

## KEENE PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Tuesday, December 19, 2023 at 5:00 PM

Miller-Vincent Room

**Present:** Trustees Bill Stroup, Paul Henkel, Pam Russell-Slack, Don Caruso, Yves Gakunde, Kathleen Packard, Jane Pitts, Ritu Budakoti, Judith Putnam, Justin Somma, Marti Fiske (Library Director), Susan Bloom (Assistant Director), Bobby Williams (City Council Liaison), Jenna Henderson (Library Staff), Kathleen Baer.

**Absent:**

### CALL TO ORDER

Bill Stroup called the meeting to order at 5:05pm. Bill reminded that we will be resuming Trustees Meeting on 4th Tuesday from January 2024

### APPROVAL OF THE MINUTES

Call to order- Approval of minutes

Justin Somma motioned to approve the minutes from November 14, 2023, as presented. Judy Putnam seconded the motion. Marti- Pointed to a correction in the minutes.

Discussion on not tying nonresident rates to tax rate... "all nonresidents have access to a home library so those who come to Keene have already determined that they can pay a few for additional services above what their own libraries provide."

And regarding motivating library patrons to return library items, Marti Fiske suggested that Trustees "consider limiting the number of library items borrowed for those with chronic problems," and patrons can borrow more when they return the items they have previously borrowed.

November Meeting Minutes - Approved unanimously.

### LIBRARY STAFF - GUEST

John Johnson, Head of Reference. He has served for over 20 years in the library. He takes care of the nonfiction and reference materials for adult patrons. On the request of patrons he also reaches out to other libraries to connect and resource the material requested. In addition to the work that he does, Susan Bloom pointed out that the most important thing that she noted about John is that he is very good at maintaining relationships with patrons. He is liked and respected by the patrons.

### COMMITTEE and LIAISON REPORTS

**Finance**

- Treasurer's report

Judy Putnam made a motion to accept a donation- \$25 Annual Gift to the Lipsky Fund. The motion was seconded by Yves Gakunde. All trustees in favor voted Aye.

Judy Putnam also mentioned that \$1000 was received from Pat Hailey, they wanted the Trustees to use the funds on furniture for the library. With all current evaluations, it was found that extra money was required for dollies that can be used for stacking chairs as well. This extra money amounted to \$509.05.

If approved 509.05 will come out of the Trustees General fund. Judy made the motion to supplement \$509.05 from the Trustees Fund for Dollies. The motion was seconded by Yves Gakunde. Bill called the motion which was approved unanimously.

### **Fines and Fees:**

Marti shared the Recommended Replacement Cost fees- The policy mentioned that the Replacement Costs will be reviewed annually by the Library Finance Committee. These are fees for replacing lost, unreturned or damaged materials. If materials are returned, or payment made, library privileges are reinstated.

Judy Putnam made a motion to accept the recommended change to the fees as presented by Marti Fiske. The motion was seconded by Jane Pitts. There was a brief discussion and Marti answered some clarifying questions, as per the newly revised fees chart. Motion was passed unanimously. Bill Stroup mentioned that the updated recommendation **in yellow** (in the chart provided by Marti) for updated replacement cost schedule to be effective January 1st. Motion-approved unanimously.

Judy noted that the Finance Committee will be meeting with Alan Stroshine – Edward Jones at 3:00 PM on January 9, 2024, to review the Trustees' Portfolio. All Trustees are welcome to attend the meeting and learn more.

### **BUILDING & GROUNDS**

Paul Hekel mentioned the need for a dolly platform under the piano. Susan said that individual casters have been recommended by the piano tuner and he can install them. Paul asked if HVAC noise under the stage had been resolved. Marti said it has. Paul noted that improvement in the acoustics was needed in Cohen Hall. We would like to see if someone can come in for advice on that. Paul continued to mention that some acoustics work is also needed in the main lobby where the circulation desks are. That area is difficult to maintain privacy as per the shape of the room. We should be looking at what could be done there to make future improvements.

Bobby Williams shared that there was a concern raised by John Therio of the Conservation Commission that he had learned that bees are known to have been living at the Library building. Marti noted that it was on the outside next to the dumpster at Heberton Hall, not inside the wall, said Marti. Marti will have that section examined again to be sure that they are gone.

