

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

LIBRARY BOARD OF TRUSTEES MEETING
NPL
June 7, 2022
7:00 P.M.

AGENDA

1. Public comment
2. Review of monthly bills and trust fund requests
3. Approval of minutes from May meeting
4. Doria Brown, Energy manager
5. Staff appointments
 - a) Pamela Baker, Programming and Marketing Librarian \$59,000 starting 5/31/2022
 - b) Dan Bello, Maintenance Supervisor \$50,000 starting 6/6/2022
6. Tuition reimbursement request
7. Other business

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BILL SUMMARY

To be approved:

Regular budget: \$ 25,878.55

5/01/2022 – 5/31/2022

Fines account: \$ 1,510.95

5/01/2022 – 5/31/2022

Grand Total \$ 27,389.50

NPL INVOICES PAID

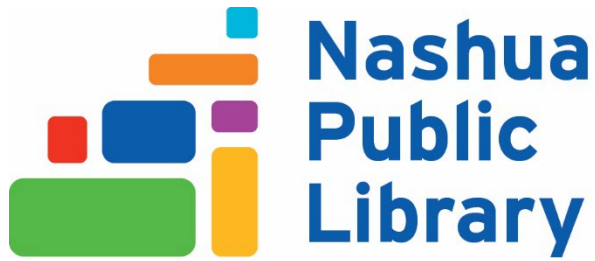
Trust Fund Requests:

Stearns Fund

Purpose of Trust: Purchase of reading matter

Balance Available: \$200,300.26

Amount requested: \$50,356 see FY 23 request from
Assistant Director Hosking



June 7, 2022

To: Board of Trustees

From: Jenn Hosking, Assistant Director

RE: Stearns Trust Request

Please find below an outline of our initial request of Stearns trust fund expenditures for FY23. All of these resources provide the Nashua community access to reading material either in print or electronically.

<i>Stearns Trust Request</i>	Total	\$50,356
High Demand Budget	18,000	Popular Books
NH Downloadable Consortium	21,056	Overdrive eBooks and audiobooks
Tumblebook Library	4,700	eBooks for children
TeenBookCloud	1,600	eBooks for teens
Nashua Reads (Adult and Youth)	2,000	Books
Book Give-Aways	3,000	Books to distribute at community events and popup libraries

**City of Nashua, New Hampshire
Library Trust Funds
Total Income Available by Fund
April 30, 2022**

		Fidelity Investments Principal Cash & Investments (Market Value)*	Fidelity Investments Principal Cash & Investments (Cost Basis)*	Fidelity Invested Income (Market Value)**	Fidelity Income Cash Account	Fidelity Investments - Income Cash Accrued Income	Citizens Trust Fund Income Cash	Encumbrance Balance (approximate at 3-31-2022)	Due To/From General Fund	Income Cash Available Bal (excludes Invested Income)
TF79.7535	Hunt	56,983.31	50,813.26	-	10,595.18	106.88	-	-	-	10,702.06
TF79.7536	Hussey	73,233.85	65,304.23	-	7,674.52	137.40	-	-	-	7,811.92
TF79.7537	Jacquith	479.58	427.71	-	691.21	0.92	-	-	-	692.13
TF79.7538	Rose	32,264.07	28,770.64	-	6,999.72	60.48	-	-	-	7,060.20
TF79.7539	Cramer	31,671.22	28,241.90	-	5,940.72	59.41	-	-	-	6,000.13
TF79.7540	Constitution	8,952.77	7,983.40	-	2,818.79	16.83	-	-	-	2,835.62
TF79.7541	Fairfield	10,067.14	8,977.10	-	3,059.82	18.89	-	-	-	3,078.71
TF79.7544	Clancy	75,759.23	67,556.18	-	13,040.86	142.19	-	-	(0.01)	13,183.04
TF79.7545	Nesmith	65,996.91	58,850.87	-	16,127.83	123.81	-	-	-	16,251.64
TF79.7546	Bloomfield	944,552.07	842,277.71	-	49,386.53	1,771.96	-	-	-	51,158.49
TF79.8050.8	Zylonis	-	-	-	51,353.55	1,542.40	-	-	-	52,895.95
TF79.8052.8	Smith	-	-	-	4,408.18	38.23	-	-	-	4,446.41
TF79.8054.8	Harris	-	-	-	25,023.75	156.70	-	-	-	25,180.45
TF79.8056.8	Harkaway	-	-	-	528.93	4.86	-	-	(0.01)	533.78
TF79.8059.8	Burbank	-	-	73,616.92	47,524.16	595.02	-	-	(0.01)	48,119.17
TF79.8063.8	Stearns	-	-	588,732.41	192,236.00	10,231.92	-	(463.69)	(1,703.97)	200,300.26
TF79.8065.8	Avard	-	-	-	1,622.33	12.34	-	-	0.01	1,634.68
TF79.7048	Historical Books	-	-	-	-	-	561.87	-	-	561.87
TF79.7549	Misc. Donations	-	-	-	-	-	36,930.24	(3.33)	(652.08)	36,274.83
		1,299,960.15	1,159,203.00	662,349.33	439,032.08	15,020.24	37,492.11	(467.02)	(2,356.07)	488,721.34

