

Goffstown Public Library Board of Trustees

Minutes

November 17, 2021, Goffstown Public Library Third Floor Conference Room

1. Call to Order at 6:30pm - Silence Phones

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

Members absent: Marc Van De Water

Also present: Dianne Hathaway (Library Director), Jim Craig (Select Board Representative, left at 7:07pm), Michael Magoon (joined 7:07pm – 8:45pm), Myriam Resnick (Minute Taker)

2. Public Comment/Guest Speakers/Correspondence

- SWOT Analysis 7:07pm – 8:45pm, facilitated by Michael Magoon (see 10d).

3. Chairperson's Report

- Calling in to meetings is not possible without changing the bylaws.
- The budget presentation went smoothly. The next meeting will be November 23, 2021.

4. Acceptance of Minutes

- Minutes for 10/20/2021.
Motion to accept minutes as presented by Kathy Coughlin, Seconded by Diane Hebert.
Aye: 6, Nay: 0, Abstain: 0.

5. Acceptance of Donations

- Acceptance of miscellaneous cash donations in the amount of \$72.00, unrestricted.
Motion to accept miscellaneous cash donations by Kathy Coughlin,
Seconded by Samantha Homan.
Aye: 6, 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 staff resignation.
- Aimee Huntemann signed a check to Ingram for \$14.28 from the McKinnon funds.
- Aimee Huntemann signed a check to the Town of Goffstown for the SRG December Invoice for \$2,500.00.
- Samantha Homan signed the 2021 longevity release form.

7. Other Reports

a. Library Director's Report

- The hedge was trimmed among other work on the grounds.
- The groundskeeper needs to repair the damage in the lawn. This occurred on Halloween.
- The GMILCS Board meets tomorrow in Merrimack. They are still working on the membership for the Hudson library.

- The partnership with St. Anselm College on “River Runs Through Us” was very successful. The book “A Deep Presence: 13,000 Years of Native American History” (2021) by Dr. Robert Goodby is available at Goffstown Public Library.
- One employee resigned. The job was posted.
- Updates from the departments, statistics, and a draft agenda for the professional development day were sent out.

b. Administration and Finance Committee Report

- A&F did not meet.

c. Buildings and Facilities Committee Report

- The Radiant Flooring repair was completed. Some wiring in the breaker box needs replacing.
- B&F voted to table the Building Committee discussion until all members could review the LBOT feedback.
- The hedges along High Street were trimmed.
- The lawn was damaged during Halloween and the town groundskeeper will look at it.
- Elevator door and toilet repairs were made.
- Yearly furnace maintenance was completed.

d. Human Resources Committee Report

- HR did preliminary work on Succession checklists.
- HR voted to recommend a change to job title for Technical Services Assistant.
- HR discussed changes to town personnel policies and what revisions the LBOT should make.
- HR reviewed the Hiring of Director Policy, as current language doesn’t address the process for hiring an internal candidate. Sample language has been drafted and will be reviewed at November HR committee meeting.
- HR changed the November meeting date to 11/23 at 10:30 am, because of the Thanksgiving holiday closures.

e. Ad Hoc Strategic Planning Committee

- They gave updates on progress of the committee so far.
- A SWOT analysis was conducted at the November LBOT meeting.
- Diane Hebert is drafting a community profile.
- Kathy Holt is gathering library profile information.

f. Friends of the Library Update

- The Board will vote to extend the Thank You sign on the lawn, due to delay in getting the sign (old business).
- Thank you to Volunteers, the Nevilles, Odd Fellows and Parks and Rec for their help in making the book sale a success.

g. Foundation

- The foundation will probably not meet November 18, 2021.
- The “Case for Support” introductory letter will be sent out as is.

8. Report on Meetings of Note: Don Descoteaux (Next Month: Marc Van de Water)

- The Historic Commission discussed Grasmere Town Hall. As it is not yet handicap accessible the library cannot use it.
- Select Board & Budget Committee (10/25/2021): The library budget was presented, and the expansion project was mentioned. Goffstown Mainstreet Program is moving to community leadership from having a director.
- Select Board (11/01/2021): The security and surveillance update and policy were discussed. This doesn't include the library as any updated security would have to be changed after the addition. Staff will have to sign paperwork regarding the new policy as they will be subject to it in other town locations.

9. Old Business

a. COVID-19 Procedures Update.

- A mom told Patti Penick during story time that her son could only attend because of the mask mandate at the library without serious risk to his health. She was grateful to have a safe place for her son to engage with other children.

b. Friends Thank You sign, end date vote (from 11/22 to 11/29).

