FINAL

LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
Lebanon Library Damren Room OR
Remote Via Microsoft Teams
LebanonNH.gov/Live
November 22, 2022
7:00 PM

MEMBERS PRESENT: **Francis Oscadal (Chair), Emma Wunsch, Morgan Swan, Donna Hartford, Michael Stebbins, Susan Valiante, Ann Sharfstein, Phil Bush (alternate) (remote)**

MEMBERS ABSENT: **Doug Whittlesey (alternate)**

STAFF PRESENT: **Sean Fleming (Library Director), Amy Lappin (Deputy Director)**

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1. CALL TO ORDER – Chair Oscadal called the meeting to order at 7:00 PM

2. APPROVAL OF MINUTES: October 25, 2022

Ms. Sharfstein MOVED to approve the October 25, 2022 minutes, as presented.
Seconded by Ms. Hartford.

**** The Vote on the MOTION passed (6-0-1).***

3. NEW BUSINESS

A. Approval the Financial Report

Treasurer Stebbins stated that there is currently a surplus of approximately $6,900 in Special Funds. There was an increase in income of approximately $5,000 from last month. Books, CDs, etc. went up approximately $3,000 from last months. The City Funds are under budget by approximately $17,700. Full-time wages continue to be under budget by approximately $16,000, while part-time wages are over by approximately $26,000. Repairs and Maintenance is under budget by approximately $25,000. Electricity has maintained an over budget amount of approximately $18,000. The Small tools and Equipment line item is under budget by approximately $13,000.

In response to a question regarding if any projects or items should be pulled forward based on the lines that are under budget, it was noted that the Library will likely be over budget by the end of the year. If the Library is under budget, the City writes a check to the Library Trustees account.

Mr. Swan MOVED to accept the Financial Report.
Seconded by Ms. Valiante.

**** The Vote on the MOTION passed (7-0-0).***

B. Approve Updates to the circulation and alternative work arrangements policy, new Library complaint policy

Director Fleming explained that a team of staff members worked on the circulation policy. The main intention was to make sure the language is clear regarding residents not having to provide documentation to prove their residency. The proposed language also eliminates the provisional card status.

Ms. Valiante MOVED to approve the circulation policy, as presented.
Seconded by Mr. Stebbins.

**** The Vote on the MOTION passed (7-0-0).***

Director Fleming explained that the main changes made to the alternative work arrangement policy deal with administrators and the process for making requests.

Ms. Sharfstein MOVED to approve the alternative work arrangements policy, as presented.
Seconded by Ms. Hartford.

**** The Vote on the MOTION passed (7-0-0).***

Chair Oscadal explained that the Library complaint policy is drafted from the City's complaint policy but is more specific to Library employees. He explained that the opening statement explains the purpose of the policy. Library employees are hired by the Trustees, with any conditions as set forth. This policy is an example of where the Library has sought to create a new policy for Library employees. Retaliation is raised in the policy, along with the fact that the process for investigating and resolving complaints lies solely with the Trustees. The City had been involved in this process in the past.

Chair Oscadal stated that there were staff comments regarding Section 4 of the policy and how an employee may initiate a complaint. One way that is mentioned is through social media. This was left in the policy to allow employees to use certain social media methods, such as Facebook Messenger, etc. in order to initiate a complaint. This was done to give as many communication options as possible.

It was noted that this could be restated as "through social media messaging systems."

Chair Oscadal stated that another comment was if the Trustees should have a way to file a complaint. A complaint against the Trustees would go to the City Council. Several Trustees noted that this policy should be specific to employees, though this could be a larger discussion at a future time.

Chair Oscadal stated that there are subsections of the policy laying out steps in initiating a complaint.

There was a question regarding how to distinguish between formal and informal complaints. Informal complaints do not need to be formally documented, where formal complaints do.

In response to a question from Mr. Bush regarding if the person making the complaint needs to state that s/he is making an informal complaint to have it be considered informal, or if that is decided by the receiver, it was noted that the person filing can state that it is informal. The person can also then choose later to file a formal complaint, if s/he does not feel it was adequately addressed.

Chair Oscadal stated that the Chair is the point person for the complaints. The entire Board can then be informed by the Chair.

Regarding item 5.1 in the policy, Chair Oscadal suggested adding a sentence that the Trustees can choose to investigate a complaint internally, in one way by asking the Director to resolve the complaint. It was noted that, in the past, HR was always involved in complaints made through the Director. Chair Oscadal stated that he does not believe every complaint will rise to needing action by the Trustees, but many will be able to be handled by Library administration. It was noted that this concern is likely already addressed in the policy's language.

Chair Oscadal noted that the City has an independent investigator that could be used by the Library, if needed, for a complaint. It was suggested that language be added that Trustees can contact and investigator or company independent of the Board.

Additional language was suggested that "After the complaint form is received, the Trustees will acknowledge its receipt and the matter will be discussed at, or before, the next Board meeting."

Chair Oscadal stated that there was a comment from staff regarding if complainants are obligated to cooperate. The City requires its employees to cooperate. A formal report needs to be submitted to the Board, but an employee will not be required to cooperate.

There was a concern raised by staff regarding a small group reviewing a complaint prior to the Board holding a non-public session on this item. Chair Oscadal stated that the NH Municipal Association's guide makes it clear that a subcommittee or advisory committee cannot be formed to discuss these matters separately. The Right to Know law must be followed in these situations. It was agreed that complaints should move from the complainant to the full Board as soon as possible.

The Board agreed to review a clean copy of the updated new policy at a future meeting.

4. COMMITTEE REPORTS

There was discussion regarding the Library's investments.

5. OTHER BUSINESS

A. Director's Report

Director Fleming stated that the Library budget presentation to the City Council went well.

B. Deputy Director's Report

Deputy Director Lappin stated that staff is working to make it easier for people to sign up for Library cards and on privacy protection for Library patrons. Story times have moved indoors. She noted that the Drag Queen Story Hour went well last weekend, with no complaints or issues.

Morgan Swan noted that he is a member of the West Lebanon City Connection. The group is asking community members and businesses to decorate with lights for the holiday season. The group is requesting to see if the Library would be able to help fund lights to be placed in the trees in front of the Library. It was noted that the Library would likely be able to help fund this item.

6. ADJOURNMENT:

Ms. Wunsch MOVED to adjourn the meeting.
Seconded by Ms. Sharfstein.

**** The Vote on the MOTION passed (7-0-0).***

The meeting was adjourned at 8:31 PM.

Respectfully submitted,
Kristan Patenaude
Recording Secretary