

**Tracy Memorial Library
Board Meeting Minutes
October 16, 2014**

Present: Frank Anzalone, John Garvey, Bruce Parsons, Casey Biuso, Dave Harris, Kristina Regan, Fiona Mills, and Sandra Licks.

Meeting Minutes. A motion was made to accept the Board Meeting Minutes of Sept. 17, 2014. The motion was seconded and approved.

Acceptance of Cash Donations. A motion was made to accept \$85.00 in September. The motion was seconded and approved.

Committee Reports

Librarian's Report

Sandra shared a summary of current programs offered in the Children's area including two preschool story time groups as well as four local preschool groups that attend story times on alternate weeks. Kathy has received several positive letters from parents whose children attend the story times. Kathy is hosting a Reading Adventure group with K-2nd grade beginning next week as well as a special storytelling program with local storyteller Simon Brooks.

Sandra reported that Marcia and Megan, new employees, completed their orientation training and the TML staff took them out to lunch after which Megan sent along a heartfelt thank you letter. Sandra recently worked with Marcia at the circulation desk and reported that she is a wonderful worker.

Sandra provided an update on the Reading Room renovations noting that room was painted on Sept. 28 and Dave helped move out some old furniture in order to make room for new furniture that has arrived. She noted that she is just waiting for decorator to have time to oversee the finishing touches including arranging the new furniture in a couple of weeks.

Sandra reported on the volunteer lunch that took place this past Monday, October 13. About 36 volunteers were in attendance (low turn out possibly due to the Columbus Day holiday). Sandra suggested moving the date to the following Monday next year or hosting it in an evening.

Sandra reported that the recent Local Author Night hosted by The Friends was a huge success. A couple of dozen people attended during which nine local authors spoke for about ten minutes each and afterwards people lingered to chat with the authors and The Friends netted \$125.00 overall from the selling of books. In the spring, The Friends will host local children's authors evening. Sandra underscored how appreciative the authors were to have the opportunity to share their work with audience.

Sandra reported that Citizens Advisory committee have selected Sandra as their upcoming featured speaker. TML will host the event on November 15 at 7:30 a.m.

Sandra reported that TML has participated in the Pumpkin People contest and created Marian the Zombie librarian who is positioned outside the library's front doors on Main Street.

Three staff members attended a one day reference services conference (Sandy, Missy, and Jo-Ann), Some featured sessions included Information on the Invisible Web and Customer Service in the Online Age, etc.

Treasurer's Report

Kristina walked us through the TML fiscal year-end financial report, which will be going in the town report. The report shows the library's income and expenditures for the year. It also shows our gift fund balances. Kristina took extra time to explain the gift funds and elaborated on how their interest is

accounted for. Kristina also reported that both Sandra and Patsy cross-checked the numbers in the report. Kristina noted that Patsy is doing a terrific job and that the transition to Quick Books has taken hold. With the addition of Quick Books, creating the TML financial report should be seamless next year as Patsy will also be adding the gift funds to the database.

Kristina also provided a draft of the YTD budget. She went on to explain that as of right now, we are tracking the budget by projecting when we foresee income and expenditures taking place. In the past, we simply had the annual budget and divided those figures by the months that had passed. Patsy suggested that we try this new reporting method so the process to track our budget is easier and more accurate.

Bruce inquired as to where we stand with clearing up where gift funds. Kristina stated that the priorities have been to get the bookkeeper integrated and finish the year-end financial statement. Kristina will be checking a few more budget figures and once complete will shift her attention to depositing the new gift fund and cleaning up the CD that has restricted and unrestricted funds commingled from the last few years.

Facilities Report

Dave reported that the generator failed recently after a power outage. Upon looking at the codes, it became apparent that the generator had failed the day before. Dave tried to trouble-shoot it and, meanwhile, Sandra called in someone to look at it and the company came out to look at it. Dave reported that there was an installation problem as it was set up for natural gas and the building uses propane. Massey deducted the charge from the bill. Sandra reported that this Tuesday the generator did not start during the scheduled self-test. Sandra reported that someone came out to look at it and there is a problem with the airbox. The new part has been ordered and will be here in a couple of weeks. Sandra reported that she can manually restart the generator as need be. We still need to decide which company to use for maintenance.

Dave reported that the Community Garden has shared a list of issues. Today the rain did flood out the rose garden and there is some concern about stone wall where in places some stones are getting pushed out with the rain. Rain barrels are overflowing and don't have much of an impact when there is a lot of rain. Dave checked the dry well in the back and it is dry despite all this rain. Richard Lee gave Dave the backstory of the dry well. A contractor did some excavation in the early 1990s and broke the line to the dry well and Richard suspects that the contractor never fixed that line. Dave reported that we plan to hire someone to come in with a camera and snake it through the pipe to figure out where it is connected and whether or not there is a break in the pipe. Ultimately, we want the water that flows off the roof into the rain barrels to be captured before it gets to the stone wall and direct it into the dry well. Approximate price is \$500.00. If we can coordinate with Richard when he is doing another project, we can potentially reduce the price. Dave noted that there are French drains outside the perimeter of the building and that we need to figure out where the discharge is for those drains. We may also be able to use a camera to go under the old building to figure out the water drainage system.

Dave also reported that the Community Garden noted that the cover for the dry well is broken and that Richard Lee can repair it. They also requested that we prune a few more tree branches out front and over the rose garden.

Frank reported on some rotting in the front columns and reported that we can fill those areas instead of replacing the columns.

