

**PLAISTOW PUBLIC LIBRARY  
BOARD OF TRUSTEES MEETING  
October 15, 2013**

The Plaistow Public Library Board of Trustees held a regular meeting at the Public Library on ~~Monday~~ Tuesday, October 15, 2013.

Present: Catherine Willis, Chair  
James Peck, Treasurer  
Jennifer Kiarsis, Secretary/Temporary  
Kathleen Vavra  
Luann Blair  
Jane Query, Alternate

Others Present: Cab Vinton, Library Director

Call to Order

Catherine Willis called the regular meeting of the Board to order at 6:40 pm.

Friends of the Library Report

Luann Blair attended the last Friends meeting. She reported that signs were made for the upcoming Vendor Fair. Only nine vendors have signed up for the event, which is disappointing to the Friends. The tables are priced at \$30, and the raffle of the handmade Doll House will be December 16. Trustees and the Director offered ideas for increasing the vendor sign up.

Action items: Luann -Contact Colleen re:card making; Cab-wife makes jewelry; Jenn-braiding

Secretary's Report

Motion to accept the Secretary's Report of September 16, 2013, was made by Jennifer Kiarsis, seconded by James Peck. Motion carried: Ayes 5; Opposed 0; Abstentions 0.

Treasurer's Report

James Peck presented the Treasurer's Report. Three areas that are under budget which may require adjustment in the 2014 Budget presentation: Repairs and Maintenance; Salaries; Utilities. These can be explained, particularly salaries, but the Library may need to give surplus back to the Town at the end of the year.

Discussion followed regarding the HVAC system and the potential expenditure of funds to bring the system up to speed, as well as bringing in experts (engineers) from the HVAC field to evaluate the system prior to the end of the fiscal year.

Cab Vinton was advised by Pro Controls that the current AC fix to replace a condenser fan would be approximately \$800, but that the AC season is almost over and it wouldn't be worth fixing it right now. The goal for the Director and Trustees is to establish whether the current system should be overhauled, including a computerized control system, and what the cost of that would be. We will need to get a detailed quote from Pro Controls in order to have any monies encumbered, if necessary.

Cab Vinton contacted the general contractor, Bauen, to ascertain the name of an independent engineer for the purpose of evaluating our HVAC system. They recommended Risk, Frost, Shumway, and Cathy Willis offered to contact them. She has put in two calls to them without response.

Action Items:

Cathy – Repeat call to RFSHumway; will contact SMP (the architects of the Plaistow Library) for an additional recommendation; and the manufacturer of the system, Trane. Jim – Will contact brother who is in the HVAC system industry for recommendation

Motion was made to accept the Treasurer's Report by Jennifer Kiarsis; seconded by Kate Vavra. Motion carried: Ayes 4; Opposed 0; Abstention 1 (James Peck).

Correspondence and Communication

None reported.

Director's Report (See attached sheet)

The outside flag needs to be replaced.

Action Item: Cab to contact VFW in Plaistow. If they will not replace the flag, he will contact a local vendor.

There is an issue with certain patrons in the handicapped Men's Room. The toilet continues to get clogged.

Action Item: Cab to contact Royal Plumbing to get a commercial grade toilet installed in the Men's Room.

Library was contacted by Earthlink to upgrade the pin number from 4 to 6 digits. Since that implementation, the voicemail system has not been working correctly and messages cannot be accessed. The system has 6 voicemail boxes which have not been set up. Staff is working with Earthlink to correct the voicemail issue.

The phone system is more than adequate; Cab Vinton believes that staff training regarding the system features is more an issue than the system itself.

New hires: New position of Library Page Substitute/Page-in-Training was explained by Cab Vinton as a needed fill-in position for when regular Pages had changes in schedules. Because of their age and activities at school and after school, these schedule changes can be frequent. This new position was supported by the Board.

Motion to hire Brooke Vigliotta for the Library Page position was made by Luann Blair; seconded by James Peck. Motion carried: Ayes 5; Opposed 0; Abstentions 0.

Motion to hire Bryce Whittaker for the new Library Page Substitute/Page-in-Training position was made by Luann Blair; seconded by James Peck. Motion carried: Ayes 5; Opposed 0; Abstentions 0.

Motion detectors will be installed as a mischief deterrent. In the event that the Library is disturbed further, surveillance cameras will be considered.

Action Item: Cab will contact Ken Ray (the Town's electrician) to install the motion detectors.

