



The Newsletter of the New Hampshire Library Trustees Association

Holiday Greetings



NHLTA Board of Directors. Seated from left: Adele Knight, President; Loring Webster, Vice President; Mark Branoff, Treasurer; Carol Snelling, Secretary. Standing from left: Conrad Moses, Past President; Dave Hallenbeck; Marty Davis; Ed Moran; Connie Kirwin; Karen Sheehan Lord; Susan Young Gaudiello. Missing: Bruce Cotter, and Lil Edelmann, *Emeritus*.

NHLTA ANNUAL AWARDS

Each year NHLTA recognizes individuals and groups who have contributed to the excellence of New Hampshire libraries in an extraordinary manner. And, each year we are amazed at the high degree of accomplishments achieved by the nominees. We are please to share the pleasure of honoring the award winners.

Library of the Year

By Adele Knight, NHLTA President

Over 150 supporters gathered at the **HOOKSETT PUBLIC LIBRARY** on November 9 for the presentation of the Library of the Year Award. Director Heather Shumway accepted the award for the library from NHLTA President Adele Knight who spoke about the many accomplishments of the library. Also attending from the NHLTA were Directors, Connie Kirwin, Conrad Moses and Mark Branoff. State Senator David Boutin, from District 16, presented a proclamation from the NH State Senate;



SAVE THE DATE MAY 19, 2014

SPRING CONFERENCE ANNUAL MEETING

Grappone Conference Center
70 Constitution Ave, Concord

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LIBRARY ADVOCACY KEY TOPIC AT NHLTA DIRECTOR'S RETREAT

By Adele Knight, NHLTA President

Officers and Directors of the NHLTA engaged in a day long retreat on Monday, October 28. Jamie Batson of Mather Associates facilitated. The main focus of the morning session was to discuss organizational goals and build a framework for library advocacy. We wanted to be sure we were all on the same page and heading in a direction that would support the mission of the NHLTA.

We reviewed our mission:
"The New Hampshire Library Trustees Association educates library trustees to be knowledgeable and effective in

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It seems like basics, but here goes. If you want to gain support for your library issues, budget, programs, expansion, etc. you need people to love their library and wish for it to prosper, right? So how do you do that, aside from offering wonderful programs, museum passes, and the books and other media that your townspeople crave? You get out and engage the Board of Selectmen and the town meeting voters, of course! Seems simple enough—but here's the rub: We're all busy, we work during the week, our kids need to get to sports practice, there are household chores, etc., etc. Well, if you consider the library issue important enough, you need to find a way.

Some Suggestions

- Get even busier—get involved in other town functions! Help with solutions to other town issues, share library concerns from time to time, and folks may be glad to help you too.
- If you're hoping to expand, get all the facts together, get to know all the players who will assist or hinder the process and help them to understand the issues. Be transparent. *LISTEN!* Get more facts where needed and share them.
- Divvy up your efforts among trustees so that each of you finds some area to help in moving forward. Set goals, review and revise them throughout the year.

Public Relations

- Provide a verbal quarterly report on library activities at Select Board meetings. Show trends that support your cause: increasing circulation, increasing patronage, increasing support for programs and how more space would improve what the library can offer and do.
- Conduct periodic surveys to establish what your patrons really want from their library. Be sure to encourage suggestions.
- Conduct/lead a focus group to establish how best to implement the results of your survey. Identify the best one to three spokespersons for your library, and provide incentives for them to use their skills more broadly.

Publicity

- Publish a newsletter of library happenings. This is an essential part of advocating for the library, and should be included in someone's job description.

- Get something interesting in the local paper at least once a month. Make it a fun read, maybe with pictures. Programs and schedules are essential information, but they should *support* your message, not *be* your message.
- Have an engaging, interesting web site with links to other related sites, and keep it fresh. Make sure your library web site is linked on the town website. Libraries either have a web site or it should be on their wish list.

The Shakers and Movers

- Get to know your selectmen personally. Invite them for a tour of the library, preferably a busy time, to see how busy and alive the library is. Meet, educate, involve and inform. Attend Select Board meetings; perhaps rotate among the trustees, director and staff. Show up at meetings several times a year, and make the library's contributions to the town and value to its patrons very clear. Ask them to announce special programs during the public input time.
- Get to know your state representatives and enlist their support for library issues in general. Meet, educate, excite, involve and inform. Your NHLTA will alert you to library-related bills before the legislature. Your voice and vote are powerful tools at the local level.

NHLTA

And finally, add tools to your library advocacy tool box by attending NHLTA orientation programs, workshops, the annual conference, and regional networking meetings. Become a spokesperson in your town for everything library.

The New Hampshire Curmudgeon

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MESSAGE FROM THE PRESIDENT . . .

On behalf of the NHLTA Board of Directors, I wish you all a happy and successful New Year.

As the New Year dawns, it is a time for both retrospection and envisioning the future. We don't really think in terms of New Year resolutions but we do ponder what we are doing that is working well and what we might do to be even more successful.

