

New Hampshire

# LIBRARY TRUSTEE



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SPRING 2017

*The Newsletter of the New Hampshire Library Trustees Association*

## 2017 SPRING CONFERENCE & ANNUAL MEETING

**NOTE date change to TUESDAY • MAY 23, 2017**

**Grappone Conference Center**  
70 Constitution Avenue, Concord, NH

### **GOOD GOVERNANCE = GREAT LIBRARIES**

By Janice Clark, NHLTA Director

Ever think about or discuss what makes your library great? Ever consider what role you, as an individual trustee, or your Board of Trustees plays in contributing to the ‘greatness’ of your library? NHLTA is pleased to celebrate its 60<sup>th</sup> year with an annual conference packed with an excellent array of professional speakers, a wide variety of topics, and engaging networking opportunities, all designed to assist library trustees in their quest to ‘govern for greatness.’

Setting the tone for the Conference will be the keynote address “What Constitutes a Great Library” by George Needham. A first-time keynote speaker at NHLTA Conferences, George has previously presented workshops and received excellent reviews and requests for additional sessions. His opening presentation will address what constitutes a great library, with a focus on the community connection (see sidebar, page 4). We are also fortunate to have him present a workshop on *CHANGE MANAGEMENT: Looking From The Outside In* later in the Conference.

Currently, George is the director of the Delaware County District Library in Delaware, Ohio. For 16 years, he served as Vice President for Global and Regional Councils for OCLC, an international library cooperative based in Ohio. His portfolio included OCLC’s elected governance structure, the international fellows program, speaking engagements, and the company’s library. From 2009 to 2012, George split his time between OCLC and a consulting practice focused on strategic planning, facilities planning, and community engagement. He also was a podcaster and instructor for Infopeople, a California-based library service organization. Before joining OCLC in 1999, George was State Librarian of Michigan, Executive Director of Public Library Association (a division of

—continued on page 4—

#### THIS ISSUE

2017 Spring Conference .....	1	Lee Public Library Anniversary .....	9
Ask Margaret: <i>Volunteers</i> .....	11	Letter from the President .....	2
Bedford Public Library Project .....	7	NH State Library 300 Anniversary .....	1 & 8
Bylaw Change Notice .....	7	Orientation Workshop .....	5
Circulating Video Collection .....	11	Regional Trustee Meetings .....	5
Elizabeth Ives .....	8	Trustee Toolkit: Orientation .....	10
Langdon Library: <i>Part 3</i> .....	6	Two New Directors Appointed .....	3



## **NH CELEBRATES ANOTHER “FIRST IN THE NATION”**

By Michael York, NH State Librarian and Acting Commissioner, NH Department of Cultural Resources

**January 25, 2017:** New Hampshire is known for being first for many things: we hold the First in the Nation Primary, we ratified the first state constitution, founded the first public library in the United States and more. But you might not know that we also were the first state in America to have a State Library.

On January 25, 1717, in Portsmouth, the Twenty-Seventh General Assembly “voted that ye Law books be distributed among ye several towns of this Province in proportion according to their last Prov. tax, except two books which shall be for ye use of ye Govr & Councille and house of representatives.” This law—made when New Hampshire was still part of England and almost 60 years before there even was a United States—makes it clear that the members of the provincial government knew that libraries are vital places of information and need to be a cornerstone of how we go about our business.

The “Law books” set aside for elected officials were the beginnings of the New Hampshire State Library, and they began a long history of libraries

—continued on page 5—

## Letter from the President . . .



We view our public libraries as centers of lifelong learning. From lap-sit storytimes to adult book groups, from MakerSpaces to quiet reading nooks, libraries work to reach all age groups and cater to all interests. Changing times, and tastes, make this a massive undertaking, and one that many libraries accomplish with small budgets and a great deal of creativity and enthusiasm.

Learning is also at the cornerstone of NHLTA's mission. A "learning organization" is a business term used to describe the ideal of a company that is constantly transforming itself and fosters a workforce that is always learning. The term seems to me an apt description of a public library that is evolving with the times.

Similarly, NHLTA works continuously to enhance the knowledge and skills of trustees so that they can be better, more informed leaders in their communities. We are all in a state of lifelong learning and growth!

In this Newsletter issue, you'll read about the upcoming Spring Conference, which presents both new ideas and technical information every trustee needs to know. We are also offering our spring orientation workshops for new trustees, and preparing to launch a series of regional networking sessions around the state. We welcome your ideas on how NHLTA can continue to assist you as you seek to improve your own library leadership skills.

*Susan Gaudiello*

*s.gaudiello@nhlta.org*

## MCKAY SCHOLARSHIPS AVAILABLE

By Mark Branoff, NHLTA Director

Scholarships are available from NHLTA's Mildred P. McKay Scholarship Fund. Scholarships are awarded for graduate courses, certificate courses, conferences (including NHLTA's Annual Conference) and workshops.

Criteria for eligibility and an application can be found on NHLTA's website, [www.nhlta.org](http://www.nhlta.org). Past McKay Scholarship recipients may also apply for another scholarship for that next course, conference or workshop. 

