



**LEBANON LIBRARY BOARD OF TRUSTEES
MAY 23, 2023 - 7:00 PM
KILTON LIBRARY COMMUNITY ROOM OR
REMOTE VIA VIRTUAL PLATFORM
LEBANONNH.GOV/LIVE**

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- 1. Call to Order**
 - 2. Approval of Minutes**
 - A. Approve April 25, 2023 minutes
 - 3. New Business**
 - A. Approve the library strategic plan
 - B. Approve the Treasurer's report
 - C. Approve new substitute librarian job descriptions
 - D. Approve updates to the library appendix to the city handbook
 - E. Vote to recommend Yuli Volentino for the vacant trustee position
 - F. Review canned language for the trustees
 - 4. Committee Reports**
 - 5. Other Business**
 - A. Vote to approve trustee statement
 - B. Library Director's report
 - C. Deputy Library Director's report
 - 6. Adjournment**

Meetings are open for in-person and remote attendance. Members of the public that wish to attend remotely may do so by going to LebanonNH.gov/Live where you will find instructions on how to enter the meeting. Members of the public will be able to participate and ask questions through the City's virtual platform or by phone. Please note: Should technical difficulties occur during the meeting that disrupts virtual or phone connection(s), the meeting will continue without remote access capabilities.

DRAFT

**LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
Kilton Library Community Room OR
Remote Via Microsoft Teams
LebanonNH.gov/Live
April 25, 2023
7:00 PM**

MEMBERS PRESENT: Francis Oscadal (Chair), Emma Wunsch, Michael Stebbins, Ann Sharfstein, Phil Bush (alternate), Kim Rheinlander

MEMBERS ABSENT: Doug Whittlesey (alternate), Morgan Swan, Jeff Damren (alternate)

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

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

Chair Oscadal opened the meeting at 7:00PM.

Phil Bush sat for Morgan Swan.

2. APPROVAL OF MINUTES

A. Approve the March 28, 2023 minutes

*Mr. Stebbins MOVED to accept the meeting minutes of March 28, 2022, as amended.
Seconded by Ms. Sharfstein.*

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

3. NEW BUSINESS

A. Approve the Treasurer report

Mr. Stebbins stated that, regarding the Special Funds, the profit and loss statement was updated recently, but the bottom line only changed by approximately \$0.20. There is still about a \$3,000 deficit so far in the year.

In response to a question from Mr. Bush regarding a negative approximately \$9,000 in long term assets, Director Fleming explained that he believes this occurred when the Trustees drew down their savings but did not draw down the surplus rainy-day funds. There is not actually a negative balance.

Mr. Stebbins stated that, regarding the City budget, this is currently over budget by approximately \$2,000. Wages are under budget by approximately \$9,000. The Electricity line is

28 still over budget by approximately \$15,000. The Small Tools and Equipment line is under budget
29 by approximately \$5,000. The management team will need to figure out where money can be
30 saved in the budget to make up for the overage in electricity. The Library is using less power
31 than last year, but the costs are way up.

32
33 Chair Oscadal asked if other City departments are encountering same overages in electricity.
34 Director Fleming stated that this is the case. The City Manager recently stated that all
35 departments are dealing with tight budgets. There is not much relief to be found from City Hall
36 at this time.

37
38 ***Mr. Bush MOVED to accept the Treasurer's Report, as presented.***
39 ***Seconded by Ms. Rheinlander.***

40
41 **** The Vote on the MOTION passed (6-0-0).***

42 **B. Board statement discussion**

43
44 Ms. Sharfstein and Ms. Wunsch presented their draft Board statement. They explained that the
45 intention was to keep the statement broad and supportive.

46
47 Chair Fleming addressed the broad nature of the draft statement. He explained that some
48 members of the community have been aggressive in their statements pushing the Library to not
49 engage with certain programs, such as Drag Queen Story Hour. One individual, from the Upper
50 Valley, recently called the Library asking about the program, made disparaging remarks about
51 the people who attended, proceeded to speak to a couple of staff members, and made vague
52 threats against the Library. Making a broad statement is not addressing this issue head on. Staff
53 should not feel unsupported by a statement that could be seen as too broad when certain staff
54 members may feel unsafe from coming to work.

55
56 Ms. Wunsch noted that a more specific statement would likely not make staff members feel safer
57 coming to work or stop threatening phone calls. Chair Fleming stated that it may make staff
58 members feel more supported by the Board.

59
60 Ms. Sharfstein stated that she supports LGBTQ+ programs but also supports those who do not
61 support those programs using the Library. No one should make threats to staff members about
62 anything. She does not want the Board to seem as though it is more supportive of one side. Chair
63 Fleming noted that a statement of support from the Board to the LGBTQ+ community would be
64 specifically to a community that has been marginalized and treated poorly for a number of years.
65 Ms. Sharfstein asked if the Board should then draft a statement for every marginalized
66 community. Deputy Director Lappin stated that this could be the case. While she appreciates the
67 draft statement, it is too vague. She was hoping this statement would make the LGBTQ+
68 community feel seen and supported. Others who use the Library already feel that support.

