

## TRACY MEMORIAL LIBRARY BOARD OF TRUSTEES MEETING

Wednesday, February 19, 2020 at 5:00 pm

### The meeting was called to order at 5:03pm

Present: Wendy Dumais (Chair 2021), Eula Kozma (2021), Nancy Mahar (2022), Frank Anzalone (2020), John Garvey (2020), Gordon Terwilliger (2021), Kim Bonin (2022) and Sandra Licks (Library Director)

### PRESENTATION BY MISSY CARROLL

Missy Carroll, the library Circulation Manager, spoke on the possible elimination of fines. Missy stated she had been employed at the library for 15 years and after 2 years into her employment she realized that the monetary fines were not helping to get the books back on time. She explained her process for notifying patrons of their overdue books: 1) the first overdue notice is mailed at two weeks past the due date; 2) a phone call is placed at week four; 3) at week six, a bill is mailed to the borrower, and Missy will follow up with a gentle reminder phone call to explain that other patrons may be waiting for the book; 4) at week eight, the borrower's account is suspended. This process takes a lot of time and paperwork. When the fine was increased from 10¢ to 25¢ there was more cooperation in getting books back. Currently many patrons who choose the three-day advance notice reminder have the opportunity to then call the library and renew. Missy feels she gives patrons plenty of notice and they understand what the consequences are for not returning books on time. She is aware that times are changing and many libraries are not charging fines but feels this will make it more difficult to get books back. Missy shared a story about a young patron who approached her at the circulation desk and explained she wished to pay her outstanding fines and replace her lost library card. When she completed her transaction, her sister stepped up and repeated the same request. Missy noticed the dad standing in the corner and observing his daughters' explanations. Missy opined this was a wonderful teaching moment for Dad and a wonderful learning moment for the children.

Q. John Garvey asked for a trial period. He suggested the new policy be posted on the website with an explanation that the library would reinstate fines if books did not get returned. John also suggested a congratulatory wall for children who return their books on time.

A. Missy explained it would be hard to bring back fines later, and that formerly the increased fines (10¢ to 25¢ a day) immediately brought more books and movies promptly and commented it is usually the same patrons who have trouble with overdue. She noted the past three years have been much better with the introduction of the Koha reminders.

Q. Frank Anzalone asked what age group was the most derelict in returning books.

A. Missy stated it was mostly children's books but the parent is the guarantor.

When asked, Sandra stated that area libraries like Sunapee and Warner have a "no fine" policy and they were enthusiastic about it. John suggested any new policy should be well publicized including *The Shopper*. Kim stated she thinks paying a fine lets some people off the hook as they feel they have "paid" for the extra time.

### MEETING MINUTES

The Board read over the minutes of the January 15, 2020 meeting.

**A MOTION TO APPROVE** the minutes of January 15, 2020 of the Tracy Memorial Library Board of Trustees Meeting was made by Nancy Mahar and **SECONDED BY** Eula Kozma. There was no discussion and the motion passed **UNANIMOUSLY**.

### **ACCEPTANCE OF CASH DONATIONS**

The library received donations of \$525 in January.

**A MOTION TO ACCEPT** donations of \$525 in January was made by Frank Anzalone and **SECONDED** by Gordon Terwilliger. There was no discussion and the motion passed **UNANIMOUSLY**.

### **COMMITTEE MEETINGS & REPORTS**

#### **Library Director's Report by Sandra Licks**

- At the last staff meeting on February 12 a self-evaluation form was passed out to all employees. Employees were asked to fill it out and schedule a one-on-one meeting with Sandra to discuss how the job is going. Sandra will then provide written feedback using a form based on that used by the Town.
- Winter Carnival brought 75 people came to the magic show at Whipple Hall, sponsored by Friends & Police Dept. The "Challenge the Librarian" trivia game had to be cancelled due to bad weather.
- Story time is held on Tuesday and Wednesday mornings and a recent theme was "sweets and candy" for Valentine's Day. Sandra commented she had the opportunity to fill in for Kristine and had a great time with the families in attendance.
- A new firewall has been installed as the previous equipment was aging. The new equipment is more secure and much easier for the consultant to maintain. Sandra informed that two additional Chrome books have been purchased for Youth Services.
- In response to a question from the Board, Sandra informed that the Library does not usually close on the school district "snow days" and in fact many people depend on the library being open when the schools are closed.

#### **Facilities Committee**

- Frank Anzalone reported there is a small hole in the heat exchanger in one of the boilers and a new one is being ordered. The one functioning boiler is running all the time now and the leaky one has been shut down. The building can still be properly heated on the remaining boiler and the upcoming frigid weather will be a test.

#### **Personnel & Policy Committee**

- Gordon Terwilliger passed out a suggested evaluation form for staff members to use for evaluating the Library Director. Sandra also passed out a form from the NHLTA website. These are to remain anonymous and should be put in Gordon's mailbox when complete.
- The trustee evaluations of the Library Director should be emailed to Wendy and the Committee will share with Sandra when the process is complete, hopefully before the April meeting.

