

Hooksett Public Library Trustee Meeting
Official minutes
April 25, 2022 5:30 PM

In Attendance: Mary Farwell Chair, Tammy Hooker and Sandra Mack. Linda Kleinschmidt virtually, Barbara Davis excused.

Guest: Heather Rainier, Library Director (virtual); Mark Glisson Assistant Director

Call to Order M. Farwell called the meeting to order at 5:32 pm

Public Input none at this time

Secretary's Report

S. Mack made a motion to accept the March 21, 2022, minutes; L. Kleinschmidt seconded the motion.

Roll Call Vote:

L. Kleinschmidt-yes
M. Farwell-yes
T. Hooker-yes
S. Mack-yes

Treasurer's Report-was reviewed ending March 2022. Utilities are projected to be overspent by the end of the fiscal year. H. Rainier to verify if we are locked in for electricity. H. Rainier reported natural gas is locked in with UGI (distributor) at .731.

Library Director Report

H. Rainier shared the below information with the Board via email on 4/19/22 in advance of the meeting.

Our income generating items for the Copy account have dropped dramatically over the past two years, particularly in printing and copying.

The director reviewed the Copy Account planned expenditures for this year and drafted a revised budget for next year (see attached).

The director recommended that we move the public internet expense to the budget with a monthly cost of \$139. The director added it to the year end of projections for this fiscal year.

T. Hooker asked: In a normal times the copy account has supported the expenditures, what would the plan be if the copy account starts generating enough to cover the public internet?

H. Rainier shared trends from FY14 to the present for copying and printing, noting that the percentages for the last two years were removed since they're anomalies by comparison. Given the dramatically reduced number of computer users we're seeing now, The director doesn't see it recovering to what it was pre-pandemic. If that is the case, The director recommends moving the expense back to the Copy Account as we have had it in the past.

	FY22	FY21	FY20	FY19	FY18	FY17	FY16	FY15	FY14
Cassie	\$757	\$55	\$2,062	\$3,240	\$2,600	\$3,268	\$3,233	\$3,811	
Copy	\$431	\$151	\$1,107	\$1,411	\$1,564	\$1,855	\$1,576	\$1,374	
Fax	\$194	\$50	\$402	\$600	\$743	\$567	\$722	\$753	
Total	\$1,382	\$256	\$3,572	\$5,251	\$4,907	\$5,690	\$5,531	\$5,938	\$5,733
			-31.98%	7.00%	-13.76%	2.87%	-6.85%	3.58%	

GMILCS dues-H. Rainier stated that with Hudson joining GMILCS we should see a decrease in our annual dues as the formula is based on a cost-sharing model among all the libraries in the consortium and the addition of a new library will further distribute the overall cost of operating the consortium. Full detail is included in the Director's report.

EbscoHost database is not being renewed by GMILCS, based on the recommendation of the GMILCS User Experience Group which reviewed the current offering, the available options for replacements, statistics of usage and cost. Further discussion was held:

M. Farwell -What would we lose? M. Glisson stated that we would lose the use of reference materials in the database that are reference sources and published articles (journals and magazines).

Clarification from the meeting - "We could potentially lose Novelist, a readers advisory tool for children and adults, but the State Library has renewed this resource through June 2023. We will need to be prepared to pickup the expense of this resource should it be discontinued by the NHSL at that time.

T. Hooker-Do we have reports to support our usage? M. Glisson yes we have extensive reports. In GMILCS, we have the third highest usage (among 10 libraries), statewide statistics, we were 9th in the state for usage.

T. Hooker Could we form a group to obtain a discount? H. Rainier is not sure if we would get a discount by forming a group as they often charge by population size. We may be better off subscribing on our own. H. Rainier & M. Glisson are exploring options for our library, further details to come.

Adding Hudson to GMILCS went very smoothly; the library was very prepared and this ensured a very smooth transition. Great thanks to Mark Glisson for his preparation of reports in advance, particularly a spreadsheet of patron barcodes of all patrons who had been active in the last year.

New cards for March; total 62

Preparing for Challenges-M. Farwell asked for additional information regarding a webinar H. Rainier attended on Preparing for Book and Program Challenges. H. Rainier will share her notes and recommendations prior to the May meeting.

