

Board of Trustees
Pelham Public Library

March 18, 2015 Meeting Minutes DRAFT

Call to Order: The meeting was called to order by Lori Adams at 6:35 PM.

Members present: Lori Adams, Darlene Michaud, Rose Ann Cares, Cindy McGhee, and Karen Baillargeon.

Others present: Irja Finn, Director Rebecca Crockett, Adult Services, Webmaster

APPROVAL OF AGENDA

A motion to accept the agenda as amended was made by Lori Adams and seconded by Darlene Michaud.

Lori Adams made a motion for all Trustees to remain in their current roles.
Motion made for Karen Baillargeon to assume the Secretary responsibility vacant due to Carolyn Thompsons departure from that role.

Motion approved 5-0-0.

Treasurer's report

The February Treasurer's report was reviewed

For February 2015:

The beginning balance of the trustees' bank account was \$12,642.93

Deposits of \$ 153.58 were made in February.

Expenditures of \$470.30 were made during the month of February.

The end of the month balance in the account was \$ 12,326.21.

Lori Adams made a motion to accept the Treasurer's report, seconded by Rose Ann Cares. Motion approved 5-0-0.

Cindy McGhee made a request of 2000.00 from Anna Beaudoin Trust for large print.

Rose Ann Cares suggests a revision ("withdrawn" column) to be considered on the Trust Funds accounts.

Cindy states will attach a page

Secretary's report

The meeting minutes for the February were submitted by Carolyn Thompson.

Director's report

Budget:

- The FY2015 budget passed! Our municipal appropriation is
- In the process of preparing the Personnel Action requests, I noticed a potential shortfall in the salary line item due to a miscalculation of ETO coverage expenses.

Maintenance and equipment:

- Two new barcode scanners were purchased (\$229 each) for the main circulation desk. The old ones were having difficulty reading patron and item barcodes. Patron complaints of items being returned, but not properly checked in, prompted this purchase. As funds allow, the barcode scanners in Children's, YA and Technical Services should also be replaced. Town IT assisted with the purchase.
- The antique clock is in the process of being repaired. The clock stopped in mid- February. McKenna Clock came out and adjusted the clock. Four days later it stopped again. Jim McKenna is due back this week to reassess.
- Piled snow and ice created tremendous pressure against the windows in Technical Services and in Non-Fiction. The window sills were actually starting to buckle, warp, and split under the pressure. The Town sent Boyden Landscaping to come and clear these areas.

- Rondeau Roofing's team was frequently here dealing with the flat roof and the ongoing staff room leaks. Also they worked on ice removal from the higher peaks, after one town building had a substantial ice block fall and do damage. The highway department then came and cordoned off the area.
- Roof and ice damage have also taken their toll on the window screens. The insurance adjuster from the Town came through, and all damaged screens were reported along with the other winter weather damage.

ILS and Related:

- In spite of several weather closings, delayed openings and generally lousy weather, ADULT materials are still showing an increase in circulation over last year. Feedback on the shorter wait times for best sellers and the addition of TV series to our DVD collection offerings is positive.
- Rebecca Crockett has done an amazing job revising the webpage. The landing page has the events calendar and WOWbrary prominently featured.

Staffing:

- Lucie Gratton submitted her resignation effective Thursday, March 26th. We are currently cross training Rebecca, Nicole and Jen for certain aspects of the Circulation manager's position.
- Jo-Ann will be out for 2 weeks' vacation from 3/26 thru 4/13. Nicole and Jen have both been trained on adding magazines and the hot titles into the catalog, so they may circulate immediately.
- Performance evaluations for non-contract employees were completed, PARS have been submitted to bring those employees to STEP 1 of the Pelham Library pay matrix.

Outreach:

- Two "Saturday Morning at the Movies" were presented with mixed results – zero to sixteen attendees. The Molly Hobbs Room is a great venue now, with the new projector and wall mounted screen. Hard to determine if poor attendance was due to weather or content. We are going to continue to offer 2 films per month – one adult, one children's for another few months to see.

Professional /Staff Development:

- Attended the Merri-Hill-Rock Meeting for March in Manchester. The State Librarian, Michael York gave updates on library issues at the state level, as well as answered questions on the statewide catalog NHUPAC replacement
- Plaistow Librarian gave a reference presentation on the National Library of Medicine's new patient/patron interface. We can now link directly to their page under HEALTH reference.
- A "Reference 101" training has been scheduled for our May Staff meeting, presented by Bridget Rawding, former Director of the McQuade Library at Merrimac College. Conducting the reference interview and improving your catalog search results will be covered.
- Ron O'Keefe from Property Liability Trust (the Town's insurer) is willing to come and down a workshop on "Dealing with Difficult patrons" looking at dates in June and July.

