

**Hudson Library Board of Trustees
Regular Meeting Minutes
November 20, 2013**

Call to order at 6:02p.m.at the Hills Memorial Library Building with Pledge of Allegiance led by Chairperson Connie Owen.

Attendance: Trustees Connie Owen, Jennifer Chafe, Robin Rodgers, Arlene Creeden, and Linda Kipnes. Also present, Library Director, Charlie Matthews, and Board of Selectman Liaison, Mr. Ted Luzsey.

Public Input: No Public Input.

Acceptance of Minutes:

Motion made by Trustee Kipnes to accept the minutes of the regular BOT meeting of 10/16/13. Trustee Rodgers seconded the motion, which passed 4-0-1, with Trustee Creeden abstaining from the vote as she was not present for the meeting. Trustee Chafe read motions made in non-public at the last meeting. Chairperson Owen moved to make a \$1,000 donation to Evergreen Program as suggested by Mr. Matthews. This was seconded by Trustee Kipnes and passed unanimously.

Trustee Rodgers moved to fund the registration fee of \$230 for Mr. Matthews to attend the Public Library Association Conference. He will pay for accommodations, mileage, and travel. This motion was seconded by Trustee Kipnes and passed unanimously. Selectman Luzsey asked that Trustees reflect on the RSA's regarding non-public for future motions made in non-public sessions of BOT meetings.

Correspondences:

Mr. Matthews informed the Trustees that he received a "thank you" correspondence from Maryellen Brown who hosted a reception in the community room and donate \$90 of her profits made as a result of her exhibit in the community room to a local food pantry. Trustee Rodgers asked for Mr. Matthews to clarify that she did not sell her pieces out of the RML, but through connections she made as a result of her exhibit. Mr. Matthews also reported that he sent a thank you note to Ripano Stoneworks for repairing a damaged corner of the countertop in the Children's Room.

Treasurer's Report:

Trustee Creeden provided Trustees with copies of her financial report and highlighted sections of the report. No concerns, questions, or comments from Trustees regarding the report. The report was placed on file for the auditors.

Selectman Liaison: Mr. Luzsey reported that the budgeting process begins tomorrow. He stated that there is a "relatively flat" budget with respect to last year. He stated that all Department Heads met their objectives. He shared that he enjoyed a tour of the RML building with Mr. Matthews.

Chairman's Report:

Chairperson Owen stated that much of her report will be covered in other agenda items. She noted that the Chamber of Commerce is accepting nominations for their awards ceremony. She asked if there were any recommendations for nominations. She recalled that last year we nominated someone for the Outstanding Citizen award and that person did not win, but our own Trustee Kipnes did. We have until the end of the year to make a recommendation. Chairperson Owen reported that she attended the Rotary Club breakfast last week and she got some program ideas as a result. She shared the idea of having a Realtors program for people considering re-locating to Hudson. She also discussed a visiting author program that may be in part sponsored by the FOL or a willing local business. She envisions this occurring at least once a year.

Directors Report:

Director Matthews provided Trustees with a copy of his report reflecting activities for the month of October. He highlighted the fact Barbara Sanderson has announced her retirement from the RML after 14 years of service. Mary Ellen Brown exhibited still life art work in the Community Room in October and Susan Peterson is displaying watercolors in the Community Room this month. Representatives from TD Bank presented a First Time Homebuyer seminar on Saturday, October 12th and there were 14 people in attendance. On October 30, Don Watson a singer/songwriter from NH performed a collection of songs pertaining to the Granite State. There were 30 people in attendance for this event. The RML shared a table with the FOL at the Hudson Pumpkin Festival the weekend of 10/19-10/20. Sixty-six people participated in a raffle, the prize being a bag of adult books. Additionally, several people signed up for library cards at this event. Young adult staff, Kate and Danny, worked with teens to learn to make simple android phone applications. Several teens participated in this program. Overall circulation for the month of October was up 7.4% from September. 129 new library cards were issued this month as well. Theatre club, facilitated by Sarah, worked on a play based on an Amelia Bedelia book. It was recorded an aired on HCTV. The kids did a great job. Bob Gagnon delivered our surplus computers (17 Dell desktops and keyboards and 19 flat screen monitors) to the Hudson Police Department for disposition through propertyroom.com.

Donations:

Trustee Creeden moved to accept the 21 books, 39 DVD's, 3 CD's, and 29 electronic toys. Trustee Kipnes seconded this motion, which passed unanimously.

Friends of the Library:

Trustee Kipnes reported that the FOL had a meeting last night, 11/19. On Monday 12/12, the FOL are going to decorate the library for the holidays. Santa's visit is scheduled for 12/7 from 9:30-11:30. Cookie donations are welcomed. This is the same day as the Juniors' craft fair. The FOL questioned planning for Barbara's pending retirement and gift suggestions. This will be further discussed at a later time.