Cab Vinton will re-vamp the statistical reporting. It is his opinion that the reports currently being created are time-consuming and not specific to what is needed by the Trustees. He has asked for particulars regarding what the Board needs to do its reporting, as well as what they would be interested in seeing in the statistics. Relative to the statistics, the door counter may be used more efficiently to determine patron flow.

Discussion followed regarding the open cash drawer as a concern. Cab Vinton would prefer to have a small cash register to hold cash that is collected. It is a safer process; less apt to create an audit issue.

Action Item: Cab Vinton to investigate a small cash register that does not “cha ching”!

Staffing issues: A draft job description was presented by Cab Vinton for the position of Communications and Public Programming Librarian/ILL position, which will be filled by the current Administrative Assistant, Lara Croft. She is very interested in doing Adult Programming, and Cab Vinton will set goals for her for the next few months and will assess that the varied aspects of Adult Programming are being addressed.

The subject of the Meeting Room scheduling was discussed. Cab Vinton is working out the moving parts and pieces with the remaining positions that need to be reevaluated; specifically Cataloger and Circulation Desk. Currently Raven Gregg, one of the substitutes, has been filling in and doing the cataloging (“on the job training”). Cab Vinton is trying to work with the 48 hours he has to fill and make the most out of these hours. The Meeting Room scheduling may be handled more efficiently by using the current software differently, or purchasing new scheduling software. It has not yet been determined which position will be taking over the Meeting Room scheduling.

Motion was made to accept the current job description for Communications and Public Programming Librarian/ILL, with the addition of Cash Reconciliation added to tasks by Jennifer Kiarsis; seconded by James Peck. Motion carried: Ayes 5; Opposed 0; Abstentions 0.

Policy Discussions: Cab Vinton made suggestions for consideration to the Continuing Education policy. Cathy Willis explained that meals, if not provided by the conference, would be covered. Also, the subject of pay for part time employees attending continuing education events was discussed. It was determined that the language would remain the same. Employees attending these events are gaining valuable information for the Library, as well as themselves.

The Meeting Room policy and questions about it were presented by Cab Vinton.

Item 1: Condo and homeowners associations may be non-profit; however, the meetings that are held by them are not open to the public, and do not serve the public. That is why the Board has consistently not allowed them to use the meeting rooms of the Library.

Item 2: The Board would like specific information regarding the groups that are delinquent about returning annual Agreements. This is not a fair to other groups who have inquired. It may be that some groups using the rooms on a continuous basis may need a firm reminder about the rules.

Item 3: More discussion regarding the evening use of the meeting rooms is needed. If Adult programming is ramping up, the Library may need some of those slots, and the Meeting Policy states that Library events come first.

#### Old Business

No old business was discussed by the Board.

#### New Business

Budget 2014: Bullet points on the presentation of the budget were:

- Health/Life/Disability – Amount not available
- Telephone – Should be reduced since we (hopefully) will be receiving the e-rate discount. Discussion regarding Cab continuing this practice for the Library. Cathy

Willis will provide information regarding the person who currently completes the forms for the Library.

- Utilities – Still a moving target, but it looks like those lines should be reduced. Cathy Willis reported that she has heard that gas will increase 13% next year. The electric increase is not yet known.
- Legal fees – Increased due to the legal issues concerning the Library.

Holidays 2013: The Library will be closed Thanksgiving Weekend (November 21-23<sup>rd</sup>) and December 24 and 25.

Holidays 2014: As presented, with the exception that the Library will be closed on July 5<sup>th</sup>, but it will not be a paid holiday for staff. Those having Saturday scheduled hours can make them up at a later date.

Earned Time Policy/Meeting Room Policy/Media Policy: Copies of the proposed policy changes were handed out by Cathy Willis. It was requested that the Board review these policies for next meeting.

An Open House for Christmas was suggested and will be further discussed at the next meeting.

#### Adjournment

Motion to adjourn made at 9:32 by J. Kiarsis.

Next regularly scheduled meeting will be held on Tuesday, November 12, 2013.

Respectfully Submitted

Jennifer Kiarsis  
Recording Secretary - Temporary

Director's Report follows

# Plaistow Public Library Director's Report

October 14, 2013

## Outreach/ Meetings

Sean Fitzgerald, Dave Bowles, Friends group, Michelle Gaydos (Pollard School), Senior Services Fair, Jason Gautreau (XS Innovation), Diane Heer (Atkinson/Southern NH Coop), Merri-Hill-Rock Coop.

