

Hooksett Public Library Trustee Meeting  
Unofficial Minutes  
November 19, 2019 5:30 PM

In attendance: Mary Farwell, Mac Broderick, Tammy Hooker, Linda Kleinschmidt and Barbara Davis

Guest: Heather Rainier, Library Director

M. Farwell called the meeting to order at 5:36 pm

Public Input none at this time.

Guest- Mark Glisson – presented the trustee with a Google docs workshop. The trustees would like to thank Mark for taking the time to help us better understand Google.

Secretary's Report- B. Davis moved to accept the October 14, 2019. M. Broderick seconded the motion. Voted: 4 in favor, 0 opposed, 1 abstained, 0 absent. The motion passed

Treasurer's Report-reviewed ending October 2019

Library Director's Report-trustees had no additional questions at this time

Marketing/Branding: M. Farwell suggested as part of marketing the post book sale make it sound like a one-time deal, ending soon. Suggested that the library send out a last-minute ad regarding the left-over items from the book sale and limited popular authors.

After review and consultation with the staff, the Director has decided that any new books will be held for 30 days for Hooksett card users before sending them to other libraries.

#### Committee reports

Personnel- Will be meeting on November 26, 2019

Policy - All are up to date at this time

Security-deferred until after January 2020

Friends-Book & Bake sale was a huge success. Books will be picked up on 12-2-19 Heather has recruited a few volunteers to pull materials in good condition to provide to local community resources, with the initial focus on children's chapter books. Sources include: Kids Closet, Food Pantry, Hooksett Family Services, Underhill and Memorial Schools. Once youth materials are complete, if we have volunteers, we will pull additional adult materials in good condition and appeal. It was suggested that next year we reach out to the Women's Prison to see if they need books for their library. Friends - Renewal letters have been sent out & are actively being returned. We are seeing a significant increase in returns with our new membership envelopes.

## Unfinished Business

Staffing - All of our new staff are on board and becoming active contributing members to our team, bringing us to full staff once again.

### Facility Issues

Children's Room Renovations: The director and Heather D met with flooring representatives from Patcraft and Mowhawk Group as we continue to explore our options for the Discovery Room Remodel. We've narrowed our focus to a combination of LVT and carpet tiles and moving forward with plumbing and cabinetry. We are currently waiting for a schematic from Patcraft showing the color options that were selected.

HVAC-The director along with Mark has drafted a history of the HVAC situation to share with Earl and Andre. Currently, the heating situation has been consistent without issue.

Affinity- number of sign ups sent to TD Bank in October. Our account numbers were down slightly when Mary Farwell checked the status for October.-27 forms were sent on 11/10, which would have captured the book sale registrations

## New Business

### Acceptance of donations

Mount Prospect Academy	\$100.00
Model T	\$60.00
Sew Bee	\$38.00
Mahjong	\$72.00
Country View Condo	\$100.00
A.Grant-Private booking	\$100.00
Samsung-Team Skill Building	\$30.00
Total	\$500.00

B. Davis moved to accept the above donations. M. Broderick seconded the motion. Voted: 5 in favor, 0 opposed, 0 abstained, 0 absent. The motion passed

Murphy Reading Area: In remembrance and recognition of the fifth anniversary of Johnathan Murphy's passing, photos of the Heads Pond Trail in Hooksett have been printed in large format, framed and hung in the Johnathan Murphy Reading Area. Photos were taken by Doris Manning of the library's digital photography group, Ash Street Group in the fall of 2016. The Heads Pond trail holds personal connections for the Murphy family with Johnathan as well as integrating a local Hooksett natural resource into the library space.

Outdoor lighting replacement-one of the poles fell over and needs to be replaced. M. Farwell made a motion to put up a temporary pole with a light to replace the one that fell over for up to a \$1000. B. Davis seconded the motion. This is a temporary safety fix until we decide on a plan for the overall LED lighting proposal ( see below)

Voted: 5 in favor, 0 opposed, 0 abstained, 0 absent. The motion passed.

LED lighting proposal-will be tabled for now until we decide what we will do with the crumbling sidewalk and adding additional parking, in an effort to combine the projects.

Meeting room policy was discussed

One item discussed was should a member of the group have to have a library card to book a room? The director will continue to review with the staff

Library grounds and parking: The director met with Bruce Thomas to discuss our possible options for our outdoor site plans. He drafted a sketch for us of what our options would be for installing parallel parking in place of the currently crumbling (and worsening) sidewalk. Additionally, we discussed removing the stone wall and grading that to a lower pitch to allow for additional parking. Bruce did not have any concerns regarding drainage, but as we had noted identified the need to move the light pole that is there now. The director is to follow up with Bruce to see how many parking spaces we would obtain by doing this.

Personnel plan - was revised and amended as follows:

Receipt And Acknowledgment Of Hooksett Public Library Personnel Handbook: I understand that this handbook supersedes and replaces all other previous manuals and personnel policies for the Hooksett Library as of ~~December 14, 2010~~                     date signed.