* Principal balances are provided only on those trusts in the Fidelity Investment Portfolios that are 100% expendable. Column 1 (Market Value) includes both **realized** and **unrealized** gains/losses on investments. Column 2 (Cost Basis) includes only **realized** gains/losses. Total Market Value of all Fidelity Investment Accounts: \$ 7,888,279.88

** This column reflects original invested income plus/minus realized & unrealized gains and losses; it does not include interest & dividends earned on the invested income. The amount will fluctuate month to month depending on market value. Invested income is 100% expendable.

- Burbank original invested income = **\$50,000**

- Stearns original invested income = **\$400,000**

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 May 3, 2022, in the large meeting room at the Nashua Public Library, 2 Court Street, Nashua, New Hampshire.

Trustees present were:

Linda Laflamme (Chair)
Padmaja Kunapareddy
David Pinsonneault
Kristin Kane
Scott Jaquith
Paul Bergeron

Also present was Library Director Jen McCormack and Assistant Library Director Jenn Hosking, who took the minutes. Two members of the public were present.

Chairman Laflamme called the meeting to order at 7:03 pm.

Public comment period: Beth Scaer reiterated concerns she expressed at the April Board meeting regarding a couple of children's books in the library's collection.

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 **\$52,693.77** be approved for payment from the **Regular** budget and bills in the amount of **\$5,954.10** be approved for payment from the **Fines** budget.

Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kunapareddy, the Board unanimously **approved the following trust fund expenditures:**

- **\$450 from Miscellaneous Donations to fund two adult summer reading programs: Ocean Trivia with Brian Yurasits of the SEE Science Center for \$250 and Far, Far, Away Fishing with Skip Montello for \$200.**
- **\$2,776 from Miscellaneous Donations for Bach's Lunch Concerts to be refunded by the Harris and Hunt Trusts.**
- **\$695.61 from the Stearns Trust for Lapsit story time board book sets.**

Upon a motion duly made by Ms. Kunapareddy, seconded by Ms. Kane, the Board unanimously **approved the minutes of April 5, 2022.**

The presentation by Doria Brown, Energy Manager for the City of Nashua, was postponed until the June meeting.

Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kunapareddy, the Board unanimously **approved updates to the library's Computer Use policy as presented by Director McCormack.**

In accordance with the Bylaws of the Board of Trustees, an election of officers was held. Upon a motion duly made by Ms. Kane to nominate Linda Laflamme to the position of Chairman, and Dave Pinsonneault to the position of Secretary, seconded by Mr. Bergeron, the Board **unanimously voted to elect Linda Laflamme to Chairman and Dave Pinsonneault to Secretary for the 2022-2023 term.**

In other business, Director McCormack invited Board members to participate in the volunteer cleanup of library grounds on Saturday, May 7th, 9-11am.

