

**Minutes of the Amherst Town Library Trustees' Meeting  
October 17, 2016**

The meeting was called to order at 6:30 p.m. by Nancy Baker, Chair. In attendance were Nancy Baker, Ted Krantz, Steve Mantius, Kim Ayers, Liz Larson, Gretchen Pyles, Bill Cassidy, Nancy Head, Rande Neukam and Library Director Amy Lapointe.

Kim Ayers moved to approve the minutes of the September meeting. Ted Krantz seconded the motion. The minutes were unanimously approved.

**LIBRARY DIRECTOR'S REPORT:**

**Statistics:** The statistics show the same trends as last month due to Hoopla. Adult print is trending up, which may be due to our excellent displays. Studies show that good weeding causes an increase in circulation. We have been aggressively marketing our collection via newsletters, displays and book lists. Door count went down this month, but is up year to date and is up as compared to last year. There has been more computer use, but a few times patrons have wanted to use a computer solely to print documents. At times, the wait time for a computer has deterred patrons from printing their documents at that time. We are watching this closely. Print added to the collection is up 14%, but will likely even out over the next few months.

**Adult Programming:** Amy provided the trustees with a list of upcoming events. The Big Read is winding down. The finale of the Big Read will be held on October 27, 2016 at St. Anselm's College. In general, while the programs have been excellent, there has not been great attendance at the Big Read events. There was some nice publicity for our library's program by Nancy Baker.

**Children's Programming:** There has been erratic attendance at the children's programs. Sarah will evaluate the timing of storytimes and age breakdowns. The baby storytime is very well attended. The milk jug skeleton program was not full, but the pumpkin decorating program was full with a waiting list. Sarah had to cancel the Spanish program due to low registrations.

**Collection:** On September 30, 2016, Nesmith Library staff came to see the changes we have made to the adult collection because they noticed that our adult collection use has been up recently. This was a nice compliment of our library and staff.

**PR:** Amy went to the Senior Barbeque put on by the Recreation Department. She enjoyed seeing many of our patrons who reside at Parkhurst Place, who attended the event. We will have a table at the polling place at Souhegan High School on Election Day from 6:00 a.m. to 8:00 p.m. At the table, we will promote the library and the Friends, and will have lots of information to hand out.

**Town:** On September 27, 2016, Amy Lapointe, Liz Larson and Steve Mantius met with Jim O'Mara, Lisa Ambrosio, and Dwight Brew to discuss the under-budget issue arising from the

town's erroneous estimate of library staff's wages and benefits. They concurred that there was a problem. They said that the library will not have to repay the town for the \$6,000 that was under-budgeted. The town will cover expenses if the library reaches the end of the budget year in a deficit. Liz Larson, Steve Mantius and Amy Lapointe put together a budget for this year to make sure we are covered after bringing our payroll numbers to the correct level. A meeting with the town's Budget Subcommittee is scheduled for November 14, 2016.

**Building:** The lower level windows were recently replaced. They look very nice.

**Circulation:** The Food for Fines program will be held from November 1 to 15, 2016.

The board reviewed the overdue book process. A patron who uses the library regularly and is a generous supporter of the Friends had an overdue item and while the existing procedure was followed, the patron was very unhappy. The current procedure calls for a reminder two days before an item is due. Seven days after the item is due, the patron receives a notice (usually e-mail). Two weeks after that, the patron receives another notice. Another two weeks later, the patron receives another e-mail. Then, a hard copy of the bill is sent to the patron a month later. If the patron does not reply to that, a few weeks later, a letter is sent stating that the patron's library card is being revoked. The letter includes a copy of the applicable RSA. The board discussed the process and noted that we should revise the final letter to make it more professional. Additionally, the board suggested that perhaps a phone call should be made before the final letter is sent. It was noted that the library sends a couple of these letters each month. It was also noted that our library strives to be understanding in this process.