## 1 Organization of the Library

- Added: The organization of the Library will fall into the general accountability hierarchy of the Board of Trustees, Library Director, "Senior Library Staff" as follows: Information & Technology Specialist, Technical Services Librarian, Head of Patron Services, Youth Services Librarian.
- Removed: The organization of the Library will fall into the general accountability hierarchy of the Board of Trustees, Library Director, Reference & Adult Services Librarian, Information & Technical Services Specialist, Head of Circulation, and Youth Services Librarian

### 1.1 Positions of the Library / Job Titles

New:

Administrative Assistant  
Adult and Information Services Librarian  
Custodian  
Head of Patron Services  
Library Assistant: Patron Services  
Library Assistant: Technical and Patron Services  
Library Assistant: Youth and Patron Services  
Library Assistant: Youth Services  
Library Director  
Maintenance and Custodial Technician  
Technical Services Librarian

Technology Librarian  
Youth Services Librarian

- Removed:
  - Library Director
  - Assistant Director
  - Information & Technical Services Specialist
  - Head of Patron Services
  - Youth Services Librarian
  - Technical Services Librarian
  - Youth Services Assistant
  - Patron Services Assistant
  - Administrative Assistant
  - Custodian

## 1.2 Responsibility Reporting Structure

New:

Library Director  
Technology Librarian  
Adult and Information Services Librarian  
Head of Patron Services

- Library Assistant: Patron Services
- Library Assistant: Technical and Patron Services
- Library Assistant: Youth and Patron Services

Youth Services Librarian

- Library Assistant: Youth Services
- Library Assistant: Youth and Patron Services

Technical Services Librarian

- Library Assistant: Technical and Patron Services

Administrative Assistant  
Custodian  
Maintenance and Custodial Technician

Removed:

Responsibility  
Library Director  
Assistant Director  
Information & Technical Services Specialist  
Technical Services Assistant  
Head of Patron Services  
Patron Services Assistant  
Youth Services Librarian  
Youth Services Assistant  
Administrative Assistant

## Cleaning (Custodian)

### 5.1 Vacation Leave Addition of the words: *Start of*

<i>Start of first through fifth year</i>	3.08 hours / pay period
<i>Start of sixth through tenth year</i>	4.62 hours / pay period
<i>Start of 11<sup>th</sup> year and beyond</i>	6.15 hours / pay period

5.10 Holiday Hours All discretionary holiday bank time off must be approved by the Library Director in writing before it may be used. It must be used during the ~~fiscal~~ *calendar* year it was earned or be forfeited.

6.1 Health Insurance In the event that the Town of Hooksett changes health carriers, this health section may be updated to reflect changes as appropriate.

16.6 Standards of Conduct: Telephone, ~~facsimile~~, computer, e-mail, photocopier

Excessive use of library telephones, ~~facsimile~~, *personal cell phone during work time*, computer, email, internet access and/or photocopier for personal purposes.

B. Davis made a motion to accept and L. Kleinschmidt seconded the motion. Voted: 5 in favor, 0 opposed 0 abstained, 0 absent. The motion passed

Watchfire Sign- Contacted our Watchfire Vendor Support for our Ignite eSign software to find out if upgrading our Ignite software from v11 to v12 would afford us more functionality in terms of managing the sign, creating messages, etc., all via a web browser remotely in the interest of moving us from being tethered to the laptop. But found that it was not cost effective.

Overdrive vs Cloud Library why the discrepancy in usage: Discussed why our usage of Cloud Library is drastically lower than the shared state platform Overdrive, also known as Libby. Hooksett patrons use Overdrive over Cloud Library at an approximate ratio of 85/15.

Cloud Library is a service provided through the GMILCS consortium for GMILCS libraries only. Mark and Heather shared the extensive efforts Mark has made in promoting Cloud Library resources online, through technology classes and in-person technology support sessions.

Mark and Heather believe there are a few factors at work: The first, the depth of the collection in Overdrive is much deeper than Cloud Library due to the time the two services have been in use and the amount of funding for each. The second is that once readers find a platform they are familiar with they have tended to stay with the more familiar platform.

Additional facts regarding Overdrive vs Cloud Library

- Overdrive is provided through the state NH Downloadable Consortium with a formula for dues based on usage and unique borrowers.
- Overdrive dues for FY20 will be \$4426 includes \$80 a year for digital magazines, FY19 was \$3696.
- Cloud Library \$4000 a year as part of GMILCS consortium
- Advantage is an add on for Hooksett card holders only, FY19 we spent an additional \$4400 a year on content.

- Cloud Library FY19: \$1.69 per circulation
- Overdrive .25 per circulation -
- Advantage \$1.58 per circulation

The Director will continue to share information with the Board regarding national and local trends following digital usage and the increasing costs from publishers to purchase digital content.

Personnel files- background check material-The director confirmed with Primex that there is not an RSA for municipalities requiring the destruction of background checks.. Background checks will be kept in separate confidential file outside of the personnel file.

Trustee calendar-need to set a date for a February workshop. Trustees to bring their personal calendars to the December meeting.

Other new business

Town council meeting- B. Davis made motion that M. Farwell will attend and represent the library. During public input regarding health insurance that the library's part time employee should be considered for health insurance if the town provides for town councilors.

L. Kleinschmidt seconded the motion. Voted: 5 in favor, 0 opposed 0 abstained, 0 absent. The motion passed

Next meeting to be held on December 9, 2019 at 5:30 pm.

ADJOURNMENT MOTION: B. Davis moved to adjourn the meeting at 8:55 p.m.

M. Broderick seconded the motion. VOTED: 5 in favor, 0 opposed, 0 absent. The motion passed.

Respectfully submitted, Tammy Hooker, Board Secretary