Regional Networking meetings, for example, continue to be popular but we would like to see them be more widely spread throughout the state. Currently active are the Greater Hooksett Area Trustees, Monadnock Area Trustees, the Carroll County Roundtable, Southegan Valley Area, and the Rockingham-Stratford Counties Trustees. A new group is being formed in the Seacoast region and will meet in January. There have been requests to get networking groups started in the West of the Merrimack and Libraries of the Upper Valley regions. You do not have to be an NHLTA Director to host a gathering, so if you would like to set up a meeting but would like a little direction and a list of libraries in your region, please let us know. Regional gatherings are informal, an ideal venue to share ideas, ask questions and tour other libraries. Read all the networking news on page 7 and check out the calendar of events on the back page.

Speaking of our **newsletter**, please feel free to contribute photos and articles about your library events to share with other readers. If you are proficient with MSWord or MS Publisher and would like to help with production, let us know. We are also looking for assistance with other projects. We realize that it can be difficult for an already busy trustee or parent or breadwinner to commit to a long term stint as a director or a committee member. However you might find it easier to share your skills and talents on short term projects. We would like to keep your name on file should we suddenly need someone to fill in on a temporary basis or if we have a special "one-time" project. If you

would like to consider serving on one of the standing committees, do let us know that too.

Orientations, which are considered the most important tool to train trustees, are waning in attendance. We are not exactly sure why this is occurring so would welcome your ideas, comments and suggestions as to how we could reach you more effectively. We do plan to schedule an orientation sometime in April for newly elected trustees. Our Education Committee is also looking into the possibility of webinars and other means of getting information to you.

The **Annual Conference** has steadily been growing in attendance-so much so that we have had to decline registrations the past two years. That will not happen this next May. We have changed the venue so that more registrants can be accommodated. The Conference will be held on May 19, 2014 at the Grappone Center in Concord. Already in place is a great line-up of presenters, the parking is good and the food will be very tasty. Please look for the announcements and information in early spring.

A very important item on the NHLTA Board of Director's agenda is **Library Advocacy** which I have mentioned before and can now announce that it is coming to the forefront. Library Advocacy is becoming more and more important as libraries vie for resources and recognition as an essential service in their communities. The purpose of Library Advocacy is to educate the public and policy makers on the role and value of libraries and to get library worthiness in front of the voters and their representatives.

Actually anything you do to promote your library is a form of advocacy. As one example, there have been four NHLTA Annual Awards presented this fall. Every time one of these presentation ceremonies takes place, the public takes note. And so it should, the NHLTA presents these awards to honor and recognize the individuals and groups that are so dedicated and work so hard to serve their public. When the individual libraries

host the award presentations and invite their town selectmen, district representative and senators as well as their patrons and townspeople it widens the base of support. Read about these well-deserved awards on page 1.

Every time a library partners with another organization, reaches out to young children, teens or seniors, or offers a class to teach the basics of the latest technology, its visibility is increased. On page 1 please note the article about the recent retreat undertaken by the NHLTA Board of Directors. We talked about Advocacy and plan to roll out a program that will help all libraries to better advocate for libraries in their communities. Our NHLTA Curmudgeon (page 2) lists many other action steps that trustees and library staff can take that will make a difference in the public's view of libraries.

Technology continues to be an important tool for dispensing and obtaining information. We have been pleased with responses to our on-line surveys and ASK US on the NHLTA website. And, did you know that there are many presentations from past conferences that have been taped and are available on the website? Keep tuned for more developments by our "techies". We would like to see more participation in the NHLTA LISTSERV. To date, the NHLTA comprises 1,019 members representing 204 libraries. Considering that there are approximately 1,200 trustees throughout the state, it is a significant number. Yet, only 25% of the membership has logged onto the LISTSERV which is a valuable means for connecting with other trustees. You can ask questions, answer questions, share policies or job descriptions and more. Subscribe at: <http://maillist2.nh.gov/mailman/listinfo/nhlta-l> or go to the website: www.nhlta.org.

We welcome any ideas you have to make the NHLTA an even stronger and more helpful organization this year.

Best wishes for the New Year.

Adele Knight
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State Representative Frank Kotowski presented proclamations from both Governor Hassan and the House of Representatives; James Sullivan, Chair of the Hooksett Town Council, presented a proclamation on behalf of the Town Council; and Dean Shankle, Town Administrator, paid compliments to both the Hooksett Library and the NHLTA. Many library patrons expressed why the library is special to them.

First mentioned by Knight in her presentation was the attractiveness of the building with its multi-colored walls, signage, the welcoming children's and teen's areas, the huge meeting room and the huge outside electronic programmable sign that lists many activities of the library. She then continued to note some of the compelling reasons why the NHLTA directors chose the Hooksett Public Library as the 2013 Library of the Year.

The library reaches far beyond its books and offers a host of programs that are tailored to meet the needs of the community. Over 102,000 people visited the library this past year. One supporter calls the Hooksett Public Library "The Heart of the Community."