## NHLTA BOARD OF DIRECTORS 2016-17

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*"The NHLTA assists Trustees to be knowledgeable and effective in order to serve, improve and promote NH Public Libraries."*

## NEW BOARD MEMBERS

By Adele Knight, NHLTA Director

Two new members were appointed to the Board of Directors at the February 10, 2017, meeting. They both have outstanding credentials and bring a passion for libraries—a requisite for the position—and will be up for election at the Annual Meeting.

### Katrinka Pellecchia

The NHLTA Board of Directors is very pleased to welcome Katrinka. She has a long-term relationship with libraries that includes serving on the board of Trustees at the Lee Public Library for ten years, and as a member of the Lee Public Library Foundation board (a fund-raising group). Fund raising is an asset which is not new to Katrinka as she was co-chair of an annual library book sale when she lived in Fort Worth, Texas. This event typically raised \$80,000.

The NHLTA Governance Committee was attracted to Katrinka's skills in writing and editing copy, thinking that this talent would be very useful in helping the Board to communicate with all the member trustees. Katrinka worked as a graphic designer/art director for over 30 years in New York and in Fort Worth. She has published four historical romance novels, and reviewed books for the *NY Times* and the Fort Worth and Dallas newspapers. Currently, Katrinka and her husband have an online used-book and-record store which they have owned since 1995.

Katrinka remarked, "I'm a great believer in libraries and the important role they play in the community. As a voracious reader, I have used them all my life. Unfortunately, not everyone feels this way and there is the perception that libraries are outdated/not needed in this age of Google and the internet. In this 'post-truth' era of fake news, libraries are needed more than ever. I am looking forward to discovering and brainstorming new ways of marketing something that should be so obvious."

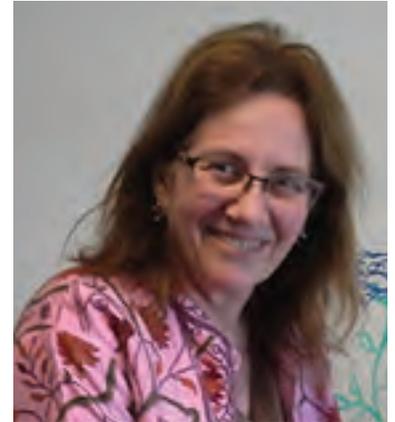
Katrinka is already at work for the NHLTA. She has agreed to be a roving reporter for the NHLTA quarterly newsletter and will be soliciting library news from the Lee Public Library and other libraries in her geographic area. Note her article about the Lee Public Library anniversary on page 9 of this newsletter. Katrinka will also join Connie Kirwin and Marty Davis on the Branding committee to explore the possibility of designing a new logo for the NHLTA. 📖



### Mary P. Castelli

The NHLTA Board of Directors is very pleased to welcome Mary. She comes to the board with many impressive credentials. She is an alternate at the Chichester Town Library where she utilizes her skills in business and finance, a member of LOC Lovers of Chichester Library (a Friends group), and a moderator for Down Cellar Writers. She has also volunteered with the SPCA and the Chichester School Board.

Professionally, Mary has been a member of the NH Bar Association since 1989 and was employed as the NH DHHS Senior Division Director from 2004-2016. She oversaw legal services, the administrative rules unit, licensing and certification of health care facilities, child care programs and a therapeutic cannabis program, the administrative appeals unit, and an ombudsman unit. Mary conducted stakeholder outreach, was engaged in legislative outreach, responded to federal audit and integrity issues, and oversaw the Division's budget.



Prior to that, as a Senior Assistant Attorney General, Mary was engaged in litigation, advised on contracts, counseled state agencies, briefed and argued cases to the NH Supreme Court, was a member of the Civil Bureau and Consumer Protection Bureau, and Director of the Medical Fraud Unit. Before she attended law school, Mary taught English, conducted poetry workshops, drove an ambulance in the Boston area and worked as a paralegal.

In addition to all of the above, Mary has found time for reading. She loves libraries, saying, "Libraries are at the heart of our communities and preserve independent thinking." During a recent trip to Cambodia, Mary was impressed that there was evidence of libraries in the ancient temples of Angkor, where polished stones inscribed with Sanskrit by the high priests were stored. She also visited a modern-day small volunteer library run by a NGO with a reading room especially for children, intended to promote the love of reading in a country deprived of books in the aftermath of genocide and the destruction of culture and learning by Pol Pot during the Cambodian civil war in the 1970s.

Mary believes that the NHLTA is an excellent resource for libraries and looks forward to working with the Board to help in any way that she can. 📖

American Library Association), Member Services Director of the Ohio Library Association, and Director of Fairfield County District Library in Lancaster, Ohio.

Following the keynote, workshops are offered over three time periods: 9:50–10:50 a.m., 11:00–12:15 p.m., and 2:15–3:30 p.m. Throughout the schedule there are sessions that NHLTA recommends for new Trustees.

