tell us about any work with NH Libraries, specifically public libraries.

Notes: No experience in NH.

3. What is your experience when working with a mostly or all volunteer group that does not have a fundraising program or donor software in place? Experience with a changing board?

Notes: She listed her experience in various groups and on boards. Did not seem to have this experience in a professional capacity. She has been involved in raising money, but did not directly say that she'd conducted a feasibility study in the past. Would want thing to be a joint effort.

4. What kind of research did you do about the GPL prior to this interview? Did anything surprise or disappoint you? What made you want to work with us on our project?

Notes: Excessive research. Checked the website and read past minutes (LBOT), watched the survey results video. Her team is excited about the possibility of working with us. No disappointment, except for slow progress on the project.

5. How will you identify "the right people" to talk to in the community and what are your expectations of the LBOT/Foundation helping in that and doing the work of making those meetings happen? Will you be able to assist in identifying potential interviewees for the feasibility study? Or will there be any discussion/training on how to identify potential interviewees? How will interviews be done, in person, virtual, hybrid?

Notes: Talking to stakeholders and staff and community to start. Wants to conduct another community survey instead of a traditional feasibility study.

6. What are your expectations for frequency of contact between you and the GPL LBOT?

Notes: She would always be available to the Board, anytime.

7. How do you ensure that communication between your firm and the library board and foundation board remains open and clear?

Notes: Professionalism, trust and setting expectations early. Flexibility with when to lead/follow, LBOT is responsible for success and the want to help.

8. Will payments be in installments based on the different phases of the work? Or how are your fees set up?

Notes: Open to discuss plans that would work with the budget. Fees would be a starting point. Her proposal is lower than normal because of her passion for libraries. She thinks \$25,000 would include different aspects. Keeping expenses low is important to her and some things would be completed pro-bono.

9. Do you have experience with our local philanthropic landscape?

Notes: No.

10. Does your proposal include any training for the LBOT, Foundation or campaign volunteers?

Notes: It does not include any training but there is some flexibility.

11. Do you have any questions for us? Is there anything that we didn't ask that you think we should have?

Notes: She asked how many people we've identified. Our answer is that we are starting from nothing and that we need help with who to ask and how. She suggested that her idea of a survey would work to market and promote the project while gathering information.

Milena Zilo exited at 2:18 pm.

The committee had a brief discussion of the merits of both interviews and proposals and cited positives on both sides.

Kathy Coughlin made a motion to recommend Strong Resources Group to the LBOT for a fundraising consultant. Aimee seconded. Roll Call Vote 2-0-0. Motion passed.

Motion to Adjourn: 2:30 pm.

Next Meeting: TBD

Minutes submitted by: Aimee Huntemann