

**NASHUA PUBLIC LIBRARY
2 COURT STREET
NASHUA, NEW HAMPSHIRE 03060**

LIBRARY BOARD OF TRUSTEES MEETING
NPL
January 3, 2023
7:00 P.M.

AGENDA

1. Public comment
2. Review of monthly bills and trust fund requests
3. Approval of minutes from November meeting
4. Approval of programming policy
5. Staff appointment: Information Services Supervisor
James Nalen , start date 1/3/2023, starting salary \$59,319
6. Other business

REGULAR MEETING OF THE BOARD OF TRUSTEES
OF THE NASHUA PUBLIC LIBRARY

A regular meeting of the Board of Library Trustees was held at 7:00 pm on November 1, 2022, in the conference room at the Nashua Public Library, 2 Court Street, Nashua, New Hampshire.

Trustees present were:

Linda Laflamme (Chair)
Scott Jaquith
David Pinsonneault
Padmaja Kunapareddy

Also present was Library Director Jen McCormack and Assistant Library Director Jenn Hosking, who took the minutes. One member of the public was present.

Chairman Laflamme called the meeting to order at 7:00 pm.

Public comment period: Beth Scaer shared concern about a book display in the library.

The Board examined the bills and, upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Jaquith, unanimously:

RESOLVED that bills in the amount of **\$36,936.35** be approved for payment from the **Regular** budget and bills in the amount of **\$747.58** be approved for payment from the **Fines** budget.

Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kunapareddy, the Board unanimously **approved \$500 be expended from Miscellaneous Donations to fund Dr. Eric Cervini's virtual author visit in December.**

Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kunapareddy, the Board unanimously **approved the minutes of the October 13, 2022 meeting.**

Upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Jaquith, the Board unanimously **approved updates to the library card and borrowing policy as presented subject to review in 12 months.**

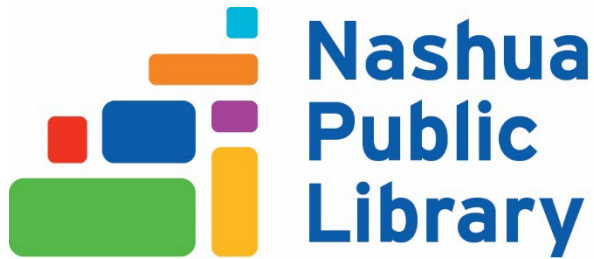
Chairman Laflamme summarized DesignLab's presentation to the Board of Alderman on October 25, 2022. The Board discussed next steps for this process to keep the project moving forward.

In other business, Director McCormack shared updates made to the Board's webpage on the library's site. Director McCormack also shared there may be a candidate for the information services supervisory position that will require approval prior to the December Board meeting. The Board requested Director McCormack send Chairman Laflamme the candidate's information and she will forward the package to the full Board for review. Director McCormack reviewed one quote received to clean the exterior of the building. The Board had a brief discussion of varying options for funding this project and decided to table further discussion to a future meeting.

There being no further business to come before the Board, upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kunapareddy, the Trustees unanimously:
RESOLVED: That the meeting be adjourned at 7:45 pm.

Attest _____

David K. Pinsonneault, Secretary



January 3, 2022
Director's Report

Department updates:

- **Programming/Marketing:** Holly K. has been working this fall on establishing a Seed Library and it will finally launch in February. Holly's description of the seed library and how it fits in with our strategic plan is attached to this report,
- **Customer Services:** We were able to implement our new fine-free policies on 12/7, a few weeks earlier than expected. Our Customer Services team has had the privilege of sharing news of the new policy with customers and enjoying the (mostly) happy reactions. One staff member described his experience this way: *Almost everyone is appreciative--some people seem to think it's about time we went fine-free--but the ones with the most to say, saying it the loudest, are the very few people who think going fine-free was a bad mistake.*
- **Information Services:** Alex attended an online Federal Depository Library Program conference this fall; there are some improvements to the acquisition process that will help him keep up with deaccessioning and adding new materials. In person computer classes have resumed and we are keeping some online classes on the schedule.

Buildings and Grounds

- **Book drop:** The book drop on Court St. that was damaged earlier this fall has been replaced, the new one was installed on Tuesday, 12/23. This purchase was covered by the city's insurance.

Administration updates

- **Customer printing and computer time management:** Jenn Hosking has spent the fall evaluating alternatives for the printing service that we offer our customers since Conway informed us that they would not be renewing our contract. She has identified a new vendor that offers a much more intuitive printing process for customers and which will continue to manage credit card transactions. Included in their printing solution is an integrated computer time management application which will replace the CASSIE software that we've used for the past 15+ years. I'll be bringing this contract to the Finance Committee in January for approval.