In the first time block, Terri Jillson White, from Abbott Library, Sunapee, will present *TRUSTEE ORIENTATION PART 1*, and will discuss a number of critical issues for new trustees. Bobbi Lee Slosser, Technology Resources Librarian for the NH State Library, will present “*MAKING IT ON A BUDGET: Providing Spaces Where People Can Create and Learn*.” Participants will learn about the NH State Library MakerPlay program, which allows NH public libraries to borrow toys and technology suitable for all age groups. With competition for grants tougher than ever, those wondering about applying for a grant will not want to miss *A STRATEGIC APPROACH TO GRANT WRITING*, presented by Laurette Edelmann, Assistant Director of the NH Center for Nonprofits. This workshop will provide insights into what funders are looking for, and will review what is necessary to deliver a well-crafted proposal. In keeping with the goal of maintaining a community connection, Donna Bunker, Director of the Chesley Library, Northwood; Ann Hoey, Youth and Adult Services Coordinator, NH State Library; and Marilyn Stevenson, Supervisor of Talking Book Services, NH State Library, will discuss successful programs for seniors in *LIBRARY SERVICES FOR OLDER ADULTS—A GROWING NH POPULATION*. Heard about the financial and environmental benefits of solar power? Find out from Jack Ruderman, ReVision Energy, if your library is a candidate for solar power in *IS SOLAR POWER AN OPTION FOR YOUR LIBRARY?*

In the second time block, Susan Gaudiello, NHLTA President, presents *TRUSTEE ORIENTATION PART 2: Budgeting and Personnel Responsibilities*, covering oversight of the library’s financial and staffing issues. *THE RIGHT-TO-KNOW LAW FOR LIBRARY TRUSTEES* (pertinent for both new and experienced trustees), includes a segment on non-public sessions and an update on recent changes to the law by Cordell Johnston, Government Affairs Counsel for the New Hampshire Municipal Association (NHMA). The remaining three workshops in this time block offer guidance on how to move your library forward. Having discussed community connections in his keynote, George Needham presents a workshop on *CHANGE MANAGEMENT: Looking From The Outside In*, during which he will share how to use two powerful techniques to get the best possible input from the people who are going to be affected. *STRATEGIC PLANNING 201—TURNING YOUR PLAN INTO ACTION* by Deb Hoadley,

Hoadley Consulting, covers the steps critical in getting your plan off the ground, including implementation and assessment. Jessamyn West, librarian and community technologist in Central Vermont, discusses how libraries provide technology support to their patrons and technological leadership to their communities with an eye toward libraries’ future roles in *FUTUREPROOFING THE LIBRARY FOR THE PERPETUAL CHANGES OF TECHNOLOGY*.

Presentations making up the third time block include Terry Knowles, Assistant Director of Charitable Trusts at the NH Attorney General’s Office, discussing how to legally accept, administer and expend all private and non-tax categories of money given to your library in *THE OTHER MONEY*. Margaret M.L. Byrnes, staff attorney at the New Hampshire Municipal Association (NHMA) covers laws related to public libraries in *GETTING TO KNOW THE LIBRARY RSAs*. *CREATING LIBRARY POLICIES THAT WORK*, with Thomas Ladd, independent Library Consultant, covers how to design well-written policies and discusses some current library policy issues. Whether you have major new plans or are concerned about maintaining basic services, *BOTTLING THE PASSION—MAKING THE ASK*, Porter “Pete” Caesar’s interactive session, highlights ways you can engage prospective donors. A panel workshop designed for small libraries will be led by library directors Lara Croft, Newington, and Julie Perrin, Jaffrey, in *BRINGING BIG IDEAS TO SMALL LIBRARIES*.

Registration brochures were mailed in early March to all NHLTA members and NH library directors. Despite the

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**George Needham**



**KEYNOTE: What Constitutes A Great Library?**

If “Good Governance Equals Great Libraries,” as the theme of this year’s conference says, what constitutes a “great library” in the 21st century? Do collections determine greatness? How about a top-notch staff? Does programming make the difference? As important as these are, this keynote will address another vital, often-overlooked factor: community connection. How can we ensure that the local public library is ALWAYS “local?”

large venue, space is limited, and early registration is recommended. While paper registration is still available, we encourage members to register online at [www.nhlta.org](http://www.nhlta.org). Payment must be made by check. Registrants will receive an email confirmation to print and submit with their checks.

The conference will be held at the Grappone Conference Center, 70 Constitution Ave, Concord. Directions available at their website: [www.grapponeconferencecenter.com](http://www.grapponeconferencecenter.com).

See you on Tuesday, May 23. 

**First in the Nation** continued from page 1

in New Hampshire communities: Peterborough is the first library in the country supported by public funds; “social libraries,” where members shared books and paid dues, flourished across the state in the early 1800s; philanthropists funded many public libraries—both the buildings and what went into them—a hundred years later. Soon, every city and town in New Hampshire had a library, proof that our citizens valued libraries as integral facets of our communities.

Three hundred years after it was founded, the State Library continues to serve the people of the New Hampshire by providing services that keep the libraries in our communities strong. The State Library’s professional development staff offers workshops for librarians that keep them up to speed on the most cutting-edge aspects of library science, thereby allowing them to deliver the very best library services to their patrons. We serve as a central point of delivery for both public and school libraries, helping them to share resources and strengthen their purchasing power. We also are a working library with patrons who come from across the state and the country to use our collection of more than 600,000 items, including books about New Hampshire, books by New Hampshire authors and illustrators, newspaper archives, genealogy documents, government documents and library science materials.