A beyond-the-book approach has focused a lot of energy and resources to the development of services related to technology, which include on-line booking to meet the demand for reserving meeting space, a computer lab that is in constant use, iPads and Kindles that are available for patrons to try before they buy, and programs that help members explore different technology applications such as digital photography or basic internet skills.

Teens enjoy Goth Night, Teen Hobbit Night and the Fit Club (review of personal fitness and exercises). The library hosted a "Town Family Feud Night" where teams made up of town departments, civic organizations, and individuals competed for bragging rights while raising money for a local veteran's memorial restoration project. By the way, the library won! The Hooksett Library has also developed partnerships with other community organizations such as the Garden Club, the Historical Society and the Kiwanis Club. A partnership with the Kiwanis for their annual 5K race was called "Book It To The Library." The library is the designated heating and cooling station for the town as part of Emergency Preparedness. The library also hosts candidate forums to allow groups to present their views, debate with opponents and answer questions from the voters.

The Board of Trustees and the Library Director emphasized that the achievements are made possible because of the dedicated staff, the committed town administration and the supportive public. Director Heather Shumway and Trustee Chair Mary Farwell introduced the staff and lauded their

dedication and value to the running of the library. The NHLTA agrees. With all that it offers, the Hooksett Public Library has demonstrated that it is everything a modern library can be to serve its community. It is a center, a safe haven, a public resource, a technology hub and a place to get a really good book.

Here are some comments from the community: "The Hooksett Library is a very happy place to be." "This is because of the employees who are unequalled in their dedication, their enthusiasm and their approachability. They go out of their way to ensure that patrons receive excellent service with a smile." "The Hooksett Public Library has not only kept pace with all the traditional aspects of public library services across the nations, but has embraced all levels of technology available." "The Hooksett Library adds a tremendous sense of community to the town" and "It is my strong belief that you can tell a lot about a city or town by their library; and if that is the case, Hooksett is friendly, caring, entertaining and bright, and deserving of the New Hampshire Library Association's Library of the Year award."

Library Director of the Year

By Karen Sheehan Lord, NHLTA Director

A celebratory crowd overflowed the Wilmot Public Library on September 28th. Friends, family and colleagues gathered to honor Library Director **ROSANNA DUDE** with a standing ovation as she was presented with the NHLTA's Library Director of the year award. NHLTA President Adele Knight presented the award assisted by Board Member Connie Kirwin.



Photo courtesy of Carol Weatherbee, Wilmot

The nomination packet, six pages long, complete with photos submitted by the Wilmot Library Board of Trustees, was replete with examples of the many outstanding contributions Rosanna has made during her tenure as Library Director. During the past four years the number of library patrons has doubled in this town with a population of only 1,400 residents due in large part to Rosanna's efforts. Trustees took care to note that Rosanna is the only paid staff member but due to her organizational skills and creativity she seems to do the work of two people.

Among the many examples of these leadership skills and creativity are the following. She joined with the Kearsage Regional School District Enrichment department to initiate a variety of library activities for children in grades K-2. Rosanna received a Rotary Grant which she used for children's programming and another grant for technology improvements. These technology advances under her direction include the reorganization of the Wilmot Library website which she regularly refreshes and improves. Rosanna also sends out a monthly e-newsletter which now has over 300 subscribers. With the help of a patron's committee, she chooses and schedules monthly evening programs on a variety of topics. Attendance at these programs has increased 135% over the previous year. She has also established a Family History Corner in the library which makes available local histories as well as housing a collection of town reports.

Summer reading programs, monthly book groups, adult technology "playgroups" and adult crafts events are among the many ongoing activities which Rosanna has initiated. Additionally, she has reached out to the community by helping to organize the WOW program, a collaborative effort which helped unite Wilmot non-profits. In addition to her service in the library, Rosanna also serves as a board member on two of these non-profits.

These contributions and her numerous other endeavors for the Wilmot Public Library more than qualify Rosanna Dude for this honor. WPL Chairman of the Board of Trustees, Jackie Thompson says "The small town of Wilmot ... may not have a mall or outlet stores, but it does have Rosanna Dude and that makes it special. ... We hope she remains ours forever."

Friends of the Library Award

By Mark Branoff, NHLTA Director

The Board of Trustees of the George H. and Ella M. Rodgers Memorial Library unanimously nominated the **FRIENDS OF THE LIBRARY OF HUDSON** to receive the Sue Palmatier Award for Outstanding Support by a Friends of the Library Group. On Wednesday, October 16, NHLTA President Adele Knight traveled to Hudson, NH to present

the award to the Hudson Friends at the Library's Board of Trustees meeting. NHLTA Treasurer Mark Branoff accompanied Knight to the presentation. Hudson Friends President Suzanne Richard accepted the award.