Director McCormack shared the potential for two staff appointments that will need approval prior to the June Board meeting. Upon a motion duly made by Mr. Pinsonneault, seconded by Ms. Kunapareddy, the Board **unanimously authorized Chairman Laflamme to**

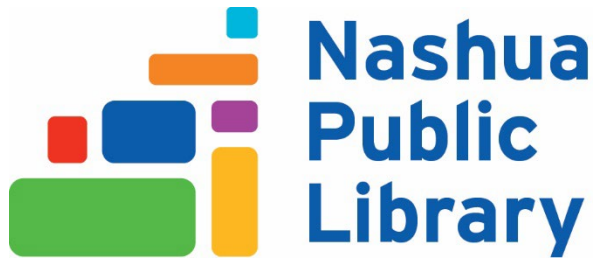
approve the two staff appointments before the June meeting where the full Board will then ratify the appointments.

There being no further business to come before the Board, upon a motion duly made by Mr. Pinsonneault, seconded by Mr. Bergeron, the Trustees unanimously:

RESOLVED: That the meeting be adjourned at 7:29 pm.

Attest _____

David K. Pinsonneault, Secretary



June 7, 2022

Director's Report

Department updates

- **Youth Services:** Youth services staff have started their busy schedule of school visits to promote the summer reading program beginning with Mt. Pleasant Elementary on June 1st. Over the next 2 weeks they will visit every school to make presentations to the students and deliver brochures about this year's reading program. Also beginning this month are regular Spanish story times led by community volunteer Sandra Pratt.
- **DVD and Blu-Ray:** Beginning this month we are shifting to purchasing Blu-ray discs instead of DVDs for most titles. In conjunction with that change we've made some changes to media labeling and the current DVD collection will all be relabeled over the summer.
- **Programming:** Our annual concert series are back! The schedule is a little lighter this year due to the transition in that department but there will be weekly Bach's Lunch concerts on Wednesdays and outdoor concerts on Thursdays throughout July. Thanks to the help of the city's public access channel the Bach's lunch concerts will be available online as well as in person.
- **Information Services:** In-person computer instruction is resuming this summer starting with one-on-one help sessions by appointment. In person classes are scheduled to resume in September.

Buildings and Grounds

- **HVAC:** The motor on one of the air handler units is failing and needs to be replaced, I am waiting for a quote from Palmer and Sicard for that repair. I may need to request trust funds to cover the cost of that repair: we have already spent \$13,078 on repairs to the HVAC system and have an additional \$5,300 encumbered for the CVA repair scheduled for mid-June.

- **Landscaping services:** Initial bid was \$25,000 so went out to bid, lowest bid is \$6,500 which is below the threshold for finance committee approval. Worked with Purchasing department to check references, will award the contract to Greener Tomorrow.
- **Fire alarm inspection:** RB Lewis tested and inspected our fire alarm system on May 6th, the smoke detectors all passed with flying colors but the heat detectors did not pass. I am working with Risk Management and the Fire Marshal's office to investigate and resolve the issue.

Administration updates

- **Strategic plan updates:** I held a library wide staff meeting on Wednesday, 5/25 to introduce library staff to the new strategic plan and related action plan for year 1 which is attached to this report. Staff then worked within departments to brainstorm specific actions that they or the department could take that support the strategic directions and goals in the new plan.
- **Facility Assessment:** The contract with designLAB was signed by the mayor and they have begun work on the project with a project completion and final report presentation on 10/4/2022.
- **Budget Review:** The library's budget proposal was discussed at the Budget Review Committee on Tuesday, 5/31 with no major challenges or questions raised. The public hearing on the city budget is scheduled for Tuesday, June 21st at 7 PM.

Statistics: Library visits 2022

	Sunday	Monday	Tuesday	Wednesday	Thursday	Saturday	Total
January	558	1406	2103	1376	1588	756	7787
February	360	1481	1204	2213	1737	1219	8214
March	1047	2494	2149	2514	2117	2165	12767
April	608	2311	1899	1901	1949	1576	10244
May	498	1713	1690	1334	1461	669	7365

Welcoming & Comfortable - The library is a trusted, safe place that is inviting, easy to use, and a hub of community activity.

Goal 1: Serve as a welcoming community gathering place for every member of the community.