Throughout 2017, we’ll be celebrating the State Library’s 300th anniversary as well as New Hampshire’s strong library tradition. Look for articles in newspapers, postings to our Facebook and Twitter accounts (look for #NHSL300), a special section on our website [nh.gov/nhsl](http://nh.gov/nhsl) and more.

We encourage you to play your part, too, just as those who have come before you have. You’re welcome to visit us here at 20 Park St. in Concord, right across from the State House, and be sure to take advantage of the many services that your public library has to offer. You’ll be in good company when you do. 

**NOTE:** This is the first in a series of articles that will be released monthly throughout 2017 as part of the celebration of the NH State Library’s 300th anniversary. The second article is on page 8.

## NHLTA TRUSTEE ORIENTATION WORKSHOP

Saturday, April 22, 2017 • Hooksett Public Library

LOCATION: 31 Mount Saint Mary’s Way, Hooksett

10:00 am–1:00 pm

This workshop is a comprehensive overview of trusteeship and will provide you with the tools and information you need to be an effective library leader. The workshop is invaluable to new trustees as well as a great refresher for seasoned trustees.

The following topics will be presented and there will be time available to answer your questions.

- NH Laws Relative to Public Libraries
- Library Trustees—A Job Description
- Establishing Policies for the Library
- Budgets—The Process from Adoption to Management
- Trustees as Employers
- Trustee Meetings and the Right to Know Law
- The Trustee as Library Advocate

Deadline to register is **Friday, April 14**. The workshop is FREE and mid-morning refreshments will be provided. **ONLINE REGISTRATION ONLY**—link is on the NHLTA website at: [www.nhlta.org](http://www.nhlta.org).

If you are unable to attend this Saturday workshop, please note that there is a 2-part orientation workshop at the upcoming NHLTA Spring Conference on Tuesday May 23, as well as other workshops specifically recommended for new trustees. For more on the conference, visit the NHLTA conference webpage <http://www.nhlta.org/schedule.asp>.

If you have questions, please contact Liz Tentarelli ([l.tentarelli@nhlta.org](mailto:l.tentarelli@nhlta.org)) or Susan Gaudiello ([s.gaudiello@nhlta.org](mailto:s.gaudiello@nhlta.org)). 

## REGIONAL MEETINGS

By Adele Knight, NHLTA Director

The NHLTA is planning to sponsor regional meetings in the coming months similar to those that were held several years ago. These meetings will focus on topics of interest as well as offer a great opportunity for trustees to network and problem solve. A short survey was conducted to help determine what would be of the greatest interest to trustees. To date, 172 people responded to the survey. The following topics for discussion seem to be the most popular: conducting the library director evaluation, long range/strategic planning, recruiting new trustees, creating and updating policies, and reaching out to specific patrons. As soon as dates and locations are decided, notices will be sent via emails, and will also be posted on the NHLTA website: [www.nhlta.org](http://www.nhlta.org). 

## ASK 'EM WHAT THEY WANT

### The Langdon Library Story – Part 3

By Melissa Prefontaine  
Former Trustee Chair  
Langdon Library, Newington

We began our Langdon Library journey with a sticky door, discovering a forgotten 42 year old “phased” building addition project that was never completed, and learning that once we touch the building, we are committed to bring it up to code. We used our capital reserve monies to hire an architect and a structural engineer to evaluate the “sticky door” situation only to uncover grave architectural issues with our beloved 120-year-old building. We then had to figure out what to do next, and quickly. The structural issues were not going to fix themselves, the door was an ever-present issue, and we trustees felt a sense of urgency to resolve the safety issues with the building while presenting a plan to the town that was comprehensive—not just a “Band-Aid” that would address the current issues at a high cost while simultaneously losing items and services. We wanted to be proactive and prudent with our long-term planning, efficient with our resources, and cognizant that time was of the essence. Because of the structural issues, we didn’t have a moment to waste.

We knew we needed help but were unsure where to turn next. We were armed with new information regarding the status of our building, germinating thoughts of expansion, but unsure how to assimilate this information. We immediately turned to our brethren trustees in the community. We called every other library in the state that was going through a construction project and asked for help. We learned quickly that trustees are extremely helpful and willing to share information. We toured 20 libraries in the tri-state area, talking to others who had been through similar situations, asking the questions: what steps did they take; what do they wish they had done differently; did they fix the building or build an addition; how did they present their plan to the public; what information could they offer that they felt would lead to success; how did they find/select an architect and construction manager; how do we even begin?

As elected representatives of the people, we could have easily zoomed forward with a plan. But, we wanted to make a concerted effort to really delve into the choices and take a beat to figure out every available option and get a pulse of what the residents wanted. We thought about holding a series of public meetings or hearings, but historically these either have been poorly attended or, owing to human nature, have had a few more “vocal” individuals sharing their thoughts while others less comfortable with public speaking remained quiet. Therefore, we elected to create an anonymous survey.