Photo courtesy of Suzanne Richard, Hudson

The Trustees write: During the past 34 years, the Friends of the Library of Hudson, NH have dedicated themselves to raising funds and developing community support for library expansion and service in Hudson. As advocates for library expansion, the Friends initiated town-wide campaigns, developed community surveys, and conducted phone campaigns prior to town deliberative sessions and town elections. They purchased advertisements in the local paper, and posted signs throughout town in support of the library expansion warrant articles. Members of the Friends enthusiastically served in leadership roles on the Library Building Committee for many years, and they appeared at town meetings to support library issues. After a private gift to the Library Trustees, which enabled the construction of a new library, the Friends donated \$25,000 for a Study-Tutoring Room in the new library. The Friends participated in the new library's groundbreaking ceremony and the June 2009 dedication ceremony.

In addition to the Hudson Friends' library expansion efforts, the Trustees identified numerous Friends' activities benefiting the library and the town. In the spring of 2013, the Friends underwrote the Rodgers Library acquisition of a telescope from the NH Astronomical Society, as part of the

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Library's Telescope Program. The telescope will be used for library astronomy programs and for loan to library patrons.

The Friends continue to provide annual financial and volunteer support for the library programs "Photos with Santa", the Summer Reading Programs, Poetry Contest Prizes and movie licenses. They hosted the 98th and 100th Birthday Parties for the original Hills Memorial Library and sold library tote bags and sun-catchers featuring original artwork by a Friends' member. Their festive holiday decorations and outdoor beautification projects have brought smiles to patrons and staff alike. The Friends also held a Barnes and Noble Book Fair to raise funds for Children's Room books, toys and floor seating. During National Library Week, each staff member receives a staff recognition award and gift card from the Friends.

The Friends are involved in the community with their participation in Hudson's Harvest Fest, the Library Lawn Sale, the Greater Hudson Chamber of Commerce, and GFWC Christmas Craft Fairs. Each year since 2001, the Friends have awarded college scholarships to Hudson High School graduates. These scholarships honor Leonard Smith, one of the earliest supporters of library expansion in Hudson. Applicants are required to write a short essay describing how access to Hudson's school and town libraries has influenced their high school years. The scholarship winners are announced at the high school's annual honors presentation.

The Friends also operate Second Hand Prose, a used book sale held one Sunday monthly and one Thursday evening monthly, which provide a reliable funds source for library support activities. In the last year, the Friends provided more than \$5,000 in support with these funds. Recently, the Friends donated an early literacy learning station for the Children's Room, an art exhibit display system for the Community Room, and bean bag chairs for teen/young adult activities.

The Trustees conclude: The contributions of the Friends to the Rodgers Library and to the Hudson community have been responsive, proactive and consistent. The Hudson Friends are exceptionally worthy of recognition by the NHLTA.

Trustee of the Year

By Connie Kirwin, NHLTA Director

PATTI OSGOOD, chair of the Board of Trustees of the Tucker Free Library in Henniker, was awarded the Lillian Edelman Trustee of the Year award on December 10 by NHLTA President Adele Knight. Despite the snowy weather friends, family, library staff, fellow trustees, and representatives from town government honored her at a reception at the library. A proclamation of her achievements from the



Photo courtesy of Lynn Piotrowicz, Tucker Free Library

Board of Selectmen was read by the Henniker Town Administrator Tom Yennerell. Fellow trustee Christine Putnam-Anderson read a nostalgic and humorous history of her long-term friendship with Patti on the Tucker Library board.

Patti has been on the board for thirteen years, serving as chairman since 2009. Despite the economic recession affecting towns in NH, Patti expertly navigated the library through many unusually difficult budget seasons. Faced with opposition, the trustees' budget passed each and every time due in great part to Patti's tenacious resolve. During her tenure, in addition to fighting for the library budget she has served as an excellent steward of the library building, supported and developed library staffing, and brought positive attention to the library through public relations activities. Patti has fostered the growth of library trust funds through her management of the investment process. She supported a plan to separate the Henniker Historical Society from the library and reconfigure that space to a much needed and well used media/computer center.

Patti has been a strong supporter of public libraries and proponent for services that have brought the Tucker Free Library into the 21st century as the center of the community. Rarely does a week go by when she is not advocating for the library. Patti Osgood embodies all the qualities of an exemplary trustee, brings extraordinary determination and dedication to the elected office, and surpasses the criteria for the award of Trustee of the Year.

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REGIONAL TRUSTEE NETWORKING NEWS

NHLTA encourages regional networking among trustees. If you need help organizing, contact a member of the NHLTA Board. We will also publish your meeting date/time/location in the newsletter and on the website (www.nhlta.org).

Carroll County Roundtable

By Peter Stevens, Madison Town Library

The Carroll County Trustees met in September with nine attendees representing trustee boards from four libraries: Madison, Moultonborough, Ossipee, and Tamworth.

Topics discussed included the success of the Northern NH Library Cooperative with installation of the new Integrated Library system (KOHA). Also of interest was the discovery of the invaluable information found in the **NH Public Library Statistics** database on the State Library website. The information can be used to determine a library's strengths and weaknesses in comparison with other libraries in towns of similar size.

The group discussed the book *Strategic Planning For Results* by Sandra Nelson (ALA/PLA publication). Numerous examples were noted of new and successful library programs incorporated by other libraries. These included a music group, writers' group, magicians, poetry group, literary society, artwork, needlework, textiles, artifacts of the town, things for sale, and increased involvement with on-going community events.