Foot traffic at the library has increased, particularly since the children's room has reinstated in-person programming.

Friends of the Library-

The annual Egg Hunt was held with over 300 people in attendance

Family Bingo Night will be held in May

Touch a Truck is being worked on and will be on Saturday, June 18th.

The Friends are hosting a Friends Social on June 9th with a tea tasting.

Unfinished Business

Facility

Front Door Threshold M. Glisson is working with Paul from the town. Paul is working with a third-party vendor as the town has some of the same issues with other buildings.

AV proposal- The Director provided a proposal overview on 4/20/22.

AV Proposal Explanation Narrative | Apr 20, 2022

Our proposal from CCS AV had three phases of options based on our discussion with them in which we outlined what we are hoping to do with the system now and in the future. We talked a lot about user experience and what worked well for us and what we found challenging.

The list can be summarized in three parts:

Upgrade to our existing system - updating the sound system, installing additional ceiling mounted speakers and replacing the existing ones, and a new network of controllers(the part that makes it all work).

Within this upgrade they will install the blu-ray players and microphone components in the podiums that are in the front of the room. We will still have the option to disengage them from the wall and move them out of the room completely if we wish. This will give us the ability to control the DVD/blu-ray player without leaving the room, a detail that is a challenge with our current set up and the player's location in the rack in the hallway. Since there's no additional

cost involved in terms of labor or cabling, and since our smaller AV rack will no longer support upgrades with new components, we determined that we would like to house the new AV rack to the storage/electrical room in the center of the downstairs so that it will be behind locked doors. This location will be ideal, since there will be no need to interact with the system in the rack to make the system run, it will provide an additional layer of security for this expensive piece of equipment, and would eliminate any ambient noise, as the system is running.

Hybrid videoconferencing: We discussed that we want to expand our options for hybrid programs and classes that we are able to offer. After discussing the proposal and what they were able to provide for technology, we determined we are able to provide a comparable level of interaction using a second OWL unit which we have purchased and will be able to connect with the existing OWL for larger groups.

Wireless presentation: We chose to remove this section from the proposal as the technology did not quite align with what we were looking for, but it is listed as an additional option at the end of the revised proposal.

We discussed our initial preference to do the upgrade project in phases and weighed the pros and cons of that. We ultimately determined that it would be more cost-effective to do the upgrade to the existing system as one project. In this way, CCS will be able to set up the system in the new rack in their warehouse, so that they can effectively program and test everything in advance to make sure all components are working (and will replace any that are not) prior to installation at the library. In addition, a single upgrade implementation will eliminate potential cost hikes due to the volatile supply chains as well as additional labor costs.

Option: Purchase one year service agreement for \$1795. Covers 16 hours in-person support and 8-hours telephone support. Extends manufacturer warranty to one year (from 90 days).

Project Cost Summary:

Project Total: \$50,532

Video equipment	\$9,623	Equipment total	\$30,711
Audio equipment	\$8,030	Labor total	\$19,820
Control equipment	\$8,729	Rack and accessories	\$3,160

Shipping \$1,170

Labor & Integration

Engineering	\$3,360
Install	\$6,650
Rack fabrication	\$1,760
Field engineering	\$1,000

Quality assurance	\$1,000
Project management	\$1,000
Programming	\$4,800
Training	\$250

04/19/22 Revision Cost Summary

The proposal from CCS AV was reviewed and discussed. M. Glisson and H. Rainier advised the trustees that it would be in the best interest of the library to move forward with the whole proposal instead of a phased approach due to the rising cost of supplies and labor. Also, the availability of the items as many of the items could be out of stock. It was pointed out that labor costs and equipment costs have increased since the original quote in February

T. Hooker made a motion to award CCS AV the project for the AV replacement and upgrade of existing AV equipment for standard compliance in the meeting room for \$50,532. Seconded by L. Kleinschmidt

Discussion: We are awarding this to CCS AV due to our continued working relationship and quality service with this vendor for the past 3 years. The AV replacement will be funded by the Affinity Grant.

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Generator-moved to items tracking since this is being completed by the town. Will wait to hear more from the ARPA planning committee.