## Friends

Dollhouse raffle coming up on Dec. 16; group still very small - work needed to promote membership.

## Building

1./ Condenser fan on #1 air handler has failed - no A/C, have until spring to fix the problem. Still waiting on a formal estimate from Pro Controls & updated quote on upgrade to our control software. Contacted Andre Kloetz from Bauen Corp for recommendations on independent engineering consultants. He suggested contacting SMP Architects and Rist Frost Shumway (engineers) for recommendations; waiting for a callback on the latter.

2./ Seeking a replacement for non-functioning color photocopier/ fax & perhaps a new company for service (see previous email).

3./ Repairs/ maintenance: Divider in Nelson room repaired & operating smoothly (motorized divider would cost \$17k). Carpets scheduled to be cleaned Oct. 19.

4./ Dave Bowles confirms that all 28 custodial hrs billed to the library should in fact be hours worked at the library; Miguel seems to be here during open hours relatively rarely. Helped the Town interview 4 candidates for the position, but Sean and Dave were not happy with any of them; waiting to hear back on current status.

5./ No progress on building security cameras. Also, still waiting to receive a copy of the latest water quality report from the Town.

6./ YA area décor looks like a retirement home; have asked Nancy & Cara to "teen-ify" the furniture, etc. Furniture in the children's area is also very worn & needs to be upgraded.

## Staffing/ New Hires

Lots of moving parts here, think I'm close to figuring out how the pieces of the puzzle fit together. Cataloger position does not require an MLS; nine applications received. In general, many procedures can be streamlined; far preferable to figure out workflows/ workloads before hiring. This is labor-intensive ☹

Recommend that Lara be re-assigned to Programming and Publicity/ ILL Librarian. Anita and I strongly recommend the following hires: Brooke Vigliotta for Library Page and Bryce Whittaker as substitute/ page-in-training. Affordable Care Act notices distributed.

**Personnel**

Cab, Anita & Lara attending NELA 3-day conference in Portland, ME (Oct 20-22); Continuing Education policy could be clarified re. meals and compensation. Nancy will be attending the CHILIS fall conference (Oct 17).

**Donations/ Outside Funding**

\$20k in the Town's emergency fund for capital repairs; Sean Fitzgerald has said the library would be eligible (e.g., for HVAC repairs/ upgrades). Roy Jeffrey has asked that the funds in the Memorial Fund be spent (\$1,100).

**Technology**

Public access machines are all Windows XP, for which support (security updates in particular) ends April 2014; copy of Windows 7 purchased to test compatibility with our hardware/ software. Library lacks a comprehensive backup strategy; Jason G. suggests using an online service such as Carbonite. Server is 90% full; purchasing a portable hard drive to free up some space. Koha biannual upgrade scheduled for November; Cab & Anita will attend on online seminar on the new features.

**Admin**

Circulation statistics have included computer sessions; this seems questionable. The regular statistical report for the BOT seems to have a lot of data that the Trustees may not find useful or actionable; working on simplifying this report and finding ways of generating the same data much more efficiently. Library currently uses a massive array of call number prefixes; hope to rationalize this as well in the near future.

Some preliminary numbers for past 12 mos. checkouts - to be used for staff scheduling, etc.

DAY OF WEEK				TIME		
Mondays	13,810	21.0%		< 8 AM	442	0.7%
Tuesday	12,757	19.4%		8 AM	780	1.2%

Wednesdays	11,349	17.3%		9 AM	5,323	8.1%
Thursdays	11,567	17.6%		10 AM	7,381	11.2%
Fridays	8,440	12.8%		11 AM	8,684	13.2%
Saturdays	7,493	11.4%		12 PM	7,937	12.1%
Sundays	277	0.4%		1 PM	5,462	8.3%
	65693			2 PM	4,977	7.6%
				3 PM	5,994	9.1%
				4 PM	7,216	11.0%
				5 PM	4,962	7.6%
				6 PM	4,076	6.2%
				7 PM	2,096	3.2%
				> 8 PM	363	0.6%
					65693	

Fridays would be about as busy as Wed/ Thursdays if we were open until 7:30 PM, all else being equal. Saturdays would be our busiest day by far if we were open 10.5 hrs (19,969) - AEBE. The 5-7:30 PM slots are about where they should be, given that they apply to just 4 days; the 5-6 PM slot is “overperforming”, so staying open until 6 PM on Friday may make sense.

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