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Durham Public Library
Board of Trustees Meeting Minutes
Thursday, December 8, 2022
6:45 pm
Oyster River Room of Durham Public Library

In Attendance: Robin Glasser, Martie Gooze, Nancy Lambert, Charlotte Ramsay, Andrew Sharp, Erik Waddell

Board Alternates: Kam Damtoft, Kim Sweetman

Absent: Susan Wagner, Trustee; Lai Lai Jenkins, Alternate Trustee

Observers/Guests: Beth Newkirk (Friends Liaison)

Library Staff: Library Director Sheryl Bass

1. Call to order
 - a. Chair Robin Glasser called the meeting to order at 6:47 p.m.
 - i. Kam Damtoft attended remotely.
2. Chair appointment of Alternate Trustee to serve as voting member
 - a. Chair Robin Glasser appointed Kam Damtoft as a voting Trustee in Susan Wagner's absence.
3. Approval of meeting agenda
 - a. Charlotte Ramsay moved to approve the meeting agenda as amended. Martie Gooze seconded. All were in favor. Motion passed.
 - i. Robin Glasser added a provisional employment item to the agenda.
4. Public comments/Public Correspondence
 - a. Director Sheryl Bass reported that the Beliveau family sent a thank you note about the Jim Beliveau Reading Room dedication held in October.
 - b. Lai Lai Jenkins sent a letter informing the Board that she is resigning as Alternative Trustee.
 - i. Charlotte Ramsay moved to accept Lai Lai Jenkin's resignation with regret. Martie Gooze seconded. All were in favor. Motion passed.
5. Approval of November 10, 2022 meeting minutes
 - a. Erik Waddell moved to approve the minutes as amended. Charlotte Ramsay seconded. All were in favor. Motion passed.

- i. Martie Gooze noted that Erik Waddell was listed as absent, but Erik arrived at 7:43 pm. Also, it should be added that upon Erik's arrival, Alternate Trustee Kam Damtoft was no longer the voting Trustee.
 - ii. Item 8D was corrected to indicate:
 - 1. The donor meant to split their \$2,000 donation between the Nicole Moore Memorial Fund and the *Annual Appeal* (not the Friends).
 - 2. Item 8Di: The \$1,326.00 represents funds donated in memory of Nicole Moore, which are administered by the Friends.
- 6. Friends' Report – Beth Newkirk
 - a. The Friends will be hosting their Annual Meeting on January 18. A social period will be observed from 1:00-1:30 pm with the meeting beginning at 1:30 pm. Sheryl Bass, Jess Ross, Lisa Kleinmann, and Andy Clarke will attend from the staff.
- 7. Treasurer's Report—Erik Waddell
 - a. See Treasurer's monthly report for details.
 - i. Erik Waddell changed the format of the Treasurer's report so that it shows the balance of the accounts each month over the course of the year. Appreciation was expressed for the new report format because it will make month-to-month tracking easier. In response to the concern that the large amount of additional information may make the report more difficult to understand, it was decided to try the new format for a few months to give the Board time to become accustomed to it before deciding to adopt the new format permanently.
 - ii. Charlotte Ramsay moved to approve the Treasurer's report for October and November with the agreement that the Treasurer will evaluate the balance of the current year annual appeal subaccount and report back to the Board. Martie Gooze seconded. All were in favor. The motion passed.
 - 1. Erik Waddell noted that he needs to move funds out of the current year Annual Appeal subaccount and into the prior year Annual Appeal subaccount. The funds can't be moved until the transition to TD Bank is complete. When the transition is complete, he will move the funds.
 - 2. An incorrect cash register entry resulted in a \$50 register error that was noted in the Treasurer's records.
 - b. Annual Appeal discussion
 - 1. Kam Damtoft asked how the amount of annual appeal donations collected thus far compared with the amount collected at this time last year. Treasurer Waddell responded that if last year's \$10,000 gift from a single individual was disregarded, we are ahead of the amount collected at this point last year.
 - 2. Beth Newkirk commented that she received a letter from a charity that showed the total of her lifetime giving to the organization.

She thought this was an effective strategy that could perhaps be adopted for future annual appeal letters. It was noted that Kam Damtoft had suggested including previous year donation information in the annual appeal letter this year, but it was determined to make the mail merge too complicated. Sheryl Bass noted that the adoption of the software Little Green Light should make customizing annual appeal letters in this way easier in the future.