#### **Open Discussion**

- John Garvey shared a recent additional option he discovered while using his Kindle. He said when a book is ordered for download, the user is offered the option of an audio copy.

This enables the user to choose between formats at any time, and the reader's place is saved automatically.

## **OLD BUSINESS**

### **Sprinkler System**

- Kim Bonin and Frank Anzalone had a few changes to be incorporated into the draft design & bid package of the sprinkler system. All the materials were brought to the public bond hearing and there was little input from the public. Both Kim and Frank thought they did a good job with the presentation. They suggested it would be prudent to think about the consideration of a beacon or a gong alert although that may be a decision for the fire department to make.
- Sandra asked if there was any input from the board about staying open or closing during sprinkler construction.
- Frank also asked for a cost to have concealed sprinkler heads.

### **FY 2021 budget: there will be three items for Town Meeting**

1. An operating budget request of \$565,000 which includes wages and benefits. This is 1.4% higher than last year.
2. A capital reserve request of \$35,000 for the planned update to kitchens and bathrooms for a total withdrawal of \$40,000.
3. A bond of \$250,000 to install a sprinkler system. The Selectmen will introduce the bond and Sandra will give an explanation. It is likely there could be a question if the \$250,000 is a solid number and this should be anticipated. The residents will vote by secret ballot on this item.

### **Three candidates running for two openings on Board of Trustees**

Frank Anzalone and John Garvey have finished their second terms, and voters will elect two of the three following candidates: Marianne McEnrue, Phyllis Magner and Steve Solomon. The candidates will provide candidate statements to be posted in the library.

### **Retreat idea: Starr LaTronica**

Gordon has scheduled April 16 to meet with Starr LaTronica of Brooks Memorial Library in Brattleboro, VT. She was previously the librarian for the Binghamton, NY School District and monitored forty different libraries, so she has a good sense of what a good library should look like. Ms. LaTronica has asked permission to bring along a trustee for observation purposes. She will meet with staff, Sandra and Board of Trustee representatives. There is a trustee meeting scheduled for the night prior, so it will be a good time to formulate questions. Sandra will have the opportunity to speak with Starr beforehand and it has been agreed there will be a travel and meal stipend.

## **NEW BUSINESS**

### **Director Sandra listed the many accomplishments of 2019**

- Annual Town Report included the number of active library patrons, the type and number of materials owned, the value of the collection, the type and quantity of materials borrowed, the top circulating titles and the circulation per capita.

Digital resources include a redesigned website, NoveList Select, IndieFlix, Koha Catalog, Smartphone library card, downloadables, HeritageQuest, Mango Languages, Britannica Reference Center, EBSCO Databases and Facebook page.

Other services include a WiFi hotspot for circulation to patrons, the Tracy Little Free Library at Bucklin Beach, updated WiFi within the building, new computers for public use and an upgraded A/V system in the meeting room.

An excellent staff, a Board of Trustees, many long-time volunteers, the Friends of Tracy Library and the Gardeners at Tracy Library, support Tracy Library and make it a wonderful jewel in this town.

### **Annual Review of Library Director**

See above under heading **Personnel & Policy Committee**

### **UPCOMING SPECIAL EVENTS / MEETINGS**

- Director Sandra Licks is on vacation the week of February 24, 2020. Frank Anzalone and Kim Bonin will step in if there are any building issues.
- Town Elections are March 10, 7:00 am – 7:00 pm in Whipple Hall.
- Town Meeting is March 11 at 7:00 pm in the Outing Club Gym.
- Thursday's Child at New London Inn to benefit Friends and Garden is March 12.

### **OTHER BUSINESS/FUTURE AGENDA ITEMS**

- Election of officers, committee assignments & liaisons will occur at the April 15 Board of Trustees meeting. The two new members will meet with Sandra and Kim for orientation before this meeting.
- There will be a Public Hearing at the April meeting to accept the unanticipated generous gift of \$5,000. Due to the amount this must be advertising as a public hearing in order to get approval for acceptance. Sandra to speak with the contributing family to ascertain if they have a preference as to how it should be spent.
- Consider elimination of overdue fines at April Board of Trustees meeting: Sandra and staff will think through the logistics of a rollout. It was stated that the Seattle Public Library has no fines and their web page gives a very thorough explanation of why to go "fine free."
- Set fees for FY 2021 (copier/printer, nonresident, etc.) to be done at the April meeting or later.

**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**

- Third Wednesday at 5:00 pm (tentative): skip March due to Town Meeting, April 15, May 20, June 17, July 15, August 19, September 16, October 21, November 18, December 16

**MOTION TO ADJOURN** the meeting was made by Nancy Mahar and **SECONDED** by Frank Anzalone. The meeting adjourned at 6:20 pm.

Respectfully submitted,

Jennifer Vitiello  
Recording Secretary