## **COMMUNITY OUTREACH**

Did not meet. Kathleen Baer will be joining the Outreach committee. Ritu Budakoti welcomed Kathleen Baer in the outreach committee. The outreach committee will be regrouping soon and will be planning to meet in 2024.

## **LONG RANGE PLANNING COMMITTEES**

Did not meet.

## **FINE ARTS**

Judy Putnam shared that nothing new really has happened, she is working along and making headway in making plaques for identified places in the library for whom the rooms are named after.

## **POLICY**

Kathleen Packard shared that the Policy Committees would like to revise three policies with the Trustees.

Revised Space Fee Schedule: It was noted that the reserved spaces were canceled multiple times without much notice. It was recognized that we need a system for holding library places like that. Marti shared that basically we had a deposit that may be required for larger events, but we've never discussed amounts and what happens when someone cancels etc. The recommendation made now requires deposits for rentals of \$100 or more be required at the time of reservation and the deposit be forfeited if canceled within 7 days of the event. A 30% deposit will be held as cancellation charge by the library.

In response to a question, Marti gave an example- An organization reserved the space for the whole day and did not use it and did not inform of the cancellation. The cancellation was only known when the staff reached out to the respective organization using their website contact info, as they did not respond to the email. E.g., Heberton has a minimum rental of \$150 for three hours, \$50 would be a minimum deposit. Kathleen Packard made a motion to adopt the updated Library Space fee Schedule policy as presented. It was seconded by Justin Somma.

The following changes are noted in the Library Space fee Schedule Revision that -\$ 150 for a minimum 3-hour booking...Minimum \$50 deposit required at booking. Deposit is forfeited if canceled within seven days of the event. \$50 nonrefundable fee to hold space as inclement weather backup. Fee applied to rental charges if the space is used.

### **Discussion/ Question:**

Paul asked about space in the library used by nonprofits during work hours. Marti said as long as the meeting is free and open to the public, the space is free.

Kathleen shared that - the deposit is mostly for accountability reasons.

Motion passed unanimously.

Kathleen Packard made a motion that Keene Public Library Library Use Space Policy accepted as presented as revised. Seconded - Ritu. Motion -Passed unanimously.

Kathleen Packard - Made a motion that the KPL Borrowing Policy be accepted as presented. It was seconded by Yves Gakunde.

Discussion-

Marti Shared that: Landowner and children were mentioned and so it was rectified to reflect Land owner and *minor* children. Other changes include outlining the overdue notification process and allowing staff to make conditions on the accounts of those with chronic issues. Marti gave an example that some families with children can lose large amounts of materials easily and may need to have the number of items allowed out at one time reduced to aid in their return. Not many questions in this discussion.

Bill Stroup called to Vote: Motion passed unanimously.

Next Library Policy Committee Meeting scheduled for January 9th 5:30 pm to 6:30 pm

### **FRIENDS OF THE KEENE PUBLIC LIBRARY**

They are doing their budget currently. They budgeted \$55,000 for Keene Public Library for the coming year 2024.

### **HORATIO COLONY MUSEUM**

No report

### **CHESHIRE LITERACY COALITION**

No report

### **DIRECTORS REPORT**

Staffing update: Interviews for Librarian I were completed the week of December 11.

Next week Parker will be promoted from Aide (currently working 15 hrs /week) to Librarian I (working 32 hours / week). Parker's former position will now be open for hiring (part time). Not advertised yet.

Librarian II Position - Position still open

Susan is doing a lot of software training and work. It is to be noted that the Library's event and room scheduling software will sunset next August. Library's subscription to it ends in the spring. Susan has been heading up research on alternative software, as well as software to manage the Museum Passes and Library of Things, etc. As of January, we will begin a subscription to

Assabet for Museum Passes and LOT, etc. Two softwares are in final consideration for rooms and events with a decision expected at the end of this month. Susan Bloom pointed out that the differentiator for event calendar software mainly was the report development.

The **Outdoor Gear Library** will be expanding with its first winter gear. Later this month we'll receive six pairs of snowshoes of various sizes and six trekking poles. This last purchase will complete the current funds available for the project. Staff are working on creating a field day type event in cooperation with Parks and Recreation and Monadnock Outdoors for the spring to advertise and give hands-on opportunities to view the summer gear. Camping gear will not be in the park's field day but will be shown as available in the pamphlets.