We mailed a short one-page (front and back) survey to every resident (we only have 315 households so it was not an exorbitant cost) with questions regarding whether they wanted us to just fix the existing building and what the anticipated cost would be; a proposed addition and renovation based on a needs assessment and what that projected cost would be; if we built an addition whether they would prefer it to be historically relevant or modern; or whether to close the library altogether. The survey could be then mailed back at the resident’s expense, or dropped off at the Library, Town Hall, Transfer Station, or community basketball court.

We had an unbelievable 50+% resident response rate in less than one month! Of those who responded, over 70% agreed that they wanted the library to be repaired and they wanted an addition to be constructed. Wow! We had our marching orders and our work cut out for us!

With these survey results we sent our RFI/Ps (Request for Information/Proposals) to thirteen architectural firms, explaining the history of our building and town, what had happened to our building to date, what had been revealed in the recent structural assessment, the public’s request for an addition, our proposed budget, and a proposed timeline.

From there, we met with four architects over two days and hired our architect the following week. After that, we followed a similar process for the Construction Manager. In a matter of just a few months, we went from discovering we had architectural issues with the building to hiring an architect and proposing an addition.

Stay tuned to the final chapter for how we won the town vote for our library expansion project on the first try! 📖

*This article is the third in a series about library building projects.*

— Editor



## NOTICE: TO ALL NHLTA MEMBERS

April 1, 2017

Per bylaw Article X, this is notification of the proposed amendments to the NHLTA bylaws. The Board of Directors voted to recommend the changes at the March 1, 2017 meeting.

Recommended changes:

1. Remove term limits: Article IV, Section 2.
2. Remove Technology as a standing committee: Article V, Sections 1 and Section 2B.

Key to changes:

1. Deleted text is identified with red strikethrough italic type
2. Added text is identified with red bold type

The complete list of bylaws is on the NHLTA website: [www.nhlta.org](http://www.nhlta.org). Please be prepared to discuss and vote on the amendments at the annual meeting on May 24, 2017.

Susan Gaudiello, President

### NEW HAMPSHIRE LIBRARY TRUSTEES ASSOCIATION BYLAWS

#### ARTICLE IV: Board of Directors

**Section 2:** The Directors shall be elected to a term of two (2) years effective as of July 1. ~~No Director shall serve more than four (4) consecutive elected terms.~~ The Governance Committee shall recommend a slate of nominees to be approved by the Board of Directors prior to the annual meeting.

#### ARTICLE V: Committees of the Board of Directors

**Section 1:** Standing Committees shall consist of Executive, Communications, Education, Finance, Legislative, **and** Governance, ~~and Technology~~. The chairs of standing committees appointed by the President shall consist of members of the Board. Any Committee may, at its discretion, seek advisory assistance from the membership or other individuals with relevant knowledge. Annual Committee reports will be available to the membership on the website.

**Section 2:** Areas of responsibility include, but are not limited to:

- B.** The responsibilities and job descriptions of the Standing Committees (Executive, Communications, Education, Finance, Legislative, **and** Governance, ~~and Technology~~) are part of the NHLTA Operating Manual.

## BEDFORD PUBLIC LIBRARY'S GEOTHERMAL SYSTEM

By Mary Ann Senatro, Library Director  
Bedford Public Library

The Bedford Public Library's geothermal project is highlighted in the February 1, 2017, issue of *Library Journal*. The title of the article is: "Keeping Up" by Lisa Peet, and the Bedford geothermal project is cited on page 24 under the section "The Art of the Ask."

*As with donations, the largest libraries were more likely to apply for and receive grant money. Although only 68% of the smallest libraries did so, the amount received made up a more significant proportion of their operating budgets, averaging 4%—and often that 4% had a major impact.*

*When administrators at the Bedford Public Library (BPL), NH, realized that the 20-year-old building would need a new HVAC system, they began setting aside money and researching options. With \$500,000 of library funds allocated and a series of energy audits in place, it was decided that a geothermal system would be the most energy-efficient but would cost \$880,000. The town Department of Public Works paid for a grant writer, and BPL was able to secure*

*a New Hampshire Public Utilities Commission Renewable Energy Fund Grant for nearly \$388,000 to make up the difference, as well as a \$50,000 Energy Efficiency Services Rebate from Eversource Energy.*

"We had our ducks in a row almost incidentally," recalls Director Mary Ann Senatro: between the energy audits and the leveraged funds already in place, the funding agency saw that BPL was "shovel-ready" and awarded it the grant from among a competitive field. The library's mission worked in its favor as well, says Senatro. "We were going up against a lot of other projects in the state, but because we were a library and everyone in town uses us...I think they liked the fact that a lot of people would see what an energy-efficient building would be like and would learn about geothermal. So part of our piece in the whole grant process is being an educational place."

The article is available online on the *Library Journal* website. 

## REMEMBERING ELIZABETH IVES

By the Derry Public Library Trustees

We wish to share some news about library trustee Elizabeth Ives, who passed away on November 13, 2016, after a courageous battle with cancer.