The Carroll County Roundtable group is seeking a passionate trustee to organize future meetings.

Greater Hooksett Trustee Gathering

By Linda Kleinschmidt, Hooksett Public Library

The Hooksett Library Board of Trustees hosted a Regional Trustee Meeting recently. Trustees from the Boards of Auburn, Derry and Weare joined the Hooksett Board in a round table dialogue of mutual issues faced by Trustees. High on the discussion list was the upcoming budget cycle. All present were in agreement that they enjoy a good working relationship with their respective Budget Committees and Town Councils and that those relationships go a long way in gaining support of the needed funding for libraries.

An exchange of ideas followed on subjects including policies, book fairs, meeting rooms, adult, teen and children's programming, technology, health care and health insurance premium costs, job descriptions and pay equity.

These Regional Trustee Meetings are an important part of what Trustees are required to achieve for their libraries and the exchange is a way to share ideas and pose questions faced by all libraries.

Future meetings will be announced and members from any Board of Trustees are invited to attend.

Rockingham–Strafford Counties Trustees

By Susan Young Gaudiello, Barrington Public Library

The Rockingham/Strafford Trustees' roundtable met at the Chesley Memorial Library in Northwood on October 16. Trustees from Northwood, Barrington, Deerfield and Durham attended. Discussion focused on budget presentations, building plans (past experiences and future plans) and several policy matters.

The next meeting will be held after the holidays and will be hosted by the Durham Public Library trustees.

Trustees in the region also convened on November 13 for a construction walk-through at the expansion project underway at the Langdon Public Library in Newington. Trustees from Lee, Barrington, Sanbornville and Meredith joined the Newington trustees, the Langdon library director, their architect and the construction manager for an interesting tour of the old (1914) library and the addition that is expected to be open in March 2014.

Seacoast Regional Networking

By Conrad Moses, East Kingston Public Library

There will be a gathering of trustees from the Seacoast Region to be held Monday evening, January 13, 2014, from 6:00—8:00 p.m. The trustees of the Wiggin Memorial Library in Stratham will host the meeting. The Library is located at 10 Bunker Hill Avenue. Directions are available on their website: <http://library.strathamnh.gov>.

Budget preparations, library advocacy, as well as other timely topics should produce lively discussions. This is an informal gathering to share ideas, policies, practices, problems and solutions, successes and failures in an effort to learn from your peers.

If you would like more information please contact Conrad Moses at c.moses@nhlta.org.

Monadnock Area Trustees

By Adele Knight, Dublin Public Library

The Monadnock Area Trustees met on October 25 at the Peterborough Town Library with sixteen trustees representing eleven libraries attending.

Ron McIntire from Peterborough conducted a short PowerPoint presentation which consisted of an introduction to the 1833 Society, an independent 501 (C)(3) entity; an exploration of various approaches to library design, and a

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SECURITY & SAFETY AND WEAPONS POLICY

Thank you to the Barrington Public Library for sharing their Security & Safety and Weapons policy. This is a sample and should be tailored to fit your library. More policies are available on their website www.barringtonlibrary.com

The Barrington Public Library strives to maintain a safe and secure environment for its staff and patrons. In order to do so, the following rules shall be adhered to at all times:

- Panic buttons and cordless phones shall be accessible to staff from the circulation desk and the back office in case of an emergency.

- Proper lighting in the building and on the library grounds shall be kept on at all times.

- Shrubs and trees shall be maintained at reasonable heights so as not to provide any hiding spots around the library exits.

- All walkways and steps shall be shoveled and sanded regularly during the winter to provide usable alternate exits in case of emergency.

- The Town shall check fire alarms and extinguishers yearly.

- The library will have a first aid kit available in case of medical emergency.

- The library will have an AED unit for emergencies that is checked annually.

- All cleaning chemicals will be kept in locked cabinets in a non-public area.

- Child proof outlet covers will be used in all outlets which children can reach.

- The building shall be checked nightly at close, including bathrooms, to ensure that all patrons are out of the building.

- The building will be locked and alarmed every night at closing and all windows will be closed and locked.

- All efforts should be made to have at least two staff members, or a staff member and a patron, leaving the library together at closing. Should a staff member stay late, the staff leaving should make sure the library doors are securely locked.

- Should a staff member encounter a belligerent patron, or someone who makes the staff member feel uncomfortable and threatened, they are encouraged to call the local police for assistance or use the panic button should the situation warrant it. Situations that warrant immediate police involvement include:

- If an individual physically harms another person, or threatens to do so;

- If an individual damages property, or threatens to do so;

- An individual is using or possesses illegal drugs or is drinking alcohol or is publicly intoxicated;

- An individual views or prints child pornography;

- An individual engages in an act of public indecency, which includes masturbation, fondling another person, intercourse of any kind, or public nudity. (Breast-feeding is NOT included in this definition.)

