

Goffstown Public Library Board of Trustees

Minutes

March 16, 2022, Goffstown Public Library Third Floor Conference Room at 6:30 pm

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

Members present: Samantha Homan (Chair), Kathy Coughlin (Vice Chair), Margaret "Happy" Beale, Diane Hebert, Aimee Huntemann, Bill Kordas, Marc Van De Water

Also present: Dianne Hathaway (Library Director), Kelly Boyer (Select Board Representative), Chris Strong (Strong Resource Group, left 7:24pm), Myriam Resnick (Minute Taker)

2. Public Comment/Guest Speakers/Correspondence

- Presentation from Chris Strong of Strong Resource Group about the fundraising feasibility study findings.
 - A brief overview was given, and the complete report was handed out to the Trustees and the Library Director.
 - The study was to determine the feasibility of raising \$3 million for the building addition of over 7,000 square feet.
 - SRG met with a team of Trustees, visited the library and reviewed the building plans.
 - Surveys were conducted to learn about the perception and image of the library, the feelings about the case, the fundraising potential, and the leadership potential.
 - 24 people were interviewed, 11 people participated in an electronic survey and they spoke to 6 library that completed a capital campaign for a new facility within the last ten years.
 - 28 candidates for a second round of interviews were identified.
 - The answers were analyzed as a whole but also separate between internal (Board members, etc.) and external (community members) priorities.
 - Feedback about the library and the project:
 - The library is an important part of the town and its community.
 - The library is part of daily living.
 - GPL has a good reputation.
 - It needs an update with better access to the building and technology.
 - It needs a bigger community space.
 - The biggest concerns:
 - Funding of the project
 - The project is too big
 - Rotary in front of the library
 - People in Pinardville feel left out.
 - Strength of the library:
 - The director
 - The staff
 - Customer service

- Being inclusive
- Board of Trustees
- Being dependable
- An agnostic place to be
- Keeps pace with changing community needs
- The regional consortium
- Partnering with other organizations
- Community outreach
- Friends of the Library
- Historic Building
- Central location
- Collection of materials
- Weaknesses of the library
 - Lack of space
 - Lack of storage
 - Lack of parking
 - Lack of privacy for reading or computer usage
 - Lack of accessibility
 - Only one bathroom
 - Variety of program
 - Lack of staff space
 - Limited collection
 - Lack of outreach to non-members
 - Lack of understanding within the community about the library's benefits
 - Not all Trustees carry the same workload
- Opportunities:
 - Increase the education and involvement
 - Funding a feasibility study
 - Private fundraising and grants
 - An improved relationship with the town
- Threats
 - Taxpayer concerns
 - Large amount of non patrons in the community
 - Other town initiatives that may be more popular
 - Lack of support for a bond article
 - Local political
 - Perception of library being unnecessary
 - The whole Board may not be committed to the project.
 - Misperception of Goffstown image.
- The highest priorities were a safe space for children and young adults, the community room, technology improvements and accessibility.
- 80% of interviewees support the project.
- There is support and willingness for active involvement amongst the interviewees.

- The study showed fundraising potential but lacked large donors that would guarantee the desired \$3 million goal.
 - Recommendations:
 - Create an organizational strategic plan.
 - Build a fundraising infrastructure.
 - Prepare for the work involved in the capital campaign.
 - Prepare the fundraising campaign tools, policies and means of tracking.
 - Do not ask for donations during community events or information sessions as these are likely yielding low level donations instead of long-term interest.
 - Do community outreach to dispel any rumors and alleviate concerns.
 - Get the community involved in the library and show them the importance for them, their children, and their families.
 - Libraries generally fall into the education/human services category which receive high but not highest priority donations.
 - Unfortunately, libraries are taken for granted too often to show patrons the true need for improvement.
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- Email about Mask Requirement and Facebook post from the same person.
 - Someone reached out asking why the mask requirement was still in place. This will be discussed in new business.

3. Chairperson's Report

- Welcome Happy Beale and Bill Kordas to the Library Board of Trustees!