Originally from Pennsylvania, Elizabeth moved to Washington DC, where she began a lifelong pursuit of encouraging creativity in others. She first worked for the Girl Scouts of America in Washington and then went on to become a talented actress, stage manager and director at some of the country's most creative theaters, including theatres in Washington, DC, Stowe, VT, on and off Broadway in New York City, and Louisville, KY. She also directed and stage managed some of America's most popular shows on international tours. She traveled from Europe to Australia to Japan.

Retiring in Derry, Elizabeth started a theatre program for teens, worked on the restoration of the Derry Opera House, and served on the Greater Derry Arts Council. She served on the committee on social justice at the First Parish Church and volunteered at the soup kitchen. Elizabeth and her two sisters were named Derry's Citizens of the Year in 2009.

Elizabeth had a great passion for free public libraries which she demonstrated by serving as a library trustee in Derry for years, many of which were as Chairwoman. One of her favorite sayings was, "If you Google a question, you get 100,000 answers. If you ask a librarian, you get the correct one." 



By Adele Knight, NHLTA Director

Elizabeth is also missed by the NHLTA. She was a long-term member of the Board of Directors serving as a delegate-at-large as early as 1998. Elizabeth was subsequently elected to the positions of 2<sup>nd</sup> Vice-President, 1<sup>st</sup> Vice-President, and then President. She remained on the Executive Board as Immediate Past President for another two years.

For five years, Elizabeth was a valuable member of the Education sub-committee that procured presenters for the Annual Conferences. And Elizabeth could always be counted on to share her expertise in finance as a presenter at the conferences and at workshops.

There was a nice quote from Elizabeth in the 2004 NHLTA Winter newsletter that

defined her positive attitude about libraries. "The time has come, ladies and gentlemen, to break old habits. It is not enough to simply say that libraries are our most important resource—we must prove it. We must share our stories about *why* they are." 

## A NEW HAMPSHIRE TRADITION: LIBRARY ACCESS IN EVERY COMMUNITY

By Michael York, NH State Librarian  
and Acting Commissioner, NH Department of Cultural Resources

**February 21, 2017:** When you travel around New Hampshire, do you ever take a moment to notice our public libraries? You should—they are an important part of our communities and big part of how we think of ourselves as a state.

New Hampshire's tradition of a library in every town or city began with social libraries of the early 19th century. To borrow books from a social library, you had to pay a membership fee, usually one to join and then monthly or annual fees after that. From 1790 to 1839, more than 200 social libraries were founded in New Hampshire. Sometimes there would be more than one in a community, or one would dissolve and another would take its place. They might have been located in a room in someone's home or at the town hall, or in their own small building in town.

In 1833, Peterborough Town Library became the first public library in the United States, as it was funded by public taxes approved at town meeting. This started a new era for libraries in New Hampshire: with the rise of the public

library, taxpayers had direct input about not only the amount of town funds designated to support their library, but also about the type of building that would be the library itself.

Here in New Hampshire, the variety of library buildings you can visit is as unique as the communities in which they are located. Some are more than 100 years old and are still located in their original historical buildings; they may be humble clapboard Greek Revival, ornate brick and stone Classical Revival or something in between. Beginning in the 1890s, New Hampshire philanthropists donated funds and sometimes existing buildings to make homes for public libraries in more than a dozen of our communities. Andrew Carnegie, a strong backer of education, awarded grants to build 10 Carnegie libraries in New Hampshire; all still serve their communities as libraries, with the exception of Hamilton Smith Hall at UNH, which served as both the college and town library.

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## LEE PUBLIC LIBRARY: 125 YEARS AND COUNTING

By Katrinka Pellecchia, NHLTA Director

Last year, the town of Lee celebrated its 250<sup>th</sup> anniversary. This year, it's the Lee Public Library's turn to celebrate 125 years of serving the citizens of Lee.

The Lee Public Library opened in the fall of 1892 on the second floor of the Town Hall. It was open every Saturday from one to four o'clock. The first librarian was Lizzie Stearns; her salary was \$3.00. Other expenses in the library's first full year were \$6.25 for supplies and \$23.32 for books. Fund-raising efforts began immediately—several stories in 1893 issues of the *Newmarket Advertiser* asked for donations. Two examples follow.

"The town library is as yet rather scantily furnished, although many more books are promised. We should suggest that every family fortunate enough to possess a large stock of books should donate one or more good readable ones to the public library."

And later that year, "The literary people in Lee are pleased with the town library. Although the number of books is limited, more are being added by individuals benevolently inclined, and it is to be hoped the shelves will be well filled in time. If every lady when she goes to the city shopping, would purchase one book and present it to the library, she would be benefiting the youth of our



town, who already seem greatly interested in reading these books, according to the number of them seen there Saturday afternoons."

In 1959, as Lee began to sell its unused schools, a warrant article at town meeting proposed that the Center School on Lee Hook Road be purchased and moved to the town center. It took three years to raise the money; the school became the library building in 1962. Additions to the building were completed in 1972, 1984 and 1996.

Today the library has grown from its original collection of 348 books in 1894 to 24,500 books, DVDs, magazines and audio books. The library is staffed by one full-time library director (the town's 13th) and four part-time employees. The library is open 43 hours a week.