Motion to extend the posting end date of the Thank You sign through 11/29/2021 by Kathy Holt, Seconded by Kathy Coughlin.

Aye: 6, Nay: 0, Abstain: 0.

10. New Business

a. Overview of introductory letter for “Case for Support”.

- The foundation reviewed the document. Some tweaks were made.

b. Vote on Case for Support.

- Don Descoteaux asked to have his quote removed from the “Case for Support”.
- Under “Outdoor Space” the courtyard description needs to be reviewed to ensure nothing is in the “Case for Support” that won't be created during the addition project. Aimee Huntemann will confirm with the design team.
- The document must be accurate to avoid any errors causing doubt in the entire project. Several passages were discussed and rephrased to ensure this.
- Diane Hebert will proofread the document for grammatical, spelling and punctuation errors.
- Motion to accept the “Case for Support” with noted changes and corrections by Kathy Holt, Seconded by Diane Hebert.

Aye: 6, Nay: 0, Abstain: 0.

c. Vote on Job Title Change (Technical Services Assistant to Technical Services Librarian)

Motion to accept the proposed title change from Technical Services Assistant to Technical Services Librarian by Samantha Homan, Seconded by Kathy Holt.

Aye: 6, Nay: 0, Abstain: 0.

d. SWOT Analysis, facilitated by Michael Magoon

- Michael Magoon introduced himself. He is a business professor at Manchester Community College. He has facilitated SWOT analysis and strategic planning session for charitable organizations as well as for companies.
- SWOT is short for Strengths, Weaknesses, Opportunities, Threats.
- Creating a strategic plan or strategic thinking is a complex process.
- Michael Magoon showed a textbook with a section on strategic planning outlining a nine-step process. *Scarborough, Norman M.; Cornwall, Jeffrey R. (2016): Essentials of entrepreneurship and small business management. Eighth edition. Pearson.*
- To succeed doing a SWOT analysis is an important first step.
- The SWOT analysis is an internal tool. An external tool could be customer surveys.
- As a starting point the Board received a handout. The handout has room for three items in each category. It also has the following information:
 - Strengths and Weaknesses are internal to an organization.
 - Opportunities and Threats are external to an organization.
 - The goal is to convert weaknesses to strengths, minimize threats, and match strengths to opportunities.
- Each member wrote down what they consider as strengths, weaknesses, opportunities, and threats of/to the library including the Board as well. These were then discussed in pairs and finally reduced to three items in each category that the group agrees upon. The worksheets should be kept for reference.
- Dialogue can be done for each section or at the end as a capstone.
- During each step of the process a new SWOT handout was created and collected as a foundation for strategic planning.
- Kathy Holt will sort through the SWOT analysis to use it for goal development.

e. Holiday Breakfast/Staff Appreciation discussion and vote.

- A catered breakfast or lunch was proposed. This would allow staff to uphold the mask mandate while still being able to eat in comfort.
- A Tuesday lunch would be best to have early and late shift in the building. December 21, 2021, has the most possible staff working.
- Kathy Holt will facilitate and potentially pick up the order.
- Lunch breaks start at 12pm so delivery should be no later than 11:45am.
- Motion to approve up to \$350 for staff to order from White Birch Eatery (Blue Moose Café as an alternative) by Kathy Holt, Seconded by Samantha Homan.
Aye: 6, Nay: 0, Abstain: 0.

f. Potential Interviewees for the feasibility study

- The list was reviewed and discussed.
- The list contains residents with varying backgrounds and Goffstown businesses to represent the community as well as prior donors.
- Trustees are asked to send any additional names to Kathy Coughlin.

g. Trustee gift for retiring staff of 21 years

- Kathy Coughlin will buy a \$60 gift card for Grasshoppers. The Board members will pitch in and sign a joined card.
- Her last day is Friday, November 26, 2021.

h. Items for Monthly Executive Report.

- The Board accepted donations.
- The annual staff development day is scheduled for January 17, 2022.
- The Board approved the "Case for Support".

11. 'Parking Lot'

- Statistics Breakdown
- Alternate Recruitment

12. Non-Public Session per RSA 91-A:3 was not held.

13. Adjournment at 9:26pm

These minutes reflect the contents of this meeting to the best of my abilities.

A handwritten signature in black ink, appearing to be 'JTC' or similar, written in a cursive style.

Action Items:

- Trustees are asked to send any additional names to Kathy Coughlin.