4. Election of Officers

- Nomination of Samantha Homan as chair by Kathy Coughlin,
Seconded by Diane Hebert.
Aye: 7, Nay: 0, Abstain: 0.
- Nomination of Kathy Coughlin as vice-chair by Aimee Huntemann,
Seconded by Diane Hebert.
Aye: 7, Nay: 0, Abstain: 0

5. Acceptance of Minutes

- Minutes for 02/16/2022.
 - Correction of Chris Strong's name under 11g.
 - Motion to accept minutes as corrected by Diane Hebert,
Seconded by Aimee Huntemann.
Aye: 5, Nay: 0, Abstain: 2.
- Minutes for Nonpublic Session on 02/16/2022.
 - Motion to accept non-public minutes as presented by Kathy Coughlin,
Seconded by Aimee Huntemann.
Aye: 5, Nay: 0, Abstain: 2.

6. Acceptance of Donations

- Acceptance of 3 books from the Goffstown Garden Club (facilitated by President Rosalind Spiller) in memory of Theresa Labreque. "Let's Get Gardening" valued at \$12.99, "Gardening for Kids" valued at \$12.69 and "My First Garden Book" valued at \$12.00.
- Acceptance of a \$250 grant from the NH Humanities Council for the discussion "The New Jim Crow" on Tuesday, March 1, 2022. The grant pays the facilitator, Kate Gaudet.
- Motion to accept donations by Kathy Coughlin, Seconded by Diane Hebert.
Aye: 7, Nay: 0, Abstain: 0.

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

- Aimee Huntemann signed a check to the Town of Goffstown for \$5,000.00 for a SRG invoice #1177.
- Aimee Huntemann signed a check to the Town of Goffstown for \$2,500.00 for SRG invoice #1220.
- Aimee Huntemann signed a check to Katherine Gaudet for the program "The New Jim Crow".
- Aimee Huntemann signed a check to Manchester City Library for \$5.00, for MCL replacement card.

8. Other Reports

a. Library Director's Report

- A report regarding staff projects was sent out.
- Performance reviews start April 1st.
- Patti Penick will return to schools in May.
- Dianne Hathaway is working on a visitor study with the new door counter data.
- Attendance is going up in visits and program attendance.
- GMILCS meets tomorrow and the budget will be discussed.
- Cost have increased and no discounts will be given through GMILCS.
- GMILCS is not dropping any features but has put a hold on new features for now.
- GMILCS will be down April 11 through 13 for Hudson Library entering GMILCS. The offline system will be used during that time.
- Department reports were sent out.
- A Trustee from the Pittsfield Library called to ask questions, get information, and let Dianne Hathaway know that GPL is their example library.

b. Administration and Finance Committee Report

- These notes cover meetings on 2/22 and 3/10.
- A&F reviewed Photography, Filming and Videography Policy, Photo Release Form, Access to Electronic Information and Services Policy and Collection Development Policy Draft. Voted to recommend these policies to the LBOT for approval.
- A&F worked on the Naming Policy.
- A&F discussed Receiving and Deaccessioning of Gifts Policy, the addition of a standard form was suggested, and the committee will review this again on 3/22.

- A&F discussed Ideas for and additions to draft Nonpublic Session procedure (still in progress).
- A&F will contact new Select Board Rep to inquire about the Select Board's procedure for handling nonpublic meeting minutes to compare while writing up an LBOT procedure for Nonpublic Session minutes and sealing.
- Kelly Boyer commented on the non-public minutes during the meeting and will forward the appropriate guidelines to A&F.

c. Buildings and Facilities Committee Report

- B&F did not meet.

d. Human Resources Committee Report

- Discussion of Tuition Reimbursement practices and whether to extend to part-timers. This will be discussed further at the next HR meeting.
- Nonpublic Session to go over goals linked to Library Director's Evaluation.
- The new LBOT Chair will set a date to meet with Library Director to go over the results of the evaluation.

e. Ad Hoc Strategic Planning Committee

- The committee prepared for presentation of Profile/General Goals to LBOT.
- Diane Hebert is making suggested revisions to profiles.

f. Friends of the Library Update

- The Friends did not meet due to snow.
- The Book Sale is scheduled for Saturday, June 4, 2022, from 9:00-2:00. Setup will take place 5/31/22-6/3/22.

g. Foundation

- Kathy Coughlin is taking a Grant Writing course.

