

February 22, 2022

Draft Minutes of Keene Public Library Board of Trustees Meeting

President Alexander called the meeting to order at 5:00pm.

In attendance: Jennifer Alexander, Judy Putnam, Paul Henkel, Carl Jacobs, William Stroup, Jane Pitts, Yves Gakunde, Kathleen Packard (attending remotely), Assistant Library Director Susan Bloom, Library Director Marti Fiske.

Absent: Ken Jue, Ritu Budakoti, Kathleen Kennedy Burke, Chuck Redfern, City Council Representative: Councilor Bobbi Williams.

Judy moved and Carl seconded that the January minutes be accepted. Passed unanimously.

Committee Reports:

BUILDINGS AND GROUNDS COMMITTEE:

1. The committee received a cost proposal from Bartlett Tree that for soil treatment and tree trimming that was reviewed on February 18th.

Paul presented the following motion on behalf of the committee:

"Whereas extensive soil enhancement and tree trimming is required once every several years, and provision has been made in the City Facilities budget to cover \$3000 of the expense, motion is hereby made to approve expenditure up to \$5220 from the Library Trustees funds to provide for timely tree maintenance which includes soil enhancement and tree trimming."

Judy moved and Bill seconded.

Discussion:

Q: (Bill) Is this something that should be covered under the city's regular maintenance schedule & budget?

A: (Paul) No. This is an extraordinary expense that is above and beyond the regular maintenance.

Q: (Kathleen) Can the Trustees obtain additional quotes from other vendors?

A: (Paul) The timing requires that the trees be trimmed in their dormant season, which is now. Additionally, the technicality of the job requires the expertise Bartlett can offer. It would be difficult to compare quotes with another landscaper who does not offer the same expertise and prior knowledge of the library's landscaping.

Comment: (Judy) This process was initiated by Parks & Recreation, and The City is offering to cover a portion. Recommend using the \$1000 already set aside in the Trustee

budget for landscaping and taking the \$4220 earned from capital gains on the Investment Account to pay the \$5220.

Vote taken. Motion passed unanimously.

2. Purchase of additional microphones - Nik Morton of the City IT Department has been acting as a consultant in determining audio Visual needs in Cohen Hall and Heberton Hall. He has arranged to loan us an improved mixer so we can evaluate it over the next 60 days. It has capacity for accepting input from the additional microphones we need to allow panel discussions and for effectively conducting meetings. The microphones needed are:

2 Additional cabled microphones Shure SM58 - \$99/each - \$198/SubTotal
3 Shure SLX24/SM58 Wireless Handheld Microphone System - \$599/each - \$1797/SubTotal
Total cost: \$1995.00

There is some money earmarked for AV improvement and it is believed this is an appropriate expenditure of a portion of those funds. The Buildings and Grounds Trustees voted to recommend the Board purchase these additional microphones.

Motion: *Recommend that the Board fund this purchase.*

Vote taken. Motion passed unanimously.

FINANCE COMMITTEE:

1. **Motion: *Move the Board accept \$6960 distribution from New Hampshire Charitable Foundation.***

Vote taken. Motion passed unanimously.

2. Balance of the endowment is currently \$191K
3. Donation money has been moved from Lipsky account and portfolio allocation percentages rebalanced accordingly.

5:25pm - Paul Henkel excused himself from the meeting. No longer have quorum.

COMMUNITY OUTREACH COMMITTEE:

Met and discussed the following ideas:

- a. Concept and impact of library fines for patrons. Ongoing.
- b. Conducting a Survey of different stakeholders. Survey would be integrated with Strategic Planning's work to avoid duplication.
- c. How can the library to participate in some way in the family literacy nights at the Keene schools in May that will hold events like in-person author visits.
- d. Library booth at the Earth Day event at the Monadnock CO-OP. (April 23rd)

LONG RANGE PLANNING COMMITTEE:

With the pandemic ongoing, we are still not ready to formulate a grander vision plan, however, it is a good time to look at what goals were set in the short-term process and measure what has been accomplished to date against these goals. Harwood training will help integrate this assessment into a longer-range plan when ready.

Request: Could Finance research the cost of a professional group facilitator?

FINE ARTS COMMITTEE:

Did not meet. Scheduled to meet in April.

POLICY COMMITTEE:

1. The Non-monetary gifts policy was presented for Board review.

Discussion:

(Judy) Wording reads, "...accept unrestricted gifts", but gifts could also have restrictions that come with them. Suggestion: remove the word "unrestricted" so it should just read "gifts"

(Susan): Wording says "personal property" but gifts may go beyond that so committee should review this language.

Board could not vote to accept the policy with the changes because we lost quorum, so it was tabled for re-presentation at the next board meeting.