- The police should be notified of problem patrons even if the situation does not escalate to violence. This helps them to track people who may become problematic.

- Should a volatile patron leave the library, lock the doors and keep them locked until a police officer arrives to see to the situation

- A patron may be asked to leave the building if they verbally or physically threaten a staff member or other patron; should a patron refuse to leave, the police may be called to remove the person.

- A patron who has an episode that requires police involvement will be sent a follow up letter from the Board of Trustees, which may require them to have a police escort should they wish to use the premises again. The library also reserves the right to terminate a patron's right to enter the library should the problem persist.

- **Patron Appeal Procedure**

- Notice of Appeal. Revocation or denial of library privileges may be appealed if the individual files a written notice of appeal with the director within 10 days after receiving notice of the revocation or denial. Such notice shall be filed c/o Barrington Public Library, 105 Ramsdell Lane, Barrington NH 03825.

- Within 10 days of receipt of the notice of appeal the patron shall schedule a meeting with the director to resolve the issue of the library privileges being revoked or denied.

- If a resolution cannot be reached with the director, the individual may make a written request to the director, within 10 days of meeting with the director, asking that the matter be addressed by the Library Board at the monthly board meeting. The individual requesting the appeal may attend the board meeting and make a short presentation after which the board shall decide the matter. The determinations of the Library Board shall be final.

- When library personnel have a reasonable belief that a crime has been committed, they should make every effort to preserve any direct evidence of that crime and turn it over to the library director who shall consult counsel about divulging such information to law enforcement.

The following may be troublesome but are NOT reasons to call the police.

1. Violations of library policy such as cell phone use, eating, or talking in quiet areas

2. Abusive comments by library users that do not include threats of physical harm

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LIBRARY PROFILE

THE BAKER FREE LIBRARY: BOW

By Lori Fisher, Library Director, and
Karen Sheehan Lord, NHLTA Director

October 29, 2014 will mark the 100th anniversary of the dedication of the Baker Free Library in Bow. As with any entity that has survived 100 years, there are plenty of stories to tell that reflect past history, present struggles, and future hopes.

The first library in Bow was a subscription library, the Bow Social Library Society, incorporated in 1822. This Society allowed access to books and materials by individuals who paid an annual fee. In 1910, Bow resident the Honorable Henry M. Baker (former NH Senator and Congressman) spoke to the town selectmen about funding a new library that would be available to all residents. He offered an acre of his land on South Street, \$10,000 to be invested with the income to be used by the library, and his own personal book collection, in exchange for annual taxpayer support of the library. Residents approved his offer at a special Town Meeting in 1912, creating a five-member Library Board of Trustees to oversee the library and its operation. The library building was constructed in 1914, but sadly Baker passed away in 1913 and did not see his gift to Bow residents completed.

The Town of Bow included 700 residents in 1914. By 1960, the population doubled to 1,340 and library use skyrocketed. In preparation for a needed expansion of the library, 0.5 acres of land behind the original building was purchased in 1964. An addition was completed in 1967, doubling the size of the library in order to meet the needs of the town for the next 20 years.

The town's population exploded between 1970 and 1990, increasing to 5,500 people. The library building and collections were woefully inadequate for the needs of residents, and a new addition was planned. This project did not proceed as smoothly as the previous library building and renovation projects. The town of Bow does not have a town center, and is rather spread out geographically. In 1992, the town purchased 17 acres of land with the intent of constructing a town center, and some residents wanted to see the library moved to that location. While monies were being put aside for a 5,200 square foot addition and renovation to the original building, the library trustees researched the terms of Henry Baker's gift to the town to see if moving the library was feasible given the legal constraints of the donation and original library construction. It was determined that Henry Baker's original gift and subsequent will specified that the library building must be maintained as a library by the town. Over objections from some town residents, the library trustees pushed forward with renovation and addition plans for the original building. After a few years of setting aside monies



Photo courtesy of Lori Fisher, Baker Free Library

through town meeting votes, the library addition was built in 1999 and the library was re-dedicated in 2000.

Use of the Baker Free Library and its services has continued to increase between 2000 and the present. Total circulation has increased 43%, from 61,285 items in 2001 to 106,041 items in 2012. While the current population of 7,525 is the highest ever in the town, the demographics are changing from young families to individuals over 40 years of age. Given this demographic shift, coupled with a higher-than-average education level and per-capita income of Bow residents compared to NH residents, traditional library services and resources are no longer sufficient to meet the needs of Baker Free Library patrons. Constant solicitation of resident feedback and a focus on specific types of digital resources (such as the creation of a smart phone app) has helped the library remain relevant to a population that has the means to acquire technology and information from other mainstream sources. But above all, Bow residents love their library for the personal service and friendly atmosphere that is hard to find elsewhere. It is this combination of responsiveness to resident needs and consistent focus on excellent customer service that will affirm Baker Free Library's role as a vibrant resource in the Bow community for another 100 years. 📖

NHLTA's NEW ADDRESS

53 Regional Drive, Suite 1, Concord, NH 03301

summary of what the 1833 Society has accomplished this past year. The foundation was formed as the Peterborough Public Library Trustees realized that funding for a new library would most likely have to be raised privately. For more information on this subject, refer to Building a Library for the 21st Century in the NHLTA Spring 2013 newsletter.


