

Derry Public Library
Board of Trustees Meeting
New Hampshire Room
Monday, March 18, 2019
Approved April 15, 2019

Present: Kristen Mari (Chair), Heather Paradzick (Vice-Chair), Elizabeth Greenberg, Valerie Roche, Dorianne Haverty (Co-Treasurer), Caitlin Powers, Richard Tripp (Council Liaison), Cara Barlow (Library Director).

Absent: Pete Marcotte (Co-Treasurer)

Meeting was called to order at 6:34pm by Kristen Mari.

The Board welcomed new Trustee, Caitlin Powers.

Amendments to Agenda:

- Liz requested to discuss under New Business the Northern New England Journey magazine article about Derry Public Library.

Acceptance of Minutes:

- *Val moved to accept February 11, 2019 non-public minutes. Seconded by Liz. Motion passed 4-0-2 with Kristen and Caitlin abstaining*
- *Liz moved to accept February 11, 2019 public minutes as amended. Seconded by Heather. Motion passed 4-0-2 with Kristen and Caitlin abstaining.*

Treasurer's Report:

- Dori presented the Treasurer's Report.
- Dori and Val met with Mark Fleisher, Derry Accounting Manager in the Finance Department. They learned there is a MUNIS report that takes out any encumbrances that happened over the year, and there is a MUNIS report that itemizes each transaction. Dori and Val resolved the discrepancies that had appeared in the reports that involved the encumbrances. Going forward Cara will be providing the Treasurer with monthly MUNIS reports in the standard format.
- Dori mentioned that Derry Accounting Manager Mark Fleischer told her that the Library was doing a good job processing the invoices.
- Cara reported that
 - As of February 28, 2019, the library is 66.7% through its fiscal year, and has expended 63% of its general fund monies.
 - The Fine Account balance is \$121,931.19 which includes all special revenues. The fine revenue line is running 13% below expectations.
 - The Library is on target for spending right now. End of year money is unknown yet.

Director's Report:

- Cara presented the Director's report and highlighted:
 - The new sprinkler system in the MacGregor portion of the building is completed.
 - Cara shared her positive experience from attending the half day at the Manchester City Library featuring Ryan Dowd, author of "The Librarian's Guide to Homelessness," and is investigating bringing this training to all DPL staff.
 - Val requested an idea to the Board to acknowledge individually a DPL staff member when he/she has done something positive for the library through an informal email. Cara will create a current list of DPL staff emails on the Trustee secure website.

Announcements:

- Cara shared a handwritten letter from a DPL patron who has moved to Florida. The letter was to Ray Fontaine, Head of Children's Services, regarding their great experience with the Childrens' programs.
- There was also an email from Julie Gilchrist, Head of Circulation, that was received from Dawn Mazur, Circulation Clerk, regarding a DPL patron who assisted another DPL patron covering expenses for two lost items (\$27.98), gave \$10 for anyone needing to cover late fees as a "pay it forward," provided a \$40 donation to DPL, and always will leave \$1-\$2 as a "pay it forward" to assist any DPL patron with covering library book late fees. Cara plans to send this goodwill patron a thank you.
- Cara discussed the New Hampshire Library Association's press release regarding the White House Budget for FY20 federal funding for LSTA (Library Services and Technology Act). The NH State Library uses LSTA money to lower the cost of statewide databases and covers the platform fee for Overdrive, the digital book service, resulting in lower fees for NH libraries. There is also contact information to reach out to the State Representatives. Kristen requested for Cara to add this helpful information to the DPL website.
- Cara distributed newsletters from NHLTA and spoke about the upcoming NHLTA Conference. Any Board member interested in attending the May 29, 1019 Conference should get their completed registration form to Cara by the April 15 Board meeting.

Gifts:

- No gifts were received.

NEW BUSINESS:

- Onboarding New Trustee
 - Caitlin could not locate the DPL Board of Trustees Code of Ethics on the secure website. Cara will look into this as well as confirm the DPL Board of Trustee Bylaws and other documents are current.
 - Kristen shared with Caitlin that reviewing the hardcopy printouts of BOT meeting minutes in the binders is very beneficial.

- Office and Committee Appointments
 - Kristen discussed the needed adjustments for the DPL Trustee Committees March 2019:
 - Caitlin will join the Finance Committee and Val will then step down.
 - Liz will join the Personnel Committee.
 - Heather, Kristen, Val, Dori and Cara will be the Strategic Planning Committee.
 - Filling the Board Secretary position will further be discussed at the next BOT meeting, April 15, 2019.

- Author Fest volunteer opportunities
 - Cara is looking for volunteers to assist with manning the beverage table with her during Derry Author Fest, Saturday, April 6, 2019.