Maintenance and Equipment:

- Irja contacted the Town Electrician regarding upgrading the TV cabling from data closet up to the electric box on the floor of the Molly Hobbs room. The Electrician suggested installing input/output so as to accommodate future live broadcasts and/or presentations, etc. A quote of 225.00 was made and a promise to have the job complete in time for the Red Sox Opening Day program Monday, April 13. Motion to approve Fines and Fees (up to 300.00) made by Lori Adams, seconded by Rose Ann Cares. Motion approved 5-0-0.
- Yearly service on the Grandfather clock scheduled to take place in April.
- Rebecca Crockett (present) has updated the Library Web Site. Director and Trustees all committed on the outstanding job done by Rebecca! It was discussed 1/3 of Rebecca's productive time is focused on Web development/Marketing concern being it takes away from the Adult program focus. Rose Ann Cares suggested we look at the High School for support. There was concern regarding the effort and time it would take to oversee that support.

Adult Services

Adult Programming:

The library offered six Adult Programs in February, including our most successful Program, *“Legendary Locals” Author Signing with local Author Diane Chubb*. Other programs included the rescheduled *(Not So) Elementary, My Dear Watson, Time Management with Certified Professional Organizer® Lorraine Falcone* and the library’s first adult title in our new *Saturday Film Series: Boyhood*. Monthly programs such as the *Pelham Reads Book Club* and *Idle Hands Craft Group* were also held in February.

As with last month, event turnout has been noticeably low. With the exception of *“Legendary Locals,”* which attracted 17 patrons, no program exceeded 7 participants and most pulled in between 2-5 attendees. It is my continued recommendation that the library limits winter programming and conserves staff time and resources for fairer months that have historically showed better turnout.

Collection Development:

Lots of changes happened this month on the First Floor! We’ve finished the **Large Print** move, and Large Print titles can now be found in a separate section located along the far wall in the Adult Fiction section. We’ve moved our **Graphic Novels** to the reading room, where they can be displayed at advantage and hopefully will become more visible to patrons. Since the move, there has been a small uptick in Graphic Novel circulation.

Our **New Items** wall has been revamped to include **new DVDs** and **new Large Print titles**. By grouping all new items together, we’re hoping to make browsing and discovery easier for patrons who prefer the latest and greatest titles. Recent research into our historical data seems to show that the majority of our patrons prefer to check out new items (titles added within the past year). Further shifts may occur as we continue to study these trends and better understand them.

Circulation:

Statistics	Feb	14-Feb
CIRCULATION		
REGISTERED PATRONS:	5682	5622
Checkouts	2888	2835
Renewals	1050	915
Reserves	174	123
Downloadable Books Circ	811	582
MONTHLY CIRC TOTAL:	4749	4332
ONLINE SERVICES		
WEBSITE VISITORS	1245	938
WEBSITE VIEWS	4524	3,622
ONLINE DATABASE USAGE		
Ancestry	7126	No
Britannica Searches	NA	No
Ebsco Searches	40	No
Transparent Language Online	39	No
TOTAL DATABASE USAGE:	7205	3852
MUSEUM PASSES		
Museum of Fine Arts	3	6
Museum of Science	9	12
New England Aquarium	7	19
Zoo New England	NA	4
Merrimack Repertory Theater	0	0
TOTAL MUSEUM PASS CIRCULATION:	19	41
PROGRAMMING		
Adult Programs Presented	6	5
Adult Program Attendance	38	72
Computer Courses Offered	2	2
TOTAL PROGRAM ATTENDANCE:	19	41
Adult Non-Library Programs Presented	16	No
Adult Non-Library Attendance	64	6
TOTAL COMMUNITY USAGE:	83	41

- January and February program participation was poorly attended due to the terrible winter weather we experienced this year. It was agreed, in the future, to “schedule light” and schedule lower expense programs during this bad weather season. This will give staff the opportunity to focus on

other tasks such as weeding, shifting, reader's advisory, program planning, marketing.

- Darlene Michaud suggested a "sign-up" for the Adult Programs be created. Also Email notifications on upcoming events and reminders.
- DVD usage is high. Series DVDs are popular.

	January – 2015	February – 2015	2015 YTD
ILL's Loaned	45	93	138
ILL's Borrowed	39	26	65
Total	84	119	203

Children's Report:

Library Usage Tallies:

Children's Computer Usage*	~5/day
Children's Reference Transactions*	164
Number of Children Special Programs Offered **	6
Number of Story Times Offered	10
Use of Molly Hobbs Room(includes all program usage)	51
Molly Hobbs Program Attendance (children & adults)***	517

*These tallies are now recorded for Children's Area only. YA Area statistics are included in YA librarian's report.