Frank also reported on his meeting with Doug Waitt during a recent walkthrough. Frank noted that they are trying to find a way for staff to have more control over the air control and quality and to be able to access fresh air when so desired. Frank reported that we will move over the dehumidifier in the mechanical room or possibly purchase a new one. Sandra noted that we can run the A/C on the dry setting to remove some moisture from the area, but it is not an actual dehumidifier. Frank noted that we need to find the tube that connects to the dehumidifier in the art room and that we may need to replace it. Sandra noted that there is a heavy wet sock odor at the bottom of the stairs and that Air Design will come in and use a bleach fungicide treatment to try to alleviate it. Sandra noted that they replaced a control unit in the Tomie dePaola room. Bruce confirmed that we still have a leak in the furnace room. Sandra noted

that she is waiting to hear back from Air Design on some of these issues and Bruce suggested that Sandra send a note to Air Design and to cc Doug Waitt on it.

Bruce reported that Pete Swislosky has been working on the list of handyman items and we are still waiting on pricing for some of the bigger issues. Sandra reported that the trim around the back wall has been painted. Bruce noted that there are many portions of trim that need to be repainted or replaced and that Pete will work on that.

Sandra reported that during the recent power outage last week, the phone system did not come back online (generator had failed). But phones are on a back up battery so theoretically should have worked, but Dave and Sandra were able to troubleshoot and figured out that the UPS system needed to be replaced and so she ordered one and all is now fine.

Personnel and Policies Committee

Casey reported that the Wilmot Library hosted area libraries and trustees and noted that a very interesting conversation was led by head of the Wilmot Library board of trustees. Danbury library was there and shared their recent struggles and the Bristol library shared their successes. The meeting will take place again and hopefully more libraries will be there to share information and ideas about programming and best practices regarding trustee meetings.

OLD BUSINESS

Public Computer Update

Jo-Ann provided a report on challenges she has faced with installing the new patron computer system. Jo-Ann reported that the new system has not been working as well as expected. There have been issues with updating the system and we needed to have special lockdown software so that patrons couldn't access some parts of server. Initially, Jo-Ann tried to rectify situation on her own and then tried to enlist Systems Plus to help her figure it out. After many weeks of frustration, Jo-Ann reported that they have decided to scrap the current system and return it and purchase a new system. A local tech guy, Denis Ferland, came in to assess the system and reported that the entire system would have to be rebuilt which is not feasible. Denis will keep working with Jo-Ann through the transition and he is very affordable and competent. Jo-Ann and Sandra reported that they have decided to use Chromebooks because they are very easy to maintain although there are some limitations with printing and with utilizing Microsoft Office with the Chromebooks. Google configures and runs the system and they are very financially affordable and have an easy to use administration panel. Word-processing is a potential stumbling block, but Jo-Ann is working on it. The Chrome boxes will replace the current units downstairs. John raised question about security of Chromebooks and Chrome boxes. Jo-Ann reported that there are special locks that can be purchased for them. People can use the two Chromebooks for up to an hour at a time and they are checked out to a patron's card. We will replace all the computers with Chrome boxes.

Meeting with Planning Board re: FY 2016 CIP

Sandra reported on meeting at the planning board and that the discussion turned towards the parking situation – in particular, issues around parking at Whipple Hall. Bruce and Sandra were able to share concerns about not having enough parking in the municipal lot when there are events at the library and the dangers of crossing Pleasant Street from the lot. Sandra and Bruce suggested expanding current parking lot to behind the information booth and also mention the possibility of a fence or shrubbery along edges of parking lot on Pleasant Street. Bruce noted that the meeting went very well.

NEW BUSINESS

Suspended Patron Procedure

Sandra provided a brief overview of procedures to deal with overdue items and the process of suspending a patron's account. Sandra noted that there are fees that are associated with reinstating a

patron's account. Currently, there are ninety patrons with suspended accounts dating back to the 1990s.

The suspension of a patron's account usually only happens about once or twice a year and it is rare that patrons ask to be reinstated, yet it has occurred twice in the past few weeks. One case involved a non-resident youth account that was suspended a year ago and the parent handed in some money and staff member reinstated the patron. However, only Sandra or Missy can reinstate a patron and the patron did not give the necessary amount of money. The other case involved an adult patron whose card was suspended in 2008. The patron filled out a new registration card and staff member realized that the account was suspended. When staff member informed the patron, the patron stormed out of the library. Mother of patron called to figure it out and Sandra informed mother of the account and money owed to reinstate the account. Bruce inquired as to whether there are any changes we should make to these policies in order to handle these situations better in the future. Bruce suggested adding an addendum to the policy that explicitly states that patrons can only have accounts reinstated through a face to face meeting with Sandra and/or Missy. John suggested putting together a handout with the explicit policy on it that staff could hand to such patrons.

Upcoming Holiday Closures

Sandra reported upcoming library closings on the following days: Tuesday, November 11 (Veterans' Day), November 27 and 28 for Thanksgiving, closed on December 24 after 1p.m., closed all day on December 25, closed on December 26, and closed on January 1. Motion was put forth to approve these closings and was seconded and approved.

UPCOMING SPECIAL EVENTS / MEETINGS

- Daisy's Retirement Party, October 18, 10:30 – 11:30 AM
- Budget Committee, October 29, 7:00 PM
- Friends annual meeting, November 12, 7:00 PM
- Nancy Rollins tour (TBD)

OTHER BUSINESS / FUTURE AGENDA ITEMS

NON-PUBLIC: the Board of Trustees may enter into non-public session, if so voted, to discuss items listed under RSA 91-A:3 II (a-h)

NEXT MEETING

- **Thursday, December 4 at 3:30**

ADJOURN

Meeting adjourned at 5:10 P.M.

Respectfully submitted,

Fiona Mills
Secretary