Starting in 2004, the Lee Library Board of Trustees have

worked to build a new building. Money has been set aside in capital reserve funds, but in 2015 the town voted down a bond for a new library community center. Currently, the town is re-assessing all its town buildings to see where improvements need to be made.

The Lee Library will commemorate its 125<sup>th</sup> anniversary on April 21.



### A New Hampshire Tradition: Library Access in Every Community continued

Today, the combination of donations, taxes and funding through bonds are still major driving forces in how New Hampshire pays for its building projects.

Many New Hampshire library buildings pop right off of vintage postcards, while Durham, Gilford, Hudson, Portsmouth, Sunapee and West Lebanon have all built brand-new library buildings in the past 10 years. Some of these new libraries have the classic New Hampshire library look and feel, while others are open-concept spaces and LEED-certified ("LEED" is popular worldwide "green building" certification program; it's an acronym for "Leadership in Energy and Environmental Design"). As needs change, many communities choose to construct additions to their existing library, or to renovate their space so that they can offer up-to-date services like computer banks with free internet access. Others have added elevators, increasing accessibility for their patrons.

New Hampshire's long history of libraries—from those in our tiny villages to our large cities, in times of both

prosperity and belt-tightening—proves that New Hampshire appreciates our libraries as cornerstones of our communities. They are one of the many smart, functional traditions in a state that thrives on such traditions, and are a key facet of what makes us who we are. 



Peterborough Town Library

# TRUSTEE TOOLKIT

## ORIENTATION

A good orientation is essential for a new trustee (including alternates) to perform effectively. This can range from an informal session with the chair of the board and the library director to a full meeting with the entire board. New trustees should be given a complete tour of the library, an explanation of its services and an introduction to the staff. We strongly recommend that each trustee should have a notebook containing the following information (the notebook should be passed on to incoming trustees from outgoing trustees):

- List of library trustees, including trustee address, phone, email, term expiration
- The board of trustees by-laws
- The board's committees, assignments and duties
- The charter/history of your library
- NH Library Trustees Manual
- Organizational chart of your library
- List of library staff, positions, date of hire
- Job descriptions of staff
- Mission statement
- Library goals/objectives and long range plan; board's annual goals
- Your library's policies and procedures; approved annual holidays
- Board approved budget for current year with back-up materials
- Library board meeting agendas, minutes, monthly reports
- Last annual report and current library statistics of use and holdings
- Copy of Director's Performance Review form
- NH state laws pertaining to libraries

After the new trustee has had a chance to review the notebook, the chair and director should meet with that trustee before the next board meeting. The chair should review the board's committee structure so the new trustee can express an interest in where he/she might best serve. The director should discuss what the staff is presently working on and what challenges he/she perceives for the future. This would be a good opportunity for the chair to review sections of the NHLTA Manual, especially the RSAs, duties and responsibilities and other pertinent sections.

It is essential that all new trustees be made to feel knowledgeable and welcome in order to find a place within the board to make their contribution to library service. NHLTA holds a variety of workshops, including orientations, which are beneficial for new trustees. Board chairs should encourage new trustees to participate in continuing education programs as appropriate.

### ESSENTIAL RESPONSIBILITIES OF THE TRUSTEE

**Recruits**, appoints, supervises and reviews performance of the library director.

**Appoints** all other employees of the library and determines their duties and wages in consultation with the director.

**Establishes**, reviews and revises all policies, including but not limited to personnel, material selection/use and the use of the building.

**Enforces** all local, state and federal laws that pertain to the library, library employees and the accessibility of materials to the public.

**Prepares** the annual budget in consultation with the director.

**Presents** and defends the budget to the municipal budgetary authority.

**Has sole authority** to determine budget lines for expenditures and move monies from one budget line to another.

**Reviews** budget on a regular basis and approves expenditures for unforeseen circumstances.

**Maintains** library revenue in a separate non-lapsing account from the operating budget; approves all expenditures of those funds.

**Provides** adequate insurance to cover the building equipment, collection materials, and their replacement costs.

**Adopts**, reviews and revises bylaws, rules and regulations for the board's own transaction of business and for the governance of the library.

**Develops** and approves the mission statement for the library; contributes to and approves the development of short and long term goals for the library.

**Actively** participates in and contributes to the meetings and work of the board.

**Supports** all decisions made by the board.

**Acts** as a member of a board and assumes individually only those duties delegated by the board.

**Acquires** full knowledge and awareness of local, state and federal laws pertaining to the governance of a public library.

**Seeks** training opportunities for enhancing the performance of trustee duties and responsibilities.

**Advocates** for the library and library service in the community, state and nation.

**Participates** in state and national library organizations.

## ASK MARGARET

By Margaret L. Byrnes, Attorney at Law  
NH Municipal Association (NHMA)

**Dear Margaret: Our library uses volunteers. What legal issues do we need to be aware of?**

To start, it's important to realize that "volunteer" is more than a title; it is a legal status, distinct from that of "employee." Employees are legally entitled to various protections and benefits, while volunteers are not. Failure to properly recognize the status of your employee or volunteer can lead to liability issues for a library and municipality.