69
70 Chair Oscadal stated that his intention with this statement was to address support to the Drag
71 Queen story hour program. A Program Policy was also approved by the Board. The Library's
72 Mission Statement and other documents speak to the fact that the Library reaches out to all in the

community. This statement was to address a particular program and situation. It appears that, while the situation still needs to be addressed, there may also need to be more included in the broad statement. In speaking to everyone, the statement also seems to speak to no one. There is also no context included as to why the statement is being made.

Mr. Bush stated that he believes the statement seemed to imply that the story hour was for the LGBTQ+ community. He objected to that implication. Chair Oscadal agreed that this was not the intention of the statement.

Ms. Sharfstein explained that she did not want to draft a statement that the Library Board specifically supports the LGBTQ+ community and programming, as then she questioned if the statement also needs to mention all other types of communities and programming. Chair Oscadal stated that he believes this will only need to be addressed if specific situations arise. People are raising their opinions in different ways during this political climate. He would like for the Library to have a baseline statement to lean on to respond to comments. Eventually each Board member may be asked directly to respond to these comments, but this would be a baseline statement from the Board itself. He is not opposed to a broad statement but would like it to be clear that the Library's philosophy includes support for LGBTQ+ programs.

Chair Oscadal presented a secondary draft statement. This refers to existing Library documents. Ms. Sharfstein stated that this appears to be a Board statement regarding Drag Queen story hour specifically. Chair Oscadal stated that he heard that staff wanted a public statement supporting that sort of programming.

Chair Fleming stated that staff who attended the special Board meeting regarding the Drag Queen story hour felt that the language used was derogatory toward the programming and the LGBTQ+ community as a whole. Staff would have appreciated more of a rebuttal regarding that language from the Board. There should be a clear statement against the notions being spoken about the LGBTQ+ community.

Deputy Director Lappin noted that this is the Board's statement and needs to be genuine. If there is resistance from the Board to make a more specific statement, that is the Board's prerogative. The second draft statement is stronger in terms of what the staff was hoping for regarding support. Some people and/or staff may not feel welcome in the Library and may require the extra support. The Board could call out those who have said hateful things, both in and out of a Board meeting, and explain that this is not what the Board stands for.

Ms. Sharfstein stated that hateful speech and untruths are not acceptable. She is comfortable with a statement that addresses this. However, there are people with internal prejudices for whatever reason who are also welcome at the Library, as long as they are not using hateful speech. It is impossible to know what prejudices may be in people's minds at any time. Deputy Director Lappin agreed that the Library is for all. She would like for a statement to have teeth behind it, if possible.

Ms. Sharfstein stated that the Library is for everyone, but it is not for hateful speech. The statement could address this. Chair Oscadal stated that this needs to come within a specific context.

Ms. Wunsch stated that the Trustees are elected officials and need to make sure that everyone is welcome at the Library, without supporting hateful speech. By supporting staff who wants to carry out programs such as Drag Queen story hour, that is how the Board is showing its support. The Board supports Library staff in putting on these programs, but are also elected by the community at large, some of whom may not want to support these programs, as is their right.

Ms. Rheinlander noted that the statement speaks to providing people with information and programming which may lead to feelings on either side. It does not speak to support for one side over the other.

Deputy Director Lappin suggested that the word “neutral” could be replaced with a different word.

Director Fleming stated that he would like to have some specific language regarding support for the LGBTQ+ community.

The Board agreed to have Ms. Sharfstein, Ms. Wunsch, and Chair Oscadal rework the draft statement for review at a future meeting.

C. Holiday Schedule Approval

Chair Oscadal stated that staff was not pleased with the Board’s previous vote regarding the Friday before Thanksgiving. The Board noted that it would like to have a conversation regarding opening only one Library for certain holidays.

4. COMMITTEE REPORTS

None at this time.

5. OTHER BUSINESS

A. Director’s report

Director Fleming noted that there have been some issues with meeting technology that he is working to have remedied. He noted that he recently received a letter from the City Manager regarding the budget overage.

C. Deputy Director’s report

None at this time.

6. ADJOURNMENT:

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

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

163

164 **The meeting was adjourned at 8:04 PM.**

165

166 Respectfully submitted,

167 Kristan Patenaude

168 Recording Secretary

Strategic Plan 2023

Lebanon Public Libraries

Introduction:

The Lebanon Public Libraries (LPL) has not had a new strategic plan in place for twenty years. It is time for us to craft one that will not only guide the Library as it makes decisions in the near future but also ensure that strategic planning becomes a regular part of our organization as it evolves.

It is a delicate time to look ahead. The pandemic has upended many of the things we used to prioritize in the library. It has also made us inventive as we seek to strengthen our abilities to serve the public in new ways. We hope to be able to build on that resourceful spirit as we move forward with this strategic plan.

This strategic plan outlines the direction and goals of an organization over a specific period. It provides a clear understanding of the organization's mission, vision, and values, and serves as a guide for decision-making, resource allocation, and goal setting.