3. Martie Gooze emphasized the importance of showing contributors how past donations have been spent. Robin Glasser noted that was the purpose of the tri-fold brochure included with this year's Annual Appeal letter.
- c. Treasurer Erik Waddell reported on progress in moving the Trustee accounts from M&T Bank to TD Bank.
 - i. Funds in the Trustee accounts have been moved from M&T Bank to TD Bank. To sign into the account online, Treasurer Erik Waddell and Chair Robin Glasser, co-signers on the account, each now have a device that enables multi-factor authentication (a token).
 - ii. While funds are now in the TD Bank account, TD Bank has not yet populated the subaccounts, and we haven't received checks or a ledger. It is expected that these issues will be resolved, and hopefully the transition will be complete by the end of December.
 - iii. Appreciation was expressed for Erik Waddell's hard work on this transition.
- d. Certificates of Deposit have been purchased as authorized at the November Trustee meeting. The CDs will mature in December of 2023. The annual interest rate is 3.66%.

8. Director's Report –Sheryl Bass

- a. See entire Director's Report. Noteworthy items include:
 - i. The broken swan statue has been sent out for welding because the Department of Public Works is not able to weld aluminum. The Trustees may need to cover the cost of the repair.
 - ii. Electric Vehicle Charger
 1. The Energy Commission is working on installing a switch on the electric vehicle charger so that it can't be used when the library is closed. The Library staff have received complaints about cars sitting for hours at the free charger.
 2. Nancy Lambert noted the Library's charger is relatively slow (~20-24 miles to the hour of charging), so it is necessary for a car to remain at the charger for several hours to get a substantial charge. She added that there aren't enough chargers, so it would be a shame to restrict the hours of usage. She asked if a charger

that required payment could be installed as an alternative to making the charger unavailable.

3. Kim Sweetman noted that since there is no policy or signage for charger users, current users can't be considered in violation of any usage policy. Director Sheryl's Bass said that when the charger was installed, the Energy Committee assumed responsibility for it, so they need to develop a usage policy and install signage that reflects the policy. Sheryl Bass and Nancy Lambert will talk with the Energy Commission to get more information.
 - iii. In preparation for transitioning files to the Azure Cloud environment, Andy Clarke has completed setting up SharePoint, and internal files are now on OneDrive.
 - iv. The December Art History Presentation on Norman Rockwell was well attended. Art history programs by Jane Oneal are always very popular and well-received.
 - v. The Library's 2023 operating budget was passed by the Town with no further action required by the Library.
 - vi. Neolani Conroy resigned her position as Library Assistant for Youth Services. Of the approximately 20 applications received for the vacant position, three qualified applicants were selected for interviews. Of the chosen three candidates, one candidate did not respond to the interview invitation, one withdrew, and one was interviewed and determined to be a qualified and suitable candidate.
 - vii. ARPA grant activities have concluded. An outcome of the grant is a Library communications and marketing manual. Libraries in Dover, Newmarket, Rochester, and Rollinsford were grant partners.
9. Action Items from Director's Report – Adoption of DPL 2023 Holiday schedule and 2 staff development days
- a. Charlotte Ramsay moved to approve the schedule for holidays and two staff development days in 2023 with the correction noted below. Martie Gooze seconded. All were in favor. The motion passed.
 - i. The dates of the staff development days should be in 2023, not 2022.
10. Hiring Recommendation – Susan King
- a. Robin Glasser moved to provisionally hire Susan King for Library Assistant for Youth Services pending successful background check and reference check. Erik Waddell seconded the motion. All were in favor, and the motion passed.
11. Review of Director's 2022 goals – see attached document for details. Noteworthy items include:
- a. The Technology Plan, Strategic Plan, and associated 2022 operational activities have been implemented except for:

- i. The receipt and installation of two Meraki access points and licenses.
 - ii. The review of a library newsletter platform that needs to be completed.
- b. Most Library job descriptions have been created and reviewed; only a few job descriptions are still needed.
- c. The Library has seen an increase in engagement, and circulation is up 40% from pre-covid levels.
- d. The Assistant Librarian for Youth Services position has turned over three times in the past year, creating challenges for the Youth Services staff.
 - i. The Director and Trustees commended Lisa Kleinmann, Head of Youth Services, and Kelly Montagano, Library Assistant - Youth Services, for doing a great job maintaining youth services under difficult circumstances and noted their appreciation for Lisa's leadership.