In general, an individual is a volunteer if she performs work for public, charitable, or religious facilities and does not receive compensation—or have an expectation that she will receive compensation—in return for the services she provides. That's the part most of us know. But, in addition, under New Hampshire law, a *bona fide volunteer* also (1) cannot displace a paid employee and (2) have duties that do not necessarily or traditionally lead to paid employment. N.H. Admin. Lab. 803.05(a). Clearly, volunteers should not be brought on with the expectation that they will become—or are training to become—employees of the library. In addition, whether a volunteer displaces a paid employee is a highly fact-sensitive inquiry, depending on the nature and extent of the volunteer's duties. In an advisory fact sheet, the U.S. Department of Labor Wage and Hour Division said that this can occur when the employer uses volunteers to "substitute" for regular workers or to augment its existing workforce during specific time periods." (Fact Sheet #71, August 2010).

Reimbursement for expenses, reasonable benefits, a nominal fee, or any combination is permitted, but you must use caution. Compensation for hours worked or that is tied in any way to productivity is never permitted because that serves as evidence that the individual is being treated like—and therefore should be categorized as—an employee. Therefore, a small stipend, a nominal fee, an honorarium, or other gifts and gratuities will generally be permitted and not counted as compensation. The Code of Federal Regulations says that "the total amount of payments made (expenses, benefits, fees)" must be examined "in the context of the economic realities of the particular situation" to determine whether an individual loses volunteer status. 29 C.F.R. § 553.106(f).

Finally, an employee cannot volunteer to perform the "same type of services" he is paid to perform as an employee. 29 U.S.C.A. § 203. In other words, an employee can't perform some of his duties or similar duties "off the clock" as a "volunteer" to save the library money. 

Ask Margaret is a regular column in the NHLTA quarterly newsletter. If you have a generic question that would be of value to other trustees, please contact the editor, Adele Knight ([a.knight@nhlta.org](mailto:a.knight@nhlta.org)).

## CIRCULATING VIDEO COLLECTION

Videos that were recorded at NHLTA Conference sessions are available for circulation from the Manchester City Library.

### HELP!

Does your library need help? Are your trustees tired? Do you need a bigger budget or building? Are you exhausted by trying to "defend" the library? Learn the steps toward a successful library campaign and how to effectively build relationships with local government to collaborate for a better library, and a better town! Melissa Prefontaine, trustee from Langdon Library in Newington, explains it all in this video, **"How to Fight for the Library (and not with the town): Collaborating with Town Officials."**

### FIRM FOUNDATION

Explore the advantages—and disadvantages—of forming a Foundation. What it is and what is it not, how a foundation can be used, understanding applicable RSAs, and whether a Friends group is a better choice. Terry Knowles, Assistant Director of Charitable Trusts at the NH Department of Justice and a recognized authority on charitable trusts and foundations, offers expert advice in this video, **"Firm Foundation: When a Library Needs One."**

### BE A BFF

The ideal local public library serves the community well: led by Trustees, run by staff, and supported by Friends. These three groups have the same general goal, but fine-tuning the working relationships can be "interesting." In this video, Tom Ladd, well known NH Librarian, Consultant, and Trainer, guides and explores the ways to make a Friends Group work in **"Making Friends with Friends."**

### WARRANT ARTICLES BASICS

Learn how to make your library more visible to the community and to communicate more effectively about its value. Data-driven insights into voter attitudes are explored in a practical discussion about ways to market and advocate for your warrant article. In this video, **"Planning a Warrant Article: Advance Planning for Effective Advocacy,"** John Chrastka, Founder and Executive Director of *EveryLibrary* and president of the Board of Trustees for the Berwyn, IL, Public Library will lead you along the path to success.

### ———— CIRCULATION INSTRUCTIONS ————

1. Make your request to the Manchester City Library using Interlibrary Loan; reference NHLTA Videos plus the video title using this email address: [mclill@manchesternh.gov](mailto:mclill@manchesternh.gov) or through NHU-PAC.
2. If you are a GMILCS (Greater Manchester Integrated Consortial System) cardholder, you can borrow the video directly from the Manchester City Library or request one and have it sent to your GMILCS Library.





**New Hampshire  
Library Trustees Association**

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## 2017 CALENDAR

<b>April 5</b>	10:00 a.m.	<b>NHLTA Board of Directors meeting</b> NHMA Building, 25 Triangle Park Drive, Concord
<b>April 22</b>	10:00 a.m.	<b>NHLTA Trustee Orientation Workshop</b> Location: Hooksett Public Library, 31 Mount Saint Mary's Way, Hooksett
<b>May 3</b>	10:00 a.m.	<b>NHLTA Board of Directors meeting</b> NHMA Building, 25 Triangle Park Drive, Concord
<b>NOTE date change to May 23</b>	9:00 a.m.	<b>NHLTA Spring Conference &amp; Annual Meeting</b> <i>Registration and breakfast at 8:00 am</i> Location: Grappone Conference Center, 70 Constitution Ave, Concord
<b>June 7</b>	10:00 a.m.	<b>NHLTA Board of Directors meeting</b> NHMA Building, 25 Triangle Park Drive, Concord

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