I. Mission Statement:

The Lebanon Public Libraries is a gathering place for the community and provides materials selected for educational and leisure enrichment. We are committed to open access to information and resources. We are dedicated to quality service grounded in care and respect for all.

II. Vision Statement:

Our vision is to be the hub of the community, a place where individuals of all ages and backgrounds can find the resources, technology, and support they need to achieve their goals and realize their full potential. We strive to create a dynamic and innovative

library system that reflects the diverse needs and interests of our community and empowers everyone to lead fulfilling and meaningful lives.

III. Core Values:

At the heart of the Lebanon Public Libraries lies a set of core values that guide and inspire everything we do. These values embody our commitment to serving the community, providing excellent service, promoting equality, celebrating beauty, and empowering individuals. Our values of Community, Service, Responsive Justice, Stewardship, and Individual Autonomy reflect our belief in the importance of creating spaces that are inclusive, accessible, and inspiring, and in our responsibility to support the intellectual, emotional, and social well-being of all members of our community.

Community: LPL values its role as a community hub and seeks to foster social connection, civic engagement, and community building through its programs, services, and spaces.

Service: LPL values providing high-quality services to its patrons, and is committed to meeting their diverse needs and expectations through effective, responsive, and respectful engagement.

Access: LPL values access by actively working to address and rectify systemic barriers to resources for all members of the community it serves. This includes considering and acting on the perspectives and needs of marginalized communities.

Stewardship: LPL values the aesthetic experience by maintaining and enhancing the physical and aesthetic elements of the library and its grounds. By doing so, the library demonstrates its commitment to being a cherished part of the community, and provides an inviting and inspiring environment for all patrons to enjoy.

Individual autonomy: LPL values the importance of empowering individuals to make informed choices and exercise their own autonomy, by providing access to a diverse range of resources, and fostering critical thinking skills.

IV. SWOT Analysis:

By conducting a SWOT analysis, the LPL has identified areas of strength and opportunities for improvement, and developed strategies to address its weaknesses and overcome its threats. This information can help to ensure that the public library remains

a vital and relevant institution in the community, providing essential resources and support to individuals of all ages and backgrounds.

Strengths:

- *Curious and Brave Staff:* The library's staff are known for their curiosity and bravery, which helps to foster a positive and innovative work environment. They are committed to providing excellent service and engaging with the community in meaningful ways.
- *Strong Community Support:* The library is well supported by the community, which is evident through strong partnerships and high levels of engagement. This support provides the library with the resources and encouragement it needs to thrive and serve its patrons effectively.

Weaknesses:

- *Staff Training:* The library may struggle with providing sufficient training and development opportunities for its staff, which could impact the quality of service and limit their ability to respond to the changing needs of the community.
- *Diffused Mission:* The library may have a diffused mission, which could make it difficult for patrons and staff to understand the priorities and goals of the institution. This lack of clarity could hinder the effectiveness of the library's services and limit its impact on the community.

Opportunities:

- *Strong Community Network:* The library has the opportunity to leverage its strong community network to build partnerships, engage with the public, and provide innovative services that meet the needs and interests of the community.
- *Effective Communication:* The library can improve its communication with the public, by effectively promoting its services and opportunities, and engaging in meaningful dialogue with patrons and stakeholders. This could help to increase public awareness of the library and its value to the community.

Threats:

- *Safety:* The library may face threats to the safety of its patrons and staff, which could impact its ability to provide a welcoming and inclusive environment. It will be important for the library to assess and address these risks, and to ensure the well-being of all those who use its facilities and services.
- *Intellectual Freedom:* The library may face challenges to intellectual freedom,

including censorship and efforts to restrict access to information and resources. The library must remain vigilant in protecting these freedoms and ensuring that patrons have access to the resources they need to pursue their interests and achieve their goals.

V. Goals and Objectives:

We have identified three sets of specific, measurable, attainable, relevant, and time-bound (SMART) goals and objectives that are aligned with the LPL's mission and vision.

Goal: Promote Critical Thinking and Knowledge.

- Objectives:
 - By the end of the next year, host at least 1 financial literacy event per quarter.
 - Develop music collections and programming.
 - Partner with local schools and community organizations to provide educational workshops and discussions focused on critical thinking skills and knowledge acquisition.

Goal: Enhance Connections and Community Well Being.

- Objectives:
 - Increase community access to free food, exercise programs, and locally grown vegetables.
 - Launch a community-wide reading initiative aimed at bringing people together and fostering connections, with a target of 100 participants in the next 12 months.
 - Develop new partnerships with community organizations.

Goal: Foster Inclusiveness and Respect for All.

- Objectives:
 - Provide training for all library staff on cultural competence and inclusiveness, with a goal of 100% participation in the next 12 months.
 - Expand the library's collection of diverse, thought-provoking materials across all formats in the next 18 months.

- Develop partnerships with community organizations and resources that serve underrepresented populations, with a goal of at least 3 new partnerships in the next 18 months.