- **Website redesign:** Our current website was mentioned in the feedback we gathered during the strategic planning process as being confusing and difficult to navigate as well as not accessible for individuals with visual impairments. I am currently working with Civic Plus, the company that designs and supports the city website, as a replacement for our current Word Press site. Moving to Civic Plus will offer customers a familiar experience and will ensure that our site remains fully accessible and well supported by the company (and not just a single staff member).
- **Event calendar and room booking:** Along with the updated website and printing solution we have been evaluating a replacement for Event Keeper, our online calendar and room booking software. The new application will offer more customization and allow us unlimited storage of events and related data. Other improvements include an easier interface for customers booking the meeting rooms and more robust reporting for staff.
- **Budget strategy for FY2024:** I am still waiting for specific budget instructions from the Mayor and CFO, but have started working on adjustments we will need to make in order to accommodate a contingency amount for negotiated salary increases and new costs for some improved services such as:
 - Website redesign/hosting
 - Calendar and room booking software
 - New print/fax solution for customers
 - Staff scheduling software

Statistics: This month I am sharing data about interlibrary loan transactions and reference questions at the service desks for the first quarter of this fiscal year. To get this data we count all customer interactions in which they ask for information about or help with library services or facilities for one full week each quarter; tracking the type of question, the day and time it was asked and approximately how long each interaction lasted. This data is helpful for us to determine appropriate staffing levels and could highlight a service or policy that needs better documentation or promotion.

Interlibrary Loans	
Sent	270
Received	393
Reference questions answered	
Information Services	4342
Children	2132
Teen	1131
Chandler	247
Customer Services	13845

From: [Klump, Holly](#)
To: [McCormack, Jennifer](#); [Baker, Pamela](#)
Subject: Seed Library Update
Date: Wednesday, December 14, 2022 10:38:36 AM

Hi Jen,

I just wanted to let you know that things are moving along for the seed library. The grand opening on Thursday February 23, but the program around that is TBA.

The purpose of a seed library is to provide seeds to our local community to “borrow”. We use the term “borrow” because the idea is that people will save some of the seeds to donate back to the library for the following season. In turn they are not only feeding themselves, but others. The access to seeds, plus the resources already present in our community (Grow Nashua, Regenerative Roots, community gardens, etc) will add to creating a healthy food system. Food sovereignty is a big topic in the food systems world right now. While there is not an official definition of this term, the idea behind seed sovereignty is to protect the culture and biodiversity of seeds. Quick research led me to find at least 12 seed libraries already in operation in NH, though I’m sure there are many more. Having a seed library at NPL fits into our goals of learning, being collaborative and connected, being inclusive, and also responsive to community needs.

The seed library grows out of our long time annual seed swap, which has an annual library event for many years. This is an event that the community looks forward to in the winter, many returning year after year, and has always had the support of local organizations such as the Nashua Garden Club. Last year because of COVID, we held the seed swap over a week, so people would be more spaced out instead of crowding at one event. This format proved to be even more successful since we reached a broader audience over having it as a one-time event. The next step in accessibility is a seed library, where community members can donate or borrow seeds any time that the library is open.

The seed library will be housed in the two card catalogs in the Chandler Wing. There will be ample signage to explain how it works, and I will be the main point person for any questions. It should be a self-run system, after it is up and running and the community understand how it works. The seed library will be honor system, with guidelines in place, in a public area so staff may keep an eye on it. We are working with Moose Mountain Seed Savers, a small community group, who will help us maintain the library and troubleshoot any issues that arise.

In order to gain community buy in, we have a seed packing party planned a month prior to the grand opening, where community members are invited to come and help us separate and package up seeds into smaller quantities. Community members who have seeds to share can drop off seeds to the Chandler Desk at any time, or come to the packing party. At the grand opening, I hope to have a person who can speak about seeds, or show a documentary...that is still in the works.

I also hope to gain permission to start a seed saving demonstration garden outside of the Chandler Wing, in some weedy unused space. Moose Mountain would also be able to help with this project. This will be a great way to show the community how to save seeds to bring back next year. I hope to

partner with one of our community groups (such as the Girl Scouts and/or Plus Company) in order to help maintain this small garden as well, but I haven't actually reached out to them yet!

Thank you!

Holly Klump
Assistant Librarian Programming and Marketing
603-589-4633