Staff survey-S. Mack presented the results that were completed by the staff. The trustees to review for the May meeting. The trustees would like to thank that staff for their feedback.

Staff performance appraisals-S. Mack reviewed and felt they were very comprehensive;

H. Rainier reported that performance appraisals have been given to all staff members

H. Rainier stated that after completing the performance appraisals, a new performance management system will be developed based on learning outcomes from a presentation by Primex's human resources expert, Carol Kilmister. The system will include monthly meetings with dept heads; professional development tracking; monthly staff reports that reflect back to the job description; employee notes tracking linked to job description elements which will lead to a more efficient development of the annual evaluation.

Policy Review discussion- The policy matrix was presented to the Board with an outline of recommended timing to review or revise each of the library's policies over the next two or three years.

Affinity Grant ends April 30, 2022. Debbie has submitted all of the entries received by the library as of the week of April 22.

Other unfinished business

Locker status -The lockers have not been shipped yet. M. Glisson is actively coordinating between GMILCS and the locker developer to coordinate system integration. The lockers will pull the following data from the Polaris automation system: Patron name, email address and phone number only. There will be no material information transmitted to the locker software, ensuring patron privacy is maintained.

Alarm Upgrade: M. Glisson and H. Rainier have met with three different vendors, reviewing their recommendations for system upgrades and obtaining quotes. They plan to have a quote and recommendation for review at the May meeting.

New business

Donations

Dennis Teravainian \$10

Model T \$30

Sew Bee \$18

L. Kleinschmidt made a motion to accept the above donations. S. Mack seconded the motion.

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Motion Passed

End-of-year spending was reviewed & discussed. The Director provided an outline of expenses as of 4/25/22 and planned expenses for the remainder of the year in addition to a list of item recommendations for year end expenditures.

L. Kleinschmidt made a motion to over expend the new equipment line by \$2000.00 to buy a book drop for the external book return closet; two-standing desks and a laminator. Seconded by S. Mack

Discussion: The current book drop has slots on the sides which allows very slim materials to be lost underneath the bottom and is a physical challenge to retrieve

materials from. The two standing desks will be for the Youth Services desk and the Technical Services Assistant's desk. The laminator is intended to supplement the library's high-capacity laminator that is not efficient for single page use.

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Motion Passed

L. Kleinschmidt made a motion to over expend the Information Technology by \$4143.29.
Seconded by S. Mack

Discussion: The below is a summary of the additional expenses for FY22, totaling \$4227.

\$1,900 Assabet increase over TixKeeper. Includes additional modules for room bookings and event promotion integrated with the library website.

\$579 Increase for Library Aware over Constant Contact. Library Aware has increased value to promote the library collection both electronically and in the library.

\$1,488 Maintenance contract for self-pickup lockers for first year.

\$260 Annual cost for providing Hotspots.

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Motion Passed

L. Kleinschmidt made a motion to replace VAV for staff room/ladies room for \$1200.
Seconded by S. Mack

Discussion: The VAV replacement will allow for regular heat in the Staff and Women's Restroom in the upstairs of the library.

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Mechanical Room door -H. Rainier recommended that we replace the Mechanical Room door based on the recommendation from Mark at Tombs Door that the damage on the left side above the door handle and lock has compromised the door's fire safety protection. Additionally, the non-standard size (thickness and dimensions are not compatible with the key locks we are adding to our storage doors. Tomb Door gave an estimate to replace the door for \$1640. S. Mack made a motion that we replace the door. Seconded by L. Kleinschmidt

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Motion Passed

Carpet cleaning-L. Kleinschmidt made a motion to have the high traffic area in the upstairs of the library along with the children's room for up to \$1500 with Dirt Away. Seconded by S. Mack

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Motion Passed

Meeting room dividers M.Glisson has been trying to find a vendor to quote the replacement of the meeting room dividers. He has attempted to contact three vendors, two of which did not respond to multiple phone calls and emails. Dividers Plus, who originally installed the dividers suggested there might be an option to repair and refinish the existing dividers. They will be visiting the library within the week to review our options.