VII. Evaluation:

Efficient evaluation of the library's progress towards its SMART goals can be achieved through:

- **Key Metrics:** Track a small number of critical metrics such as participation in library-led programs, community-led groups, and diverse events.
- **Automated Tracking:** Use software or platforms to collect and analyze data on key metrics in real-time.
- **Regular Reporting:** Generate automated reports to review progress and ensure alignment with SMART goals.
- **Stakeholder Feedback:** Gather feedback from patrons, staff, partners, and organizations through online surveys or similar methods.
- **Continuous Improvement:** Regularly review results, adjust programs/services as needed, and strive for continuous improvement.

By focusing on efficient tracking, reporting and stakeholder feedback, the library can effectively evaluate progress and meet its SMART goals.

VIII. Conclusion:

In conclusion, the Lebanon Public Libraries' strategic plan lays out a clear direction for the organization's future. The plan defines the mission, vision, and core values of the library and provides a comprehensive SWOT analysis to identify strengths, weaknesses, opportunities, and threats. This information is used to set SMART goals and objectives that will help the library to continue serving the community in meaningful ways. By prioritizing community building, excellent service, equity, beauty, and individual autonomy, the LPL is poised to be the hub of the community and a place where everyone can find the resources and support they need to achieve their goals and realize their full potential. With this plan in place, the LPL is well-positioned to remain a vital and relevant institution for years to come.

MTD AND YTD REVENUE/EXPENSE FOR CITY OF LEBANON

Balance As of 04/30/2023

GL Number	Description	2023 Amended Budget	Activity For 04/30/2023	YTD Balance 04/30/2023	Encumbrance 04/30/2023	Available Balance 04/30/2023	% Bdgt Used
Fund: 1100 GENERAL FUND							
Account Category: Expenditures							
Department: 4550-0000 LIBRARY							
1100-4550-0000-1100-0000	FULL TIME WAGES	745,110.00	56,482.84	238,639.06	0.00	506,470.94	32.03
1100-4550-0000-1120-0000	PART TIME WAGES 20-24	53,590.00	74.19	416.10	0.00	53,173.90	0.78
1100-4550-0000-1125-0000	PART TIME WAGES 25-29	119,500.00	11,424.22	48,678.71	0.00	70,821.29	40.74
1100-4550-0000-1200-0000	TEMPORARY PT WAGES	84,020.00	7,280.63	29,212.52	0.00	54,807.48	34.77
1100-4550-0000-1300-0000	OVERTIME WAGES	1,000.00	0.00	104.49	0.00	895.51	10.45
1100-4550-0000-2100-0000	HEALTH/DENTAL INSURANCE	0.00	0.00	0.00	0.00	0.00	0.00
1100-4550-0000-2150-0000	LIFE & DISABILITY INSURANCE	9,370.00	0.00	1,434.98	0.00	7,935.02	15.31
1100-4550-0000-2200-0000	FICA & MEDICARE TAXES	76,690.00	5,601.85	23,592.71	0.00	53,097.29	30.76
1100-4550-0000-2301-0000	RETIREMENT: MUNICIPAL	102,780.00	7,941.48	33,535.42	0.00	69,244.58	32.63
1100-4550-0000-2450-0000	TRAINING/LICENSES/DUES	9,600.00	368.75	3,017.99	0.00	6,582.01	31.44
1100-4550-0000-2600-0000	WORKERS' COMPENSATION	3,540.00	263.35	1,135.47	0.00	2,404.53	32.08
1100-4550-0000-3000-0000	LEGAL SERVICES	2,000.00	0.00	0.00	0.00	2,000.00	0.00
1100-4550-0000-3410-0000	SOFTWARE: SUPPORT/SERVICE/SUBSCRIP	11,030.00	0.00	9,000.35	0.00	2,029.65	81.60
1100-4550-0000-4110-0000	WATER	2,000.00	0.00	484.37	0.00	1,515.63	24.22
1100-4550-0000-4120-0000	SEWER	1,500.00	0.00	408.44	0.00	1,091.56	27.23
1100-4550-0000-4225-0000	LAWN CARE/SNOW PLOWING	20,500.00	940.00	4,515.00	0.00	15,985.00	22.02
1100-4550-0000-4300-0000	REPAIR/MAINTENANCE SERVICES	25,500.00	312.14	6,052.75	15,921.00	(4,775.70)	36.47
2022			0.00	3,247.32	3,128.86		
2021			0.00	0.00	14,000.00		
2020			0.00	0.00	(2,310.86)		
1100-4550-0000-4420-0000	RENTAL OF EQUIPMENT & VEHICLES	3,200.00	260.53	1,137.73	0.00	2,062.27	35.55
1100-4550-0000-5000-0000	OTHER PURCHASED SERVICES	15,900.00	1,971.98	4,142.29	0.00	11,757.71	26.05
1100-4550-0000-5300-0000	COMMUNICATIONS	2,470.00	154.77	782.37	0.00	1,687.63	31.67
1100-4550-0000-5335-0000	INFORMATION ACCESS	6,900.00	2,505.00	2,780.00	0.00	4,120.00	40.29
1100-4550-0000-5400-0000	ADVERTISING	1,000.00	0.00	0.00	0.00	1,000.00	0.00
1100-4550-0000-5800-0000	TRAVEL	17,150.00	942.74	2,902.70	0.00	14,247.30	16.93
1100-4550-0000-5875-0000	MILEAGE	1,250.00	516.73	727.12	0.00	522.88	58.17
1100-4550-0000-6000-0000	OFFICE SUPPLIES	2,500.00	326.76	889.59	0.00	1,610.41	35.58
1100-4550-0000-6100-0000	GENERAL SUPPLIES	20,000.00	2,066.86	8,907.16	0.00	11,092.84	44.54
1100-4550-0000-6220-0000	ELECTRICITY	87,910.00	3,862.67	41,184.06	0.00	46,725.94	46.85
1100-4550-0000-6230-0000	BOTTLED GAS	1,230.00	0.00	2,928.69	0.00	(1,698.69)	238.10
1100-4550-0000-6240-0000	FUEL OIL	2,500.00	746.19	1,291.48	0.00	1,208.52	51.66
1100-4550-0000-6260-0000	GASOLINE	0.00	0.00	0.00	0.00	0.00	0.00
1100-4550-0000-6400-0010	BOOKS/PERIODICALS/AUDIO/VISUAL SUP	50,000.00	3,668.65	13,960.43	0.00	36,039.57	27.92
1100-4550-0000-7500-0000	FURNISHINGS, SMALL TOOLS & EQUIPME	35,000.00	3,048.62	6,180.87	0.00	28,819.13	17.66
Total Dept 4550-0000 - LIBRARY		1,514,740.00	110,760.95	491,290.17	30,739.00	1,002,474.20	32.43
Expenditures		1,514,740.00	110,760.95	491,290.17	30,739.00	1,002,474.20	32.43
Fund 1100 - GENERAL FUND:							
TOTAL EXPENDITURES		1,514,740.00	110,760.95	491,290.17	30,739.00	1,002,474.20	
Current Year Exp.			110,760.95	488,042.85	15,921.00		
Prior Year Exp.			0.00	3,247.32	14,818.00		