Ron’s presentation was followed by many questions from attendees who were looking to renovate or construct new libraries. Both Ron and David Weir, President of the 1833 Society, were very helpful.

The next meeting will be Friday, January 17 at noon in the Dublin Public Library, 1114 Main Street. If you are not on our contact list and would like to attend, please email a.knight@nhlta.org.

Souhegan Valley Area Trustees

By Robin Julian, Amherst Town Library

The Souhegan Valley Area Trustees met on October 8th at the Amherst Town Library. Eleven people from Greenfield, Wilton and Amherst attended. While not able to attend that evening, Milford was with us in spirit and answered some questions via email about their experience with space planning. Besides space planning, other library topics discussed were procedures for staff evaluations, wage scales, security in the library and library programs.


It was an entertaining and enlightening evening and the desire to hold another area meeting in the new year was expressed. No date or locale for a future meeting has been offered...yet! 

NHMA CONFERENCE 2013

By Loring Webster, NHLTA Director

Nine members of NHLTA attended the NHMA (formally LGC) annual conference for municipalities. We cruised, schmoozed, networked and spread the library word for two days. Melissa Prefontaine delivered a rousing one hour workshop on our behalf entitled “The Town Official’s Guide to the 21st Century Library.”

We added many new contacts to our prospective sponsor list which helps to defer the cost of providing an exciting new annual NHLTA Conference year after year. We hope to have a variety of architect and construction management contractors in attendance in 2014 when we will have vendor tables for the first time.

Many “*Speak Up–Out–For Your Library*” buttons were distributed showing a continued interest in libraries. One attendee was even quoted as saying “*I love my library!*” 

3. Adults viewing sexually explicit materials that are NOT child pornography (our policy states we can ask them to leave, but it is not illegal, and not a police matter)

4. Homelessness or offensive bodily hygiene.

Weapons Policy

It is recognized that the employees and patrons of the Library have the right to, and should be ensured, a working environment that is free of dangerous weapons that may jeopardize their health, safety, and welfare. This policy is enacted to protect, preserve and promote the health, safety, welfare and quality of life for the employees and patrons of the Library.

1. The library requests that no weapons, either concealed or visible, whether it is a handgun, rifle, shotgun, BB gun, pellet gun or any other type of firearm, or any knife with a blade length of 3 inches or more, be carried while within the library building. Even those who have permits to carry a concealed weapon are asked not to do so within the library.


2. Duly sworn Law Enforcement Officers of the State of New Hampshire, a County Sheriff, an officer of a municipal agency in New Hampshire or of a Federal Enforcement Agency, or, any other duly sworn Law Enforcement Officer, are exempt from this policy.

3. Whenever a person is seen carrying a weapon in the library and the staff or other patrons feel threatened or uncomfortable, the staff may report the situation to law enforcement so the police can determine the lawfulness of such weapons being carried.

*Revised and Approved 12-2013
Barrington Public Library Board of Trustees*

DOROTHY M. LITTLE AWARD

By Adele Knight, NHLTA President

PETER E. MOORE from Lincoln, New Hampshire, is the recipient of the Dorothy M. Little Award which is given to an individual who has been involved in library service and has demonstrated sustained, extraordinary public library advocacy and activism on a local, regional and state level. Peter has served the community as a library trustee, as a member of the Friends of the Library, as one of the leaders who worked to triple the size of the Lincoln Public Library, and as a selectman who made it his mission to ensure that the library was seen by the Board of Selectmen as a significant and essential service to the community. The award will be presented to Peter on Tuesday, February 4, 2014. More information about this prestigious award will be published in the NHLTA Spring 2014 newsletter. 

order to serve, improve and promote New Hampshire public libraries and promotes the right of free access to information for everyone.”


We then clarified individual committee goals to be certain that they were congruent with the NHLTA mission. I will share them with you: The Executive Committee will engage the board in responding to current and emerging needs that will advance the mission and vision of the organization. The Technology Committee will help the NHLTA achieve its mission both through exploring and providing technologies that will serve libraries as their needs and activities evolve to meet the future. Online surveys will be utilized to learn more about the needs and interests of the communities. Our Finance Committee will track the cash reserve status of the NHLTA. An adequate cash reserve allows the NHLTA to operate normally if an unexpected event substantially reduces NHLTA's cash. To help support our mission financially, the Fundraising Committee plans to raise at least \$10,000 this next year through board contributions, sponsorships and grants. The Legislative Committee will continue to monitor the 2014 legislative session and will research issues affecting town and city libraries. They will explore how to work more effectively with other organizations and develop strategies on improving advocacy by local trustees. The Communication Committee will create a schedule for distribution for press releases of NHLTA news and activities, create an editorial calendar for the newsletter which is based on the NHLTA mission of providing educational materials to all trustees, and actively solicit memberships from non-member library trustee boards. The Governance Committee will review Policies and Procedures, By-laws, and the Board's Strategic Plan to be certain that they all reflect the mission of the organization.