- Point of Service Credit Card
 - Using “Square,” a point of service system to manage both credit card payments and cash payments. “Square” charges a fee of 2.6% plus 10 cents for each credit card transaction.
 - According to the Hampstead Library, which has been using the service for two years, most of their transactions are under \$20 and “Square” will manage the cash flow, all types of financial reports electronically and time-stamp when transactions happen.
 - Cara asked the Board to consider absorbing the cost of the “Square” service fee.
 - Kristen suggested that DPL start a trial period to see some numbers over the next few months and then reevaluate since it is unknown right now to see what the DPL fees would be.
 - Val raised the concern that SQUARE customer support was problematic based on customer reviews she found on the Internet.

Motion to approve the Library implement “Square” to manage credit card transactions, set a five dollar minimum on credit card transactions, with a six month trial period including a reevaluation with Cara or Finance reporting back to the Board at the September 16, 2019 meeting made by Kristen. Seconded by Liz. Motion passed 6-0.

- Northern New England Journey article
 - Liz reported that a concerned person brought to her attention how Cara approached the author of the Northern New England Journey magazine article about DPL and spoke with the author about the article.
 - Cara explained that the author was not tagged in the circulation system as Liz claimed, but that she (the author) was a regular library user and well-known to staff, that the conversation was friendly, and that talking to her about how that the article’s negative and unrealistic depiction of the reference staff undermined the library’s employees was not censorship, as Liz claimed, but expressing an opinion.

OLD BUSINESS:

- FY20 Budget
 - Cara received an email from Town Administrator Dave Caron requesting a reduction of the FY20 proposed DPL operating budget by \$7,500. Cara presented lines she would suggest reducing. The reduction would mean there is a 2% increase in the total budget.
 - Cara discussed how she made reductions in lines that could be supplemented with fine/special revenue monies. She distributed NH RSA 202-A:11 and NH RSA Section 202-A:11-a, the state statutes that define what library fines and other special revenue can be expended on.

Motion to approve the \$7,500 reduction in the Operating Budget that Cara outlined made by Heather. Seconded by Liz. Motion passed 6-0.

- Friends' Insurance
 - Cara provided an update regarding insurance for the Friends of the Library. She contacted the insurance agent that was suggested by Pete and there is an available insurance policy for \$299 which is the most affordable solution, however it does not cover book sales.
 - Cara is waiting to hear back from the insurance agent with further information on the final annual premium cost.
 - The Library cannot use taxpayer dollars voted for the Library to pay bills for another organization, and NH statute defines that library fines and monies received from income generating equipment must be spent on "general repairs and upgrading, and for the purchase of books, supplies and income-generating equipment."
 - The only current library income that can be used to pay for the Friends' insurance is income from desk sales. As of Feb. 28, 2019 there was approximately \$300 in that line.
- Memo of agreement with Town regarding HR support
 - Cara wrote a draft memo of agreement, sent it over to the Town Administrator for input, but has not yet heard back. HR Director Bill Scimone recently retired so she doesn't expect forward movement on the agreement until a new HR director is hired.
 - Heather suggested adding under Old Business at the upcoming April meeting that the Memorandum of Agreement with the Town regarding HR support include in the agreement how costs incurred will be covered.
- Progress towards employee suggestions for improvements
 - The mechanisms in the blinds in the MacGregor portion of the Library have been repaired.

- The library is moving forward with credit card payment services.
- Handicapped Parking/sidewalk/steps project
 - Cara received an email from Dave Caron informing her that there was not money left in the FY19 Emergency Maintenance Trust to help with payment for the parking/sidewalk/steps project. In the future the Board may reprioritize the CIP items.
 - Kristen asked Cara to ask the Town to negotiate with any flexibility for some funding due to it being an ADA issue. Cara will look further into this and report back to the Board.
- Strategic Plan
 - Cara reported that she has not yet completed the executive summary that the Strategic Planning Committee requested; she will do so as soon as she is able.
 - Kristen requested Cara send out an email to the DPL staff to learn who is interested in participating in the strategic planning process.
- **PUBLIC COMMENT:**
 - Richard Tripp, Town Council Liaison, reminded the Board of the upcoming NH Municipal Association workshop on Right-to-Know Law for Boards and Public Officials. Councilor Tripp recommended that they consider attending. The workshop is March 26, 2019, 6:30 – 8:30 at the Derry Municipal Center.

ADJOURNMENT:

- Motion to adjourn by Liz. Seconded by Kristen. Motion passed 6-0.
- Meeting adjourned at 8:21pm.

Next meeting is April 15, 2019 at 6:30pm in the New Hampshire Room

Minutes respectfully submitted by Danielle Mullins, Recording Secretary