Lebanon Public Libraries Trustee Accounts

Profit and Loss

January - April, 2023

	TOTAL
Income	
Interest Income -	3,205.33
Other Income	3,443.31
Total Income	\$6,648.64
GROSS PROFIT	\$6,648.64
Expenses	
Books/Subscr/CD/DVD/Tapes	3,845.34
Budget Deficit	14,360.97
Community Relations	310.99
Education/Staff Development	2,073.00
Entertainment	550.91
Miscellaneous Exp	46.99
Office/Operating Supplies	1,765.04
Postage/Delivery	35.69
Professional Fees	84.00
Programs	10.39
Repairs/Maintenance	609.94
Web Hosting/Domain Fees	690.00
Total Expenses	\$24,383.26
NET OPERATING INCOME	\$ -17,734.62
NET INCOME	\$ -17,734.62

Lebanon Public Libraries Trustee Accounts

Balance Sheet As of April 30, 2023

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Citizens Bank - Carter Trust	0.00
Citizens Bank - Charter Trust	0.00
Ckbk MSB #926522757	0.00
Main MSB Checking Acct 773	13,734.48
Petty Cash - Lebanon	75.00
Petty Cash - West Lebanon	75.00
Salomon Smith Barney (deleted)	
CD Lane Dwinell 6.5% 2/23/01	0.00
CD-Budget Carryovr 6.5% 2/23/01	0.00
SSB Money Funds Cash Port A	0.00
Total Salomon Smith Barney (deleted)	0.00
Total Bank Accounts	\$13,884.48
Other Current Assets	
Amount Due Leb Libraries Found	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$13,884.48
Other Assets	
Long Term Assets- Other	
Savings Account MSB 5568114	-29,990.84
General Savings	4,021.32
Rainy Day Fund (City Surplus)	112,460.46
Total Savings Account MSB 5568114	86,490.94
Total Long Term Assets- Other	86,490.94
Total Other Assets	\$86,490.94
TOTAL ASSETS	\$100,375.42
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	0.00
Total Accounts Payable	\$0.00
Total Current Liabilities	\$0.00
Total Liabilities	\$0.00

Lebanon Public Libraries Trustee Accounts

Balance Sheet As of April 30, 2023

		TOTAL
Equity		
Net Assets		118,110.04
Opening Bal Equity		0.00
Unrealized Gain / Loss		0.00
Net Income		-17,734.62
Total Equity		\$100,375.42
TOTAL LIABILITIES AND EQUITY		\$100,375.42

POSITION TITLE: Library Custodial Substitute

DEPARTMENT: Library System

REPORTS TO: Library Director

FLSA DESIGNATION: Non-Exempt

AFFILIATION: Non-Bargaining

SALARY GRADE: ???

JOB SUMMARY

Custodians provide semi-skilled maintenance and custodial work at the Library. Responsibilities include floor maintenance; cleaning bathrooms and other facilities; assists in maintaining secure facilities; general grounds maintenance; and general assistance in maintaining cleanliness of the interior and exterior of Library facilities and grounds.