**Friends:** The holiday book sale will begin around mid-November. Friends membership cards were recently mailed. The cards allow for a one time forgiveness of fines up to a certain amount. Last year, approximately eight people used it for a total of \$66. The Friends have discussed moving the location of the ongoing book sale. It was suggested that the plaque be moved from the vestibule to above the doorway to downstairs. The bulletin board that is just inside the front doors will be moved to the vestibule. The Friends' bookcase for its ongoing book sale would be placed where the bulletin board is now. The Friends will fund this project.

**2017 Holiday/Closed Hours:** The board reviewed the proposed 2017 holiday and closed hours. There will be eleven paid holidays. In 2017, the library will be closed on July 3rd and July 4th, but will be open on Veterans Day. Nancy Head moved to approve the holiday/closed hour schedule. Gretchen Pyles seconded the motion. The holiday/closed schedule for 2017 was unanimously approved.

**TREASURER'S REPORT:** On Wednesday, October 19, 2016, Steve Mantius and Liz Larson will meet to discuss setting up a schedule to regularly sweep the interest from our trusts. While we should not anticipate a huge return on this investment, we would like to get an estimate of what to expect for each sweep. We will take all of the interest owed to us at this point from the town's Trustees of the Trusts and then take a regular sweep. The board will discuss where to

invest the interest once it is received. There is a bank balance of \$25.00. Amy will get clarification of this from Michele Donoghue.

### **TRUSTEE REPORTS:**

**Programs:** The Boardman Concert will be held on November 13, 2016. Pages will come at 12:00 to help set up for the concert. Nancy Head will bring the cider, cups, paper goods and flowers. Food will be provided by the trustees and the Friends.

**Audio Visual update:** Rande Neukam reported that three vendors have come in to assess our audio visual needs. Each vendor has different ideas that address everything from microphones, cords, and lecterns to lighting. Portability would give us the flexibility to set it up for different types of program. If the board decides this is something that we want to address, then we can decide the schedule. Proposals will range from \$15,000 to \$20,000 and should be received by mid-November. We will plan to discuss this at our December meeting.

**Budget:** While we increased our budget by \$35,000, \$30,000 of that was to correct the under-budgeting of the wages and benefits. Office supplies and postage fees cover mailings. The new equipment capital allows for improvements. Our telephone charges were reduced dramatically because of the bundling of services. Amy will try to get Lisa Ambrosio's approval of our draft budget. With regard to future donations from the Friends, we will request that the Friends give the money to the library rather than purchasing items, so the library will have a better paper trail. In the past, the Trustee's budget was increased to allow for deficits in town funding. We will work to reduce the Trustees' budget so we do not overspend. This will take a few years to adjust, but this can be absorbed by careful purchasing. We need to make sure the community understands there are no new hires for the coming budget year, but the increase in the budget is to cover the wages and benefits of the current staff, which the town previously under-budgeted. Steve Mantius moved to approve the proposed budget with a bottom line of \$941,523. Kim Ayers seconded the motion. The proposed budget was approved unanimously.

**Strategic Plan:** The town put the departments' Strategic Plans on the town's website.

### **NEW BUSINESS:**

**Follow up to Brainstorming Session:** A brainstorming session was held with the trustees and staff on August 30, 2016. The board suggested scheduling another brainstorming session for sometime around mid-February.

**Makerspace:** Kim Ayers reported that she spoke with Terri Behm, who is on the board for the Makerspace. Terri invited Kim to attend the next Makerspace meeting next week to discuss how to improve collaboration between the library and Makerspace. Individual programs at the library could increase interest and then more in-depth programs could be offered at Makerspace. Some of the library's limitations include space and volunteers for the 3d printing. It was suggested that perhaps Makerspace could provide that. Kim will see if the library could purchase a pass for Makerspace like our museum passes. Any remaining grant money could be used for the pass.

**Meeting Spaces:** Nancy Head reported that the Meeting Spaces list is just about ready to disseminate. Each of the contacts have to get approval, etc. The final form will be available at the December meeting.

Steve Mantius moved to adjourn. Ted Krantz seconded. The meeting was adjourned at 8:29 p.m.

Respectfully submitted,

Gretchen Pyles, Secretary

Next scheduled meeting: Monday, December 5, 2016 at 6:30 p.m.