**Tally includes all Children's Events beyond regularly scheduled story times

***Tally includes count for all events that take place in Molly Hobbs Room

Highlights for February:

- **Story times resumed** with our winter theme of “Baby, It’s Cold Outside!” This 8 week program will feature lots of snow, ice and winter fun activities, polar animals and lastly- “Beach Week!”
- **Daddy and Donuts-** 10 kids and Daddies came to the library for a Valentine-themed story time.
- **FLIP met twice this month.** Once to conduct regular FLIP business and again to continue planning for our April 10th Gala- “An Evening in the Stacks- Murder and Mayhem at the Pelham Library”.
- **We conducted a contest in the Children’s Area this month** with a Monster themed scavenger hunt. Again, the prize was a donated pop-up book about monsters. The children who came to the library during school vacation were excited about this activity and we had lots of entries in the contest. The monsters on display throughout the library were made by our creative library staffer Teresa O’Hearn.
- **February Drop-In Craft-** 40 patrons stopped by the library on Thursday afternoon, Feb 12th, to make Valentine necklaces and cards. Members of our library TAG were on hand to assist with this well-attended event.
- **February School Vacation Week-** “Monster Week- Ahh!!!” was a popular theme with 164 attendees through the vacation week. The highlight of the week was “Making Monster with Morgan”. Morgan Pinksten, a PHS senior, helped the kids create a monster of their choice using paper, glue and a few collage add-ons. Check out the decorations at the Main Circulation desk to see the results of this great program! The showing of “Monster’s University”, accompanied by muffins, was a big draw also with 58 movie goers in attendance. The kids and their families were enthralled with seeing the movie on the “big screen”!

Upcoming Events for March 2015:

- Saturday, March 7th- Daddy and Donuts
- Tuesday, Mar. 10th and Thursday, Mar. 12th – FLIP Meetings
- Saturday, March 14th- “Big Hero 6” showing in Molly Hobbs Room
- Tuesday, March 17th- “Lego My Library”
- Thursday, March 19th- “Stuffed Animal Sleep-Over”
- Saturday, March 21st- “Theory of Everything” showing in Molly Hobbs Room
- Saturday, March 28th- FLIP Book and Bake Sale

Lori Adams made a motion to accept the Children’s Report, seconded by Rose Ann Cares. Motion approved 5-0-0.

Technical Services: Lori Adams made a motion to accept the Technical Report, seconded by Rose Ann Cares. Motion approved 5-0-0.

New Business:

- Lori Adams stated Performance reviews are due for Director and Rebecca in May. Performance review questionnaires will be mailed to Library staff mid-April.
- All raises should be seen in this week’s payroll checks.
- Irja voiced concern regarding the current staffing shortage/coverage. Lucie Grafton gave her resignation and another employee has had to adjust her schedule due to personal reasons. Tuesday PM’s are particularly short staffed. Rose Ann Cares suggested next year extending operational hours until 6 PM and on weekends. Overall, to set a goal to stay open longer at night and Saturdays. Karen Baillargeon asked if the Library would be able to utilize volunteers .Irja stated we are unable to do so due to

confidentiality rules and standards that are in place. The Importance of cross-training of all staff was also discussed. Given the current coverage issues, the lack of non-budgeted non-productive hours available and the new open position, it was suggested by Irja to create a subcommittee to work with her and review the overall staffing matrix. Cindy McGhee and Karen Baillargeon offered to support Irja in this effort and will meet 3/29.

- Irja Finn, Lori Adams and Cindy McGhee will attend the NHLTA conference in May. Conference attendance will be funded by the Brown Fund Trust. Lori Adams approved, Cindy McGhee seconded. Motion approved 5-0-0.
- Vote to accept employee resignation, Lucie Grafton. Lori Adams approved, Rose Ann Cares seconded. Motion approved 5-0-0.
- 139.98 Funds/Fees approved to purchase 2 cases of paper. Karen Baillargeon stated lower prices should be available for paper. Lori Adams suggested Irja check with Staples regarding cost. It was discussed paper usage is very low. Lori Adams approved, Rose Ann Cares seconded.
- Motion to accept donation of Sony DVD player. Motion approved Lori Adams, Rose Ann Cares seconded.
- FLIP: It was discussed and decided, following the scheduled GALA Event, that an invitation will be sent to the FLIP President and VP to attend an upcoming Board of Trustees meeting in an effort to promote an open line of communication regarding future projects and expectations including but not limited to Library staff involvement. Darlene Michaud will invite FLIP Representatives to 5/20/15 scheduled Trustee meeting.
- A request on behalf of the Pelham Parent Teachers Association was made asking to contribute/ sponsor a bench for the new Pelham Elementary Outdoor classroom. Motion to approve for 165.00 to be funded by the Brown Trust Fund. The etched message on the bench will read: *"The more that you read, the more things you will know. The more that you learn, the more places you'll go."* Dr. Seuss.

Motion to approve was made by Lori Adams, Seconded Rose Ann Cares. Motion approved 5-0-0.

- Policy Manuals: It was decided each Trustee will be assigned policies to review. The recommendations will be presented to the Board and revisions made as necessary. Karen Baillargeon was assigned Personnel Policy, Article 3 "Recruitment, Testing, Hiring".
- Trustee orientation for Karen Baillargeon will be held on April 18 in Hooksett New Hampshire.

Public Meeting Adjourned: The meeting was adjourned by Lori Adams at 8:00PM.

Next Public Meeting: Wednesday, April 15, 2015 at 6:30PM, Pelham Public Library.

Respectfully submitted,

Karen Marie Baillargeon, Secretary

Board of Trustees