The position requires regular interaction with Library employees and the public. Schedules are determined by Library needs and may include night and/or weekend work.

JOB DUTIES AND RESPONSIBILITIES

(The essential functions, or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Sweep, vacuum, mop and polish floors; wash walls and windows; empty trash receptacles; dust, polish and move furniture as requested; clean lavatories, wash basins and drinking fountains; empty wastebaskets; and provide for the general cleanliness and order of Library facilities within area of responsibility.
- Open and close facilities as requested.
- Provide snow removal, sanding and de-icing, and grounds maintenance as required for the assigned facility.
- Inspect facilities for general security, safety, maintenance and cleanliness concerns.

QUALIFICATIONS

EDUCATION AND EXPERIENCE:

- One year of prior custodial experience is preferred.

Other combinations of education and experience that qualify an individual to perform the requisite job duties and responsibilities may be considered.

SKILLS AND ABILITIES:

- Ability to follow written and verbal instructions.
- Excellent interpersonal skills.
- Ability to work effectively with Library employees and departments, and the public.
- Ability to work as part of a team with minimal supervision in a fast-paced work environment; to be flexible; and to prioritize work assignments.

LICENSES/CERTIFICATIONS

☐ None required.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Lift or move up to 10 pounds: frequently required
Lift or move up to 30 pounds: frequently required
Lift or move 36 pounds to over 100 pounds: occasionally required
Stand: frequently required
Walk: frequently required
Sit: rarely, if ever required
Talk or Hear: up to 1/3 of the time per day
Use hands to finger, handle or feel: up to 2/3 of the time per day
Climb or balance: rarely, if ever required
Stoop, kneel, crouch or crawl: frequently required
Reach with hands and arms: up to 2/3 of the time per day
Taste or smell: rarely, if ever required
Vibration: rarely, if ever required
Vision: at or correctable to normal ranges



This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVAL/REVISION DATE: xxxxxxxxxx, 2023

NOTE: Job descriptions may be revised as needed to meet the City's business and operational needs.

POSITION TITLE: Library Clerk II

DEPARTMENT: Library System

REPORTS TO: Deputy Library Director

FLSA DESIGNATION: Non-Exempt

AFFILIATION: Non-Bargaining

SALARY GRADE: ?

JOB SUMMARY

The Library Clerk II position is responsible for interlibrary loan processing, cataloging new materials, and filling in for Youth Services department staff when they need story time coverage.

JOB DUTIES AND RESPONSIBILITIES

(The essential functions, or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Processes interlibrary loans, including making requests for patrons to other libraries, and filling requests that we have received from other libraries. This requires using the state database, and handling the incoming and outgoing requests.
- Catalogs new materials received from our vendors.
- Fills in for story times when Youth Services staff cannot cover these programs, including preparation for the program.

QUALIFICATIONS

EDUCATION AND EXPERIENCE:

- ❑ High school diploma required; Associate's degree and prior library employment history preferred.

Other combinations of education and experience that qualify an individual to perform the requisite job duties and responsibilities may be considered.

SKILLS AND ABILITIES:

- Excellent verbal, written and customer service skills.
- Ability to deal with challenging individuals and situations with professionalism and sensitivity.
- Excellent technology skills, including the use of word processing, spreadsheet and database programs.

LICENSES/CERTIFICATIONS

☐ None required.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Lift or move up to 10 pounds: frequently required
Lift or move up to 30 pounds: occasionally required
Lift or move 36 pounds to over 100 pounds: rarely, if ever required
Stand: up to 1/3 of the time per day
Walk: up to 1/3 of the time per day
Sit: up to 2/3 of the time per day
Talk or Hear: up to 2/3 of the time per day
Use hands to finger, handle or feel: up to 1/3 of the time per day
Climb or balance: rarely, if ever required
Stoop, kneel, crouch or crawl: rarely , if ever required
Reach with hands and arms: up to 1/3 of the time per day
Taste or smell: rarely, if ever required
Vibration: rarely, if ever required
Vision: at or correctable to normal ranges

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVAL/REVISION DATE: xxxxxxxxx, 2023

NOTE: Job descriptions may be revised as needed to meet the City's business and operational needs.

POSITION TITLE: Library Clerk I

DEPARTMENT: Library System

REPORTS TO: Deputy Library Director

FLSA DESIGNATION: Non-Exempt

AFFILIATION: Non-Bargaining

SALARY GRADE: ?

JOB SUMMARY

The Library Clerk I position provides service at the library's service desks, assisting in the general operations of the library. This position handles routine tasks that constitute the majority of our interactions with the public.

JOB DUTIES AND RESPONSIBILITIES

(The essential functions, or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Answer telephones and email inquiries.
- Perform general circulation program functions, such as searching the library catalog for requested materials; reserving and holding materials; receiving materials; filling out requests for items we don't own; notifying individuals that requested materials are being held for them.
- Register new patrons; acquaint patrons with the services that the libraries provide.
- Assist individuals with inquiries of a complex nature.
- Shelf books and other materials.

QUALIFICATIONS

EDUCATION AND EXPERIENCE:

- ☐ High school diploma required; Associate's degree and prior library employment history preferred.