2. Three policies are still under review with the City Attorney's office:

- Displaying art
- Exhibits
- Bulletin boards

FRIENDS OF THE KEENE PUBLIC LIBRARY UPDATE:

Judy will be our quarterly liaison to the Friends for one year.

Susan Bloom and Gail Zachariah attended the last meeting.

The Friends are planning for a website to work on growing their community presence.

Their governance committee is looking at their operating agreements.

They plan to participate in an upcoming volunteer fair.

Have not received enough books to justify holding a spring book sale so they will not hold one.

They plan to participate in Library Giving Day on April 6th.

HORATIO COLONY MUSEUM:

No new report.

DIRECTOR'S REPORT:

Marti solicited the Board's preferred colors for the outdoor book locker. The Board advised the following preferences: 1. Fir Green, 2. Jet Black, 3. Cardora Brown, 4. Gray smoke.

Marti presented the Board with a graph of some statistics that provide a sense of how the library is doing in different areas for pandemic recovery. The graph illustrated the differences between figures from the last full pre-pandemic year FY19, to the first full pandemic year FY21, as well as provided a projection to the end of FY22. We are looking to see higher numbers in the summer, but for FY2022 some numbers are still on track to be below FY19 and FY21. Circulation has decreased - this is in step with national trends - but other services usage (such as virtual programming) is going up. Programs draw people in which impacts circulation. We will run slightly more programs than we did in FY21. Computer usage is going up. Meeting room usage has increased. Revenue estimates are projected to be up from public printing and room rental, but still diminished from fines and non-resident card cost centers.

See *Attachment to February minutes for the entire Director's Report.

Gail Zachariah has applied for the following two grants:

"Eisner Graphic Novel Grant for Libraries"

"Stephen T. Riedner Grant for Life Enhancing Library Programs for People Living with Demnencia"

OLD BUSINESS:

Ideas for Staff appreciation – another PD day. Please keep thinking about new ideas. Staff would like to get to know the Trustees better and Trustees would also welcome the opportunity to get to know the staff.

NEW BUSINESS:

None.

Meeting adjourned 6:05pm.

Respectfully submitted,

Jane Pitts, Trustee

Director's Report
February 2022

IT Support: IT and Library staff met on February 3rd to discuss the Library's IT support. IT will not pursue making any changes in support. In preparation for our meeting with the IT Director, I asked the Digital Services Librarian to sketch out all of her duties and how much time they took her. The review showed that she currently spends 30% of her 32 hours per week doing hardware support. She does this work side by side with IT staff and before the IT department is called, greatly reducing the number of items that are forwarded to them. Her other duties include maintaining the website and the Integrated Library System (catalog and circulation), troubleshooting database access issues, assisting patrons with technology, and working on the Reference desk. The two departments plan to meet more regular to discuss work, upcoming projects and trends in technology that may lead to changes in Library technology.

Changes in statistics/revenues:

The graph below highlights the differences between the last full pre-pandemic year and last pandemic fiscal years. The asterisk mark lines with potential revenues.

	FY19	FY21	% decrease
Circulation*	230,172	164,377	29*
Visits	154,735	73,653	52
# Programs	957	477	50
Program attendance	13,198	7,187	46
Computer usage*	15,139	2,546	83*
# Cardholders*	15,604	13,413	14*
Outside Meetings*	53	2	96*
Outside meeting attendance	660	31	95

Revenue changes FY19/F21

	FY19	FY21	% decrease
Public printing	NA	1756	NA
Nonresident cards	17,873	16,352	9
Overdue fines	19,530	5,128	74
Room rental*	360	0	100

*Rentals had been budgeted at \$3,500 in FY20 in expectation of income after renovations completed.

Human Service Organizations: The Library's new office hours program is attracting some attention. I was contacted by a Librarian in Lewiston, Maine who is interested in

imitating the idea at their library. I was also contacted by medical outreach worker from Dartmouth Hitchcock. She hopes to start a similar program at the Library in Hanover. She put me in touch with someone at Cheshire Medical Center, but they don't have enough staff to participate with us. I will be doing a presentation to the Urban Libraries Association this Friday, with our partner service organizations.

During my conversations with the hospital, I learned about a free referral system called United Us that will allow us to refer interest patrons to all kinds of human services via a central location. The process should give maximum benefit for patrons, provide more accurate referral and reduce research time for staff. Supervisors and Reference staff attended a presentation about how the referral system works. We will be making a decision about our level of participation this week.

ARPA 2 Grant:

Exterior Locker Request for Proposals closed on February 10. The library will be purchasing lockers from LEID Products. The Purchasing Department (Yves) is writing the contract. Installation will be in the spring, after a concrete pad has been installed.

Public Access TV:

The City has put out a Request for Quotes for public create TV content. The deadline is March 4. This RFQ is for the replacement of Cheshire TV. The bid winner would occupy the suite off of Cohen Hall.