

WEEKS PUBLIC LIBRARY
Trustees' Meeting Minutes
Tuesday, October 11, 2011

Present: D. Rockefeller, A. Wick, J. Gilston, C. White, D. Brothers, D. Grimse
Meeting start time: 4:38 pm

1. No Selectman's Report.
2. No Teen Advisor's Report.
3. The minutes of September 13 and October 4 were accepted with corrections.
4. Donations of \$20 were accepted.
5. The Director's Report was accepted with corrections.
6. J. Gilston will attend the Friends' Meeting on October 13. A. Wick will attend the Friends' Meeting on Thursday, November 10th. If unable, D. Brothers will attend.
7. Checks were signed by A. Wick.
8. Payroll preview and review was completed and signed by Co-chair Rockefeller.
9. Old Business:
 - a. The Volunteer Agreement and Application Updates were reviewed and accepted with suggested changes.
 - b. Staff and patrons are very happy with the new copier. Sale of the old copier is pending as Director awaits requested bill of sale.
 - c. \$160 was approved for landscaping plants from Lang's. All labor and delivery gratefully accepted as a donation from Lang's Landscaping.
 - d. D. Grimse is still seeking a best buy to replace the circulation computer. Until replacement is purchased one patron computer must remain in staff use.
 - e. D. Rockefeller will check with M. Fodero on last minute needs for the impending Spaghetti Dinner scheduled for October 19.
 - f. D. Grimse found the price for an individual subscription to Ancestry.com is \$299 and \$250 for group pricing. She will look into this further.
 - g. The draft 2012 Budget was reviewed and a warrant article of \$50,000 decided upon. This must be in the Town Office by Friday, October 14 and will be on the Board of Selectmen's meeting agenda November 7.
10. New Business:
 - a. A \$30 fee for the NH Library Association Fall Business meeting was approved.
 - b. A letter submitted from architect David King was discussed.

- c. Updated Trustee Manuals were distributed to all present.
- d. A. Wick will get information pertaining to WPL's frequency of use before writing a Help Save the ILL Vans Letter for Board signatures.

11. Building issues:

- a. D. Rockefeller will prepare the AC cover for winter and will
- b. check with M. Fodero about fall cleanup and snow shoveling.
- c. The fire extinguishers are presently being serviced. A fourth extinguisher is nearly out of service and will not be replaced.

12. An additional bereavement day was authorized for a staff member.

13. Next Meeting: Tuesday, November 8.

Adjourn Time: 6:25 pm

C. White, Sec.

Director's Report follows:

Weeks Public Library Director's Report October 2011

	Circulation		Change	Number of Programs		Program Attendance	
	2011	2010		2011	2010	2011	2010
January	3,439	2,917	17.9%	20	18	177	189
February	3,277	3,270	0.21%	33	34	327	288
March	4,047	3,636	11.3%	35	35	315	325
April	3,725	3,544	5.11%	38	36	322	387
May	3,338	3,124	6.85%	20	16	188	150
June	4,128	3,964	4.14%	38	31	631	633
July	4,463	4,480	-0.38%	34	35	416	439
August	4,671	3,856	21.14%	26	25	233	216
September	3,627	3,315	9.41%	19	30	222	315
Totals	34,715	32,106	8.13%	263	260	2,831	2,942

	Downloadable Books				Learning Express		Mango Languages	
	Audiobooks		eBooks		2011	2010	2011	2010
	2011	2010	2011	2010				
January	129	82	14	NA	4	NA	6	NA
February	80	74	13	NA	13	NA	11	NA
March	116	95	31	1	4	8	8	7
April	108	77	19	5	8	6	7	7
May	115	91	28	3	3	14	3	7
June	99	86	33	9	1	8	1	16
July	94	84	48	18	0	2	0	2
August	109	93	44	13	0	0	1	0
September	103	94	39	18	0	0	4	6
Totals	953	776	269	67	33	38	41	45

Donations: \$20 needs to be accepted.

Programming:

Only three children attended the first Wednesday after-school program for grades 5 and up. Future program options were discussed with those that attended and a gaming session was planned for October. Fall story times have been very well attended. Every Last Cuckoo by Kate Maloy, the September book discussion title, was hugely popular and many readers came to the discussion. The Dance Dance Revolution session for teens only attracted four teens. The UNH program *Are You Talking to Me?* was a super huge success with a record number of attendees for an adult program. As usual the week of fall drop-in crafts was very popular and well attended.

October programs include several Friday Flicks; weekly story times with one session featuring a special visit with Jasmine, a therapy dog in-training; two after-school programs for grades 5 and up; the start-up of TAB with our new teen programming team; a teen survivor challenge night; a spooky stories night for children; a week of Halloween crafts; and the Halloween party for children sponsored by the Friends. In addition to those staff planned programs, the Friends are hosting a NHHHC program, "Your Hit Parade" which should be popular as it features excerpts of songs showcased on the radio/TV program. The spaghetti dinner fundraiser is scheduled for the next night. The monthly book discussion is moved to the last Wednesday of the month so that staff and members of the book discussion group may attend the fundraiser.

Meetings, Workshops and Conferences:

9/1 Friends' Meeting: Trustee Kate White – The group discussed the Gold Party.

9/19 Library Trends: Denise Grimse – Several librarians gathered in Seabrook to discuss the trends they are seeing in their libraries and the popularity of eReaders. Various programs were discussed along with the noticeable switch from reference services to readers' advisory services.

9/26 Friends' Fundraising Gold Party: Denise Grimse and Donalee Brothers – Several Friends' brought refreshments and unwanted jewelry. The event was a successful fundraiser.

9/29 Joint Loss Management Committee: Alternate Trustee Donalee Brothers, Denise Grimse, Susan MacDonald and Lee Atkinson – The committee reviewed progress on various safety items and the need for emergency lighting on the stairs in the Children's Room and a shoveled path from the emergency exit in the Children's Room.

9/30 The Golden Rules of Customer Service: Denise Grimse, Susan MacDonald, and Margaret Mooers – The workshop provided tips on providing great customer service by practicing Emily Post type basic etiquette, using closed-ended questions, making eye contact, forming partnerships to satisfy patron wants and adequate staffing so staff can be devoted to the customer instead of being distracted by numerous other tasks. Think LL Bean call center. At the call center, a customer service person only has to answer the phones, greet the customer and assist the customer, no matter how long it takes. There are other staff in the center to take the next call or supervisors who can step-in if calls begin to back up.

Building and Donations: Lang's Landscape Service delivered and installed the Alberta Spruce and the PJM Rhododendron. The labor and delivery fees were waived as their donation to the library.

Also a puzzle protector, a sheet of plexiglass with polished edges, was donated by Brian Hutchinson to reduce the number of puzzle malfunctions that occur while a puzzle is being assembled.

Respectfully submitted,
Denise Grimse, Director