Other combinations of education and experience that qualify an individual to perform the requisite job duties and responsibilities may be considered.

SKILLS AND ABILITIES:

- Excellent verbal, written and customer service skills.
- Ability to deal with challenging individuals and situations with professionalism and sensitivity.
- Excellent technology skills, including the use of word processing, spreadsheet and database programs.

LICENSES/CERTIFICATIONS

☐ None required.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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APPROVAL/REVISION DATE: xxxxxxxxxx, 2023

NOTE: Job descriptions may be revised as needed to meet the City's business and operational needs.

Library Appendix to the City of Lebanon Handbook

Per Chapter 100 of the City of Lebanon Code, duties and responsibilities assigned to the City Manager and City Council in the City of Lebanon Handbook are instead assigned to the Library Director and the Library Board of Trustees, as the Code and Chapter 202-A of the New Hampshire Statutes outline.

The library otherwise operates in accordance with the City of Lebanon Handbook, with the following exceptions.

4.8 Early Dismissal Pay

Regular full-time and part-time employees of the libraries will be paid for the hours they were scheduled to be at work when the libraries close due to inclement weather, power outages, or for any other reason the Library Director and Chair of the Board of Trustees find to be appropriate. Employees will work remotely when possible under these circumstances. Employees who cannot work remotely, such as the custodial staff, will be paid for their scheduled hours.

8.1.1 Paid Holidays

In addition to the city hall holiday list, the library closes at 5:00 pm on New Year's Eve. Regular full-time and part-time staff members scheduled to work after 5:00 pm on New Year's Eve will have those hours treated as time worked.

The library closes on Christmas Eve, Christmas, New Year's Day, and Independence Day when they fall on a Saturday, in addition to when they are observed by the City of Lebanon.

Permanent part-time staff who work at least twenty (20) hours per week are eligible for holiday pay.

Part-time staff who are not normally scheduled to work the holiday get to take time off during that pay period.

Staff scheduled to work up to:

20 hours per week, receive 4 holiday hours
25 hours per week, receive 5 holiday hours
30 hours per week, receive 6 holiday hours

8.1.6.1 Sick leave accumulation

A maximum of 960 hours of sick time may be accumulated for regular full-time and part-time employees.

8.4 Parenting leave

The library's parental leave policy is controlling for library employees.

9.4 Employee development, other training

If an employee wishes to take a course or training session related to their library employment, they may request approval in advance from the Library Director, who may authorize payment for up to 100% of the cost of the program. Said payment shall be made prior to the beginning of the course or training session when possible.

Approved by the Board of Trustees: October 25, 2022, revised May 23, 2023

Canned Language for Trustees

Here are some general guidelines for responding to criticism, threats, and anger about controversial events:

- Acknowledge the concerns of the individual(s) and let them know that their feedback has been heard.
- Emphasize the importance of providing a safe and inclusive environment for all members of the community.
- Explain that the library is committed to offering diverse programming that reflects the needs and interests of all members of the community.
- Remind the individual(s) that attendance at any library event is always optional and that they are free to choose not to attend if they are uncomfortable.
- Encourage respectful and constructive dialogue that fosters understanding and promotes tolerance.

Shutting Down Hate Speech in a Public Meeting

- Hate Speech: language that seeks to degrade, intimidate, or dehumanize a person or group based on their identity or characteristics.
- **New Hampshire Open Meeting Law requires that public meetings be conducted in a manner that promotes openness, transparency, and respectful discourse.** Hate speech that is directed at an individual or group based on their race, ethnicity, gender, sexual orientation, religion, or other protected status is not allowed and may be grounds for removal from the meeting.
- If a member of the public uses hate speech during a meeting, the chairperson can interrupt and remind them that such language is not allowed and violates the organization's code of conduct. If the speaker continues, they may be asked to leave the meeting, with security or law enforcement assistance if necessary. Afterward, the chairperson can emphasize the importance of respectful discourse and reinforce the organization's code of conduct to attendees.

- Example of what to say -
 - "I'm sorry, but I have to interrupt you. The language you're using is unacceptable and goes against our board's values of respect and inclusion. We want to create a welcoming environment for everyone in our community, and that includes refraining from hateful speech. I respectfully ask that you refrain from making any more derogatory comments and let's focus on finding a positive way forward."

Personal Response 1:

Thank you for taking the time to express your concerns about the upcoming drag story hour event. We understand that this event may not be for everyone, but we believe it is important to provide a safe and inclusive space for all members of our community. Our library is committed to offering diverse programming that reflects the needs and interests of all of our patrons. We hope that you will continue to engage with the library and join us for other events that are more aligned with your interests.

Personal Response 2:

We appreciate your feedback and understand that the upcoming drag story hour event may be controversial for some members of our community. However, it is important to note that the library's mission is to provide access to information and resources that reflect the diversity of our community. We believe that offering events like this helps to foster an environment of inclusivity and acceptance. If you are uncomfortable attending this event, we encourage you to explore other programming options at our library.