A large segment of time was allocated to evaluating the goals, the role and the structure of the Education Committee which is the most critical component of the work of the NHLTA. We discussed the purpose of the committee, the programs and services it currently oversees, and deliberated about the most effective way to deliver these programs and services. It is essential for the Education Committee to collaborate with the Communication and Technology Committees, all of which will strive to improve outreach so we can reach more trustees more efficiently and effectively. Live interaction is considered by many to be the most effective means of communication as people have an opportunity to ask questions, and to network and learn from each other, but is not always possible for everyone. Orientations, for example, which teach trustees the ABCs of trustee duties and responsibilities are crucial. However, some trustees find it difficult


to actually attend the orientations because of work, family or time constraints, so the Education Committee will research the feasibility of developing webinars and producing DVDs as another means of sharing information. The Annual Conference is always popular, so much so that we have had to close off registrations the last several years. To accommodate more trustees, we have changed the venue of the May 2014 Annual Conference from SERESC in Bedford to the Grappone Center in Concord

The afternoon of the retreat was devoted to clarifying the role of the NHLTA in advocacy and leadership training for Library Trustees. We pondered the elements and key issues of an advocacy plan and were determined to have some action steps in place by the end of the day.

As we all know, some of the key issues that libraries are facing today are obtaining sufficient funding and support for their libraries, and overcoming the sometimes pessimistic view that libraries are discretionary. Trustees need to convince community leaders and voters that libraries are making the transition to a beyond-the-book approach. Trustees must reach out to speak about the current and future value of local libraries. So we brainstormed about communication and relationships, message and audience, and discussed strategy for delivery. Trustees can advocate through Friends, the NHLTA newsletter, regional networking meetings, town functions, fireside chats, local access TV, and much, much more. Library advocates often say that sharing stories about the libraries that have made a difference in your life are very effective and a good way to connect with your audience. So share we did. Our stories were indeed varied, but all shared the common theme of a love for libraries.

NHLTA Directors David Hallenbeck, Conrad Moses and Marty Davis, and Melissa Prefontaine, Trustee of the Langdon Library in Newington, are working to develop the advocacy training program. A time line was presented at the December board meeting. It is our plan to launch regular Advocacy Training sessions by September. Meanwhile, we will keep you apprised of our progress throughout the year. 

UNIQUE CHILDREN'S PROGRAMS MANCHESTER CITY LIBRARY

Travel Club–Hawaii. Take a trip to the library and travel the USA with us. Each month, K-5 graders will explore a different US state through pictures, art, food and games. Maybe we will share a story or two. Whatever we do, we'll know more about that particular state we visit and have fun doing it. Don't forget to get your ticket stamped. 



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MAKE A DIFFERENCE AND VOLUNTEER!

NHLTA is offering an opportunity to trustees to apply their skills in support of the mission and activities of the Association. The Board of Directors is an all-volunteer group of current and former library trustees. We need volunteers to work on a project-by-project basis and on a long-term basis as sitting members of the board.

For information on how to volunteer with the NHLTA, please contact Loring Webster at l.webster@nhlta.org or Adele Knight at a.knight@nhlta.org with an estimate of the time you can offer, areas of interest, special skills, and degree of passion for libraries!

If you are passionate about libraries and want to make a difference—step up and volunteer.

CALENDAR 2014

January 8	10:00 a.m.	NHLTA Board of Directors meeting • NH Municipal Association 25 Triangle Park Drive, Concord
January 13	7:00–8:30 p.m	Seacoast Regional Networking • Wiggin Memorial Library 10 Bunker Hill Avenue, Stratham
January 17	12:00 noon	Monadnock Area Trustees • Dublin Public Library 1114 Main Street, Dublin
February 5	10:00 a.m.	NHLTA Board of Directors meeting • NH Municipal Association 25 Triangle Park Drive, Concord
March 5	10:00 a.m.	NHLTA Board of Directors meeting • NH Municipal Association 25 Triangle Park Drive, Concord
April 2	10:00 a.m.	NHLTA Board of Directors meeting • NH Municipal Association 25 Triangle Park Drive, Concord
May 7	10:00 a.m.	NHLTA Board of Directors meeting • NH Municipal Association 25 Triangle Park Drive, Concord
May 19	8:00 a.m.	NHLTA Annual Conference and Annual Meeting Grappone Conference Center, 70 Constitution Avenue, Concord

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The *New Hampshire Library Trustee* is published four (4) times a year by:
New Hampshire Library Trustees Association
53 Regional Drive, Suite 1, Concord, NH 03301

The newsletter serves as a means of providing information and ideas to library trustees in the state of New Hampshire. Subscriptions are included as part of the annual dues for the New Hampshire Library Trustees Association. The content published is for informational purposes only and is not, and should not be considered a substitute for legal advice.

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POSTMASTER: Address correction requested.