9. Report on Meetings of Note: Marc Van de Water (Next Month: TBD)

- No mention of the library.
- The firefighter change of shift was approved.
- Kelly Boyer is the new Select Board Representative for the Library Board of Trustees.

10. Old Business

a. COVID-19 Procedures Update.

- A vote on the mask requirement is planned in new business.

11. New Business

a. Vote on Photography, Filming and Videography Policy, Photo Release form and Access to Electronic Information and Services policy.

- Motion to accept Photography, Filming and Videography Policy as presented by Kathy Coughlin, Seconded by Diane Hebert.
Aye: 7, Nay: 0, Abstain: 0.
- The Photo Release form has an added sentence that it is valid until revoked.
- Motion to accept Photo Release form as presented by Kathy Coughlin, Seconded by Diane Hebert.
Aye: 7, Nay: 0, Abstain: 0.
- Motion to accept Access to Electronic Information and Services policy as presented by Margaret Beale, Seconded by Marc Van De Water.
Aye: 7, Nay: 0, Abstain: 0.
- The changes focus on dealing with shifting technology as well as appropriateness of content. One section addresses how to deal with requests to remove material from the collection.
- Motion to accept Collection Development Policy as presented by Diane Hebert, Seconded by Aimee Huntemann.
Aye: 7, Nay: 0, Abstain: 0.

b. Mask Requirement Discussion and vote due to change in CDC guidance.

- In addition to the email and Facebook comment many visitors have asked why there is still a mask requirement in place.
- Dianne Hathaway recommends removing the mask requirement effective tomorrow, March 17, 2022.
- Motion to accept Dianne Hathaway's recommendation to remove the mask requirement effective tomorrow, March 17, 2022 by Kathy Coughlin, Seconded by Aimee Huntemann.
Aye: 7, Nay: 0, Abstain: 0.

c. Miscellaneous

- Samantha Homan passed around a sign-up request for Report on Meetings of Note. Every Board Member is asked to sign up for at least one meeting.
- Signups for the NHLTA Spring Conference are due. Please let Dianne Hathaway know as soon as possible.
- Please send your preferences for committees to Samantha Homan by Sunday night.
- Old Home Day is coming up. The library should look at what might be helpful to promote the library in general. Maybe an activity or games would gather more interest
- Dianne Hathaway is planning some things inside the building, but outdoor games could be an idea too. Please send ideas for Old Home Day to Kathy Coughlin or Samantha Homan.

d. Items for Monthly Executive Report.

- Chris Strong presented the findings of the feasibility study.
- A new chair and vice chair were elected
- The Board accepted donations.
- The Board approved revised policies.
- The mask requirement was removed.

12. 'Parking Lot'

- Statistics Breakdown
- Alternate Recruitment (invite the person who does not get elected to the LBOT in March to serve as an alternate?)

13. Non-Public Session was entered by roll call at 8:12pm.

- Non-Public Session per RSA 91-A:3, II (a) The dismissal, promotion or compensation of any public employee, or the disciplining of such employee, or the investigation of any charges against him or her, unless the employee affected (1) has a right to a public meeting, and (2) requests that the meeting be open, in which case the request shall be granted. For Library Director Review, and personnel recommendation(s) from the Library Director.
- 2 personnel recommendations from Dianne Hathaway were accepted.
- The Board voted to accept the HR goals for the Library Director.

14. Return to public session at 8:46pm.

- The non-public minutes for this meeting and the HR meeting regarding the Library Director were sealed indefinitely by roll call vote.

15. Adjournment at 8:55pm.

Action Items:

- Signups for the NHLTA Spring Conference are due. Please let Dianne Hathaway know as soon as possible.
- Samantha Homan will send out a sign-up request for Report on Meetings of Note. Every Board Member is asked to sign up for at least one meeting by Sunday night.
- Please send ideas for Old Home Day to Kathy Coughlin or Samantha Homan.

Meeting of Notes Sign Ups:

April:	Kathy Coughlin	October:	Kathy Coughlin
May:	Aimee Huntemann	November:	Marc Van De Water
June:	Happy Beale	December:	Samantha Homan
July:	Diane Hebert	January:	Diane Hebert
August:	Bill Kordas	February:	Bill Kordas
September:	Happy Beale	March:	Marc Van De Water