Digitization scanner-

T. Hooker to make a motion to purchase an Epson Perfection V950 Pro Photo Scanner up to \$1500.00. Seconded by S. Mack

Discussion: The scanner will be utilized for the library's new and ongoing digitization efforts. The Library was able to borrow this device from the NH State Library to trial and determine it is the best option for our needs.

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Motion Passed

Updated employee classification-received an updated Classification Plan that the Town Council voted on and is effective 7/1/2022. The starting wages and maximum wages have been increased by 1.6% COLA.

Personnel plan updates- H. Rainier provided a copy of the personnel plan (via email on 4/15/22) to the Board with recommended sections for review or edit. H. Rainier suggested we review a section month to keep it current.

The director reached out to Primex regarding the review of our personnel plan and their response was " In terms of your personnel plan, unfortunately, we don't have the capacity to review these for our members. If you have one or two specific employment policies that you'd like reviewed, we could ask our Staff Attorney, Kate Spillane for her availability, but otherwise it is beyond our ability. It's great that you plan to have a final legal review (good practice) and I recognize the cost associated with this review can be cumbersome"

Access to library files- M. Glisson and H. Rainier will print backup security keys for their Last Pass accounts. These will be secured in a locked filing cabinet that trustees have access to.

Employee files-H. Rainier shared that it is not best practice to keep notes in the employee file until they are shared with them. Employee notes should be separate until shared with the employee. She confirmed this best practice with Carol Kilmister at Primex.

Policies

3D Printing Policy:

Changes recommended: Switch PLA to ABS for filament type, remove volunteers from those that will run the 3D printer on behalf of the library. T. Hooker made a motion that we adopt the updated 3D Printer policy. Seconded by S. Mack

Discussion: It was noted that we have changed our filament type with our updated machine, the removal of volunteers is a reflection of the original intent that a particular

volunteer had been in mind when the policy was first drafted and is no longer applicable.

Roll Call Vote:

L. Kleinschmidt-yes

M. Farwell-yes

T. Hooker-yes

S. Mack-yes

Motion passed

Other new business

Library open on Sunday? -L. Kleinschmidt asked about the library being open on Sundays and if this was an option going forward?

H. Rainier stated that at a recent meeting of Directors of Urban libraries that staffing for Sundays has been a consistent challenge and the return on investment for the number of patrons utilizing the additional hours was not in balance with the cost and challenge created by staffing. L. Kleinschmidt will reach out to the Worcester Public Library which provides Sunday afternoon hours to learn more about their experiences and any obstacles they may have had.

Non Public if needed 91-A:3 Ila (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 meeting and (2) requests that the meeting be open, in which case the request shall be granted. II(b) The hiring of any person as a public employee. ,c) Matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself, unless such person requests an open meeting. This exemption shall extend to any application for assistance or tax abatement or waiver of a fee, fine, or other levy, if based on inability to pay or poverty of the applicant

M. Farwell made a motion to enter into nonpublic Seconded by S. Mack

Roll Call vote to enter nonpublic session:

Mary Farwell Y

Linda Kleinschmidt Y

Tammy Hooker Y

Sandra Mack Y

The motion passed

Entered into non public at 7:23 pm

Exited nonpublic at 7:57 pm

M. Farwell made the announcement that the minutes of the nonpublic session will be sealed

L. Kleinschmidt made a motion to adjourn the meeting T. Hooker seconded the motion.

Roll Call Voted:

Tammy Hooker,-Yes

Linda Kleinschmidt-Yes

Sandra Mack-Yes

Mary Farwell-Yes

The motion passed

Meeting adjourned at 7:59 pm.

The next meeting is scheduled for May 23, 2022, at 5:30 pm.

These minutes recorded by Tammy Hooker

May meeting:

- Updated End of year budget-Heather
- Affinity update-Barbara
- Locked-in rates with our utilities company-Heather
- Preparing for Book and Program Challenges. H. Rainier will share her notes with the Board in advance of the May meeting.
- Personnel plan updates- All trustees will review the Personnel Plan updates and Mary will add a section to review for the upcoming May agenda. - All trustees & Mary
- Tammy to contact members of NHLTA on how to handle an appeal process-to be handled
- Does the backup token with LastPass expire -Mark
- Heather & Mark Staff continuing education - How are the write ups to the attended workshop handled after they're completed? Follow-up?