Old Business:

Ms. Owen reported on the Strategic Planning process. The group met last night and staff member Danny Arsenault presented the results of the surveys in a digital presentation that was very well articulated. It appears that there are some issues that can and should be addressed immediately and other issues that an intervention plan will be developed and they will be addressed in the near future. The group is now coordinating information for the focus groups. The focus groups will hopefully start the first week of December. Executive interviews will be the next step in the process which will include interviews with "key people from town."

Chairperson Owen reported that the November Open House will be a program on protecting your heritage and history. The plan at this time for the December open house is a presentation on the traditions of the holidays during the medieval times by a professor of medieval studies. Mr. Lane was also asked to read a holiday story. Chairperson Owen reflected on the fact that managing the open houses is becoming increasingly more taxing and there was a discussion about suspending the open houses throughout the winter months and re-considering them in the spring. Also, anyone willing to take over the responsibility of planning these events is encouraged to contact the BOT. Another suggestion was to use the HML for TED Talks. This will be further discussed.

A Holiday Luncheon was agreed upon by the trustees for the staff. This event will occur on 12/13 and 12/14. Trustees Owen and Kipnes will coordinate Friday's luncheon and Trustees Chafe and Rodgers will manage Saturday's event.

Trustees reviewed the proposed 2014 schedule. Trustee Creeden moved to accept the proposed 2014 RML operational calendar. Trustee Rodgers seconded the motion, which passed unanimously.

The Amber Jewelry workshop with Rasa Dooling occurred on 11/9. Reportedly, the jewelry was beautiful. There were 28 attendees. Overall, it was a great use of the Zylonis funds.

Trustees reviewed the status report.

New Business:

A customer service improvement plan was discussed. The BOT is aware that this is an issue, considering the results of the strategic planning survey. 25-35% of patrons reported finding the staff unwelcoming. Several tactics were briefly discussed. Mr. Matthews is ordering name tags for staff. Also a customer service program offered by a UNH hospitality professor is being considered by the Trustees. BOT and Mr. Matthews are committed to addressing this issue raised by the community quickly and efficiently.

Other service improvement areas were discussed including more signage; cleanliness; and additional book drops. The book drop proposal was discussed by Trustees and potential locations were identified. This will be further assessed and discussed.

With a staff member retiring and another cutting back her hours, the Trustees discussed potential hires and/or internal promotions. This will be further discussed in non-public.

Chairperson Owen took time to express gratitude to the Friends of the Library who consistently give to the library and the community. They are creative and excited to be able to provide for the patrons of RML. We are very fortunate and grateful for all they do

Trustee Creeden moved to fund \$1070.00 to repair the outdoor lighting system and to purchase a copy of the software that manages the lighting. This money would come from the electricity line item. This motion was seconded by Trustee Kipnes and passed unanimously.

Trustee Comments:

Trustee Creeden: I want to thank the Board for managing in my absence. I am excited about Santa's visit to the RML on 12/7 from 9:30 to 11:30. There is typically many visitors to the library for his visit and we are looking forward to it. It is a hectic but exciting time of year with decorating and holiday programming, and I invite you all to be a part of it.

Trustee Rodgers: no comment

Trustee Chafe: I was going to remind folks about Santa's visit and holiday programming, which you can register for now on eventkeeper, but Trustee Creeden beat me to it.

Trustee Kipnes: no comment

Director Matthews: I'd like to remind people of the Sky Watch this next Tuesday, 11/26. The NH Astronomical Society will be hosting the Skywatch from 6:30-9pm. It begins with a program in the community room and then moves to the soccer field by Hills Garrison. It should be really fun.

Chairperson Owen: I am excited about the progress we are making based on the strategic planning process and I am glad we are being challenged to address the areas we need to develop and grow in. I am thankful to have dedicated participants in the strategic planning process.

Next Meeting: Our next monthly meeting is Wednesday, December 18, 2013 at 6pm at the Hills Memorial Library building,

Motion made by Trustee Owen to enter into non-public under 91-A: 3II. (a) and (d). This motion was seconded by Trustee Rodgers and per roll call vote, passed unanimously.

The Regular Meeting adjourned at 7:40 p.m.

While in non-public, Trustees addressed concerns raised by Chairperson Owen regarding tasks assigned to Director Matthews that have not yet been completed. A plan was devised to address the incomplete tasks.

Trustees returned from non-public at 8:05pm.

Respectfully Submitted,

Jennifer Chafe, Secretary