

**Tracy Memorial Library
Library Board Retreat
November 2, 2010**

Present: Bob Bowers, Ki Clough, Shelby Blunt, Charlene Baxter, Dave Harris, Sandra Licks and Lisa Ensign Wood

Absent: Bruce Parsons

Retreat called to order at 12:00 PM.

Mission

Mission Statement. The board discussed our current library mission statement. It was determined that the mission statement was still true and current with minor modifications. The updated mission statement will read:

Tracy Memorial Library serves the New London community by providing access to a diversity of ideas and information through a wide variety of library materials, services, technology and programs.+

A motion was made to accept the updated mission statement. The motion was seconded and unanimously approved.

Community. We discussed how to define the community that the library serves. While we are a public institution, who are our patrons? Who should receive free cards and who should pay for their cards? After much discussion on this subject, the board determined the following structure:

Free Cards:

- *Adult Residents of New London
- *Youth Residents of New London
- *Youth Non-Residents (Children in the Kearsarge School District)
- *Town Employees, including non-resident library staff
- *Colby-Sawyer Students (\$20.00 refundable deposit)

Patron cards for \$50.00 fee:

- *Non-Resident Households
- *Temporary Residents

Deleted Categories:

- *Staff/Volunteer/Donor/Friend
- *Barn Playhouse
- *Non-Resident Free
- *Temporary

Fees for purchased cards for 2010 were \$50.00 for Non Residents and \$30.00 for Temporary Residents. The Board decided that the fee for 2011 should be one price, and that price should be \$50.00 for both Non Residents and Temporary Residents. The fee is annual. This will be voted on at the November Board Meeting to go into effect on 1/1/11.

In the past, board members, staff, and volunteers have been exempt from paying late fines on library materials. The board decided that this was not appropriate. Beginning January 1, 2011, there will be no exceptions for late fines.

Sandra will work with the Personnel and Policies Committee to draft letters that will be sent to patrons in the affected categories.

Technology

Sandra reported that our book and printed materials circulation is still very strong and consistent with past years. We have approximately 35,000 items in our collection.

Our public computer usage numbers are high throughout the year, but basically double during the summer months.

Our downloadable audiobooks/ebooks program through the NH Consortium is used often by our patrons, nearly 1,400 times for each of the past two years since we began the program. The only issue is that a lot of our patrons need assistance in learning how to download the books onto their personal device. Currently, Meghan Clark McDaniel is the only staff member able to help patrons with this. Sandra would like other staff members to be able to help with this as well.

Sandra reported that the number of public computers at the library is currently fine and meeting our patrons needs.

Open Hours

Currently the library open hours are

Sunday/Monday	Closed
Tuesday	9 . 8
Wednesday	9 . 5
Thursday	9 . 8
Friday	9 . 5
Saturday	9 . 1

The board discussed what days/hours receive the most number of patrons and whether patrons have commented on any need to change our hours. Sandra said that Saturday is always a very busy day, and that patrons would like to see us open longer on Saturdays. Many board members echoed this sentiment. With our current budget and town economy, it would be difficult to add any additional library hours and, consequently, wages. The board discussed the possibility of taking hours from one or two days and adding them to Saturday. The suggestion was made to have Tuesday and Thursday hours be 9 . 7, and then add two more hours to Saturday, being open 9 . 3. The board liked this idea. Sandra will discuss this at the next staff meeting for feedback, and report back to the board. Any changes to our open hours would likely begin in 2011.

We also discussed the need to compensate part-time staff for time spent after hours: closing up the library and taking care of last minute customers. We already do this for opening the library, and Sandra will work on adding closing time into next year's schedule.

Volunteers

Charlene presented the Guide for Best Practices for New Hampshire Librariesq Volunteers created by the NH State Library and incorporating federal and state law from the NH Department of Labor and the US Department of Labor. The board reviewed each section of the guide to be sure that we are in compliance. It was determined that recent changes in the assignment of volunteer duties have brought the library into compliance. Sandra will work with the Personnel Committee to develop a volunteer agreement form.

Physical Space

The board had a short discussion of the physical space of the library, concerning more stack room areas, additional seating, loud versus quiet areas. We are currently in good shape in most of these areas, but will need to revisit this issue in the future. Our main goal currently is to work on the library %hell+and mechanics.

Board Meeting Dates

The board set the following monthly Board Meeting Dates through Town Meeting in March.

November 18th

December 16th

January 21st

February 17th
March 17th

All meetings will be at 3:30 PM.

Retreat adjourned at 2:30 PM.

Respectfully submitted,

Lisa Ensign Wood, Secretary