12. Discussion of Board evaluation of Library Director

- a. Each Board member will have an opportunity to complete an online evaluation of the Director using Survey Monkey.
- b. Nancy Lambert made the following suggestions for the Evaluation Questionnaire.
 - i. Add "___ Cannot evaluate/don't know" to the rating scale.
 - ii. Under Community Relations: Add "Promotes outreach to underserved or underrepresented members of the community."
 - iii. Under Board Relations: Add "Considers Board and community input in decision-making."
 - iv. Under Facilities: Add that the Director ensures that that library is "accessible" and "welcoming to all people."
 - v. Under Staff Relations and Management:
 - 1. #15 Clarify "cultivates effective patron services among staff."
 - 2. #19 Add "Helps to identify training needs and opportunities."
 - vi. Under Meeting 2022 Goals: Add "Collects data and anecdotal information for reporting and evaluation purposes."
- c. Erik Waddell thought the evaluation was fine in its current form.
- d. Martie Gooze commented that the evaluation should be kept short and simple and questioned whether it was necessary to ask the same questions every year. Sheryl Bass and Nancy Lambert both thought that evaluation questions should not be omitted.

13. Discussion to improve garden area in front of the Library

- a. The Special Projects Committee (Erik Waddell and Nancy Lambert) will investigate options for planting and maintaining the garden and will report back on their findings.
 - i. Martie Gooze volunteered to help. Her travel schedule will require her to use zoom to participate in any January meetings about the garden. Joan Drapeau, who originally raised concerns about the garden to the Trustees, will also serve on the committee.

- ii. Nancy Lambert suggested that the Durham Agricultural Commission may be interested in partnering on the project to promote their interests in pollinator gardens and native plants. The UNH Cooperative Extension Master Garden Program may be a helpful resource.
- iii. Concerns about garden maintenance and the costs of the installation and maintenance were discussed. Kim Sweetman asked if there might be a landscape company willing to donate their services.

14. Discussion about recording Library Trustee meetings and increasing transparency

- a. Robin Glasser asked each person present to comment on the suggestion that the Trustees record their meetings.
 - i. Robin Glasser noted that Trustee meetings are open to the public, complete minutes are available for each meeting, and we comply with the Right-to-Know Law.
 - ii. Charlotte Ramsay didn't feel that recording the meetings was necessary but emphasized that we should be scrupulous in following the Right-to-Know laws. She did not see a problem with the current situation and didn't feel that this was an issue that activates the community.
 - iii. Kim Sweetman thought the Trustee meetings should be aligned with other elected town bodies. She said it is probably more important to have accessible meetings and meetings that are broadcast rather than recorded meetings.
 - iv. Martie Gooze reflected on her experience when the School Board began recording meetings. She said that it brought more people in and that it could be disruptive.
 - v. Beth Newkirk said the meeting minutes provide a definitive sense of what happens at the meetings, but a video recording of the meeting would be subject to interpretation. She acknowledged that recording Trustee meetings would make the Library more aligned with other town bodies.
 - vi. Erik Waddell did not think there was currently an issue or a problem that recording would address. If a problem arises, then the Trustees can revisit the idea. He thought recording made sense for the School Board and the Town Council but not for the Library Trustees.
 - vii. Andrew Sharp thought that an audio recording would be acceptable, but he would not want the meetings to be videotaped.
 - viii. Kam Damtoft indicated her support for thorough minutes to document meetings but expressed her personal discomfort with being recorded and anticipated that it would make it more difficult to express herself during meetings.
 - ix. Martie Gooze said that meeting attendees understand the meeting minutes because they are present for the discussion but noted that we have to make sure the minutes are understandable to the public.
 - x. Robin Glasser thought adding a video camera would change the meeting dynamics and expressed concern about the cost of putting in a video

system. She said we would either have to spend money to record the meetings or move the meetings to the Town Council Chambers. She felt strongly that Library Trustee meetings should take place in the Library, but if some large issue arose involving community members, then the Trustees could move their meeting to the Council Chambers to access their video recording system.

- xi. Nancy Lambert said she understood the discomfort of videotaped meetings but advocated for a video record of each meeting to ensure meeting accessibility and to increase transparency and accountability. She noted that just about all other Town committee meetings are recorded and made available to the public, and that the Trustees, as an elected body, should be held to a higher standard of transparency and accountability. A video archive of meetings would be valuable to voters.
- xii. Erik Waddell expressed concern that meeting participants will perform for the camera, and video recording will interfere with Board interactions.
- xiii. Kim Sweetman noted that not many Town committees provide zoom access to their meetings. It was noted that there are two separate issues to address: online access to the Trustee meetings and archiving video recordings of the meetings.

15. Adjournment

- a. Martie Gooze made a motion to adjourn. Erik Waddell seconded. All were in favor. Motion passed. The meeting adjourned at 8:56 p.m.

Meetings are on the 2nd Thursday of each month at **6:45 pm**. Future meeting dates: Jan. 12, 2023, Feb. 9, 2023, March 9, 2023.

Respectfully submitted,

Nancy Lambert