Objective 1: Welcome customers with limited English proficiency by

Implementing technology solutions for translation and interpretation at service desks

Objective 2: Welcome and retain staff from diverse backgrounds by: (saved for year 2)

Objective 3: Highlight Nashua's diversity by:

Incorporating holidays and observances from other cultures in monthly displays

Revise marketing plan to include intentional, regular outreach to under-represented groups

Goal 2: Emphasize open and easy access to traditional and digital resources with knowledgeable assistance

Objective 1: Identify and remove barriers to library use by:

Evaluating overdue fines policies

Collaborating with the City on simplifying parking (signage, consistent rates)

Objective 2: Improve accessibility of online resources by:

Reviewing and improving website navigation and accessibility

Objective 3: Develop a knowledgeable and proficient staff by:

Creating opportunities for cross training between departments

Goal 3: Continue renovation of the library building and grounds to update perceptions about the library and evoke community pride.

Objective 1: Completing and publishing a complete facility assessment

Objective 2: Implement interim plaza improvements by:

Hiring professional Landscaping service

Objective 3: Create comfortable reading and study spaces within the library (year 2&3)

Learning and Culture - The library supports community members in living enriched lives by connecting them to learning opportunities throughout their lifetime in an equitable and inclusive way.

Goal 1: Build an informed community by ensuring diversity, equity, and inclusion in collections, programs, and services.

Objective 1: Develop a balanced and diverse collection by:

Executing a diversity audit of library collection

Establishing a “Library of Things” in response to community interests

Objective 2: Incorporate other languages in promotional and instructional materials (years 2 & 3)

Goal 2: Ensure community-wide digital literacy by providing access to technology and support that results in confidence and proficiency.

Objective 1: Increase staff proficiency in current, new, and emerging technologies by:

Establishing minimum technology competencies and training plan for achieving them, reviewed annually

Establishing a budget for investing in emerging technology

Objective 2: Expand technology customer access to emerging technologies by

Expanding technology available for customers to use in the library (makerspaces, peripherals for laptops, tablets)

Objective 3: Provide individual and small group tech training for customers (Year 2&3)

Goal 3: Develop responsive programs to support educational needs, recreational interests and expanded worldview

Objective 1: Develop written programming policy (Years 2&3)

Objective 2: Expand programming capacity by:

Engaging with community partners for collaborative programs

Collaborative and Connected - The library is integrated in the community resulting in high awareness, meaningful partnerships, and recognition of value.

Goal 1: Broaden the library's reach and recognition by expanding communication and events in the community.

Objective 1: Expand library services into underserved neighborhoods by:

Expanding annual schedule of Pop-up libraries

Objective 2: Serve as an outlet for community information by:

Including events, programs and services from other community organizations in library communications.

Draft policies that allow organizations to use the library as a place to engage with the community

Objective 3: Create a library communication plan for both internal and external customers (Years 2&3)

Goal 2: Actively listen to and gather feedback from the community to ensure that the library is responding to community needs

Objective 1: Invite customer feedback at every service point, physical or digital (Years 2&3)

Objective 2: Incorporate vision/aspiration exercises in outreach activities (Years 2&3)

Objective 3: Collect and make available customer feedback and aspirations in an easily accessible location for staff and customers (and Trustees) by:

Sharing customer feedback and suggestions including Admin responses with staff, customers and Trustees

Objective 4: Incorporate customer feedback in our planning and policies (Years 2&3)

Goal 3: Cultivate intentional partnerships with mission-aligned organizations and individuals seeking to enhance and empower the community

Objective 1: Create a framework for establishing and evaluating community partnerships by: (Years 2&3)

Objective 2: Draft annual report of partnership outcomes for Trustees and public (Years 2&3)

Objective 2: Establish staff position dedicated to community engagement and partnerships (Someday maybe!)

Department goals brainstormed during staff meeting:

Maintenance:

Work with new supervisor to purchase better and more efficient cleaning supplies and equipment
(Welcoming and Comfortable)

Security:

Work with landscaping company to identify and remove foliage obscuring security camera coverage
(Welcoming and Comfortable)

Customer Services:

Create a “crib sheet” with key Spanish/Portuguese phrases for setting up accounts and other frequent questions (Welcoming and Comfortable)

Youth Services:

Develop staff training for Kids’ and Teen Makerspace equipment and technologies. (Learning and Culture)

Information Services:

Teach computer classes at community locations like the Adult Learning Center (Collaborative and Connected)