As soon as the resources are procured and inventoried, we will be communicating with non-profit organizations such as Keene Housing and Kids collaborative for these resources that can be used by community members.

**Annual In-Service Training: Permission to close is requested for Friday February 16.** A staff committee is designing the in-service training day. The schedule of events is below.

*Get to know staff trivia contest (Two lies and a truth) will open day before in-service.*

9 -10:30 am *1<sup>st</sup> Aid including Narcan and AED*–(Keene Fire Dept.)

15 min. break

10:45-12:30 *When difficult customers could turn dangerous* –(Bill McSalis, FBI Special Agent & Director of Building and Grounds Security for the State of Vermont)

12:30 – 1:30 Lunch –invite Trustees. Game stations during lunch break

1:30-2:30 *Trauma informed service: Managing awkward customer interactions & keeping boundaries* –(Anena Hansen, specialist on trauma informed care at Monadnock Family Services) May have required reading ahead.

15 min. break

2:45 – 3:30 Breakout session (2-3 choices): *Focus on learning, cooperation and/or self-care*

Determine by survey: Ideas include Makerspace exercise, craft, cooperative game, yoga, make a commercial with FACT TV

15 min. break

3:45 -4:30 Department meetings (include discussion on ideas for improvements inspired by the day)

4:30-5 Debrief: Most important things learned? Ideas for improvements inspired? Reveal staff trivia results.

Bill Stroup made a motion for Annual In-Service Training: Permission to close for Friday February 16. It was seconded by Yves Gakunde. Motion- Passed unanimously.

All trustees are invited to join at 12:30 pm on Feb 16th. Lunch will be provided from the training budget.

## **OLD BUSINESS**

None

## **NEW BUSINESS**

Marti- Library has reserved Feb 24th for the Historic Photo exhibit of the Library and its transition from family home to Library as it stands today. Marti is trying to coordinate a musical performance and Behind-the-Scenes Tours ( 3 Tours) that people will have to register. Amy is trying to do something on children's games from that time period in collaboration with the Historical Society of Cheshire County.

## **IMPORTANT DATES TO REMEMBER ( SAVE THE DATE)**

Feb 24th- Library Anniversary

Feb 16- Inservice

Black Heritage Trail New Hampshire - Marti was approached by Gina Bowker- Request for waiver in Library Policy for the March 10th Event that is to take place at 2 pm on Equity and Adequacy in NH Program. Black Heritage Trail New Hampshire requests to do their own registration for this session that is to be held at the KPL. When asked for clarification, this request was made by the library staff, safety of attendees and information for Humanities Grant was cited as two critical reasons for the request.

As per the Keene Public Library, presenters cannot require the collection of the contact information from program attendees.

Bill- Motion to accept the request from Black Heritage Trail New Hampshire - Marti was approached - for March 10th at 2 pm Equity and Adequacy in NH to do their own registration for this session. This motion was seconded by Yves Gakunde.

Discussion-

Marti said she is uncomfortable with this request. Trustees also felt that they are not sure how the information of attendees will be used. Many expressed concerns about how the personal information of attendees will be used. The safety of attendees is also pointed out as part of the request by the organization. Members suggested finding out more about this request - Marti pointed out that The Historical Society has offered the place but they wanted a larger place.

Jane Pits asked- Have they done similar programs with other libraries? Not sure what they are going to do with the information they collect.

Bill Stroup - In the light of the current discussion and concerns from trustees, the motion was withdrawn. It was seconded by Yves Gakunde

Discussion:

This request made by Equity and Adequacy in NH requires more clarification and needs to be tabled for further discussion. Marti requested some directions from the Board as to how to approach this further- Bill Stroup offered that it can be shared that “we are very excited to have this Equity and Adequacy in NH Program to come to Keene. However, the request does not align to what our policy draws on”. Judy suggested that Marti reach out to the Humanities Council about this request and find further information.

Marti Fiske asked - can she invite Equity and Adequacy in the NH Program via Zoom in case they have further questions. Bill Stroup said he will be happy to be part of this conversation as it develops.

**Trustees December 19th Meeting adjourned at 6:34 pm**