Personal Response 3:

We are sorry to hear that you are upset about the upcoming drag story hour event. As a public library, we believe that it is our responsibility to provide a safe and welcoming environment for all members of our community, regardless of their background or identity. We understand that not everyone will agree with every event that we offer, but we hope that you will respect our commitment to diversity and inclusion. If you would like to discuss this matter further, we are always open to respectful dialogue.

Newsletter Response

Dear Community Members,

We are aware that there have been concerns expressed about the upcoming Drag Story Hour event at the Kilton Library. We want to assure you that we are committed to creating a welcoming and inclusive environment for all members of our community, including our LGBTQI+ community members.

As a public library, we believe it is our responsibility to offer programming that reflects the diversity of our community and provides access to a wide range of viewpoints and experiences. The Drag Story Hour is an opportunity to celebrate and promote understanding of gender diversity and acceptance.

We understand that not everyone will agree with every event that we offer, but we want to emphasize that the library is a safe and welcoming space for all members of the community. We will not be cancelling the event, but we welcome respectful dialogue and invite all members of the community to attend.

Thank you for your continued support of the Kilton Library, and we look forward to seeing you at the upcoming event.

Conversational Responses

1. "We understand your concerns, but the Drag Story Hour is an opportunity to promote understanding and acceptance of gender diversity. We welcome respectful dialogue and invite all members of the community to attend."
2. "As a public library, we strive to provide access to diverse viewpoints and experiences. The Drag Story Hour is an important opportunity to celebrate gender diversity and acceptance, and we encourage respectful dialogue and attendance."
3. "Thank you for your feedback. We understand that not everyone may agree with every event we offer, but we are committed to creating a welcoming and inclusive environment for all members of the community. We welcome respectful dialogue and invite all to attend the Drag Story Hour."
4. "The Drag Story Hour promotes understanding and acceptance of gender diversity

and we welcome all to attend."

5. "We strive to provide access to diverse experiences, including the Drag Story Hour, and welcome respectful dialogue."
6. "We are committed to creating an inclusive environment for all, and welcome all to attend the Drag Story Hour."

Conversation Enders

1. "We support the Drag Story Hour as an inclusive and welcoming event that promotes acceptance and diversity."
2. "The Drag Story Hour is an important part of our commitment to promoting understanding and support for LGBTQ+ individuals."
3. "We understand that the Drag Story Hour may not be for everyone, but we firmly believe in creating an inclusive environment that supports all members of our community."
4. "We stand by our decision to host the Drag Story Hour and will continue to support events that promote diversity, inclusion, and equality."
5. "The Drag Story Hour is an opportunity for us to celebrate the diversity of our community and promote acceptance and understanding. We hope you will join us in supporting this important event."
6. "Thank you for sharing your thoughts. We consider this matter closed."
7. "We appreciate your feedback, but we will not be engaging in further discussion on this topic."
8. "We have heard your concerns, but our decision stands. We consider this conversation over."
9. "We understand that not everyone will agree with every event we host, but we will not be entertaining further debate on this issue."
10. "Thank you for expressing your views. We will not be responding to any further comments on this matter."

Trustee Statement on Library Programs, Collections, and Services

The Lebanon Public Libraries Board of Trustees want to affirm our support for our library personnel and their efforts to serve our diverse population. Public libraries are currently under a great deal of scrutiny. They are more often being questioned and confronted about their collections, programs, and services. Increasingly, criticisms have risen to the level of hateful speech, threatening actions, and attacks on library collections.

Through its Mission and policy statements, our library expresses its commitment to engaging with all segments of the community. Its collections and public programs strive to be relevant and responsive to a spectrum of opinions and ideas. And as a source of information and knowledge it seeks to benefit people of different ages, races and ethnicity, socio-economic and educational backgrounds, and personal identities.

In the past the programming of a Drag Queen Story Hour exemplified the library's efforts at outreach, diversity, and inclusiveness. The reactions to that program, both for and against, illustrated the risks and rewards of those efforts. They also showed the importance of the library as a place for exposing people to new and different ideas and experiences that may reaffirm or challenge existing beliefs.

We affirm the library's commitment to marginalized groups in our community. We are in full agreement with the library's direction and aspirations in fulfilling its role within the social and intellectual fabric of our community.

We condemn any acts of hateful speech and affirm that the board of trustees will stand with the staff of the library as they continue to create a respectful and inclusive library. We are highly committed to maintaining a safe and respectful environment for staff, patrons and volunteers.

Buildings and Grounds Issues

report generated on May 16, 2023

Fix the compost situation at Kilton

In progress

1. make additional bins
 - Assigned to:

LAN rooms need separate key

To do

1. contact Gatekeeper
 - Assigned to:

VT Life Safety inspection found issues to address at Kilton

We need storage in the staff room at Kilton

To do

1. purchase storage for bathroom
 - Due on: Jan 07, 2023
 - Assigned to: ken.louzier@leblibrary.com
2. move the lockers from the staff bathroom
 - Due on: Jan 28, 2023
 - Assigned to: ken.louzier@leblibrary.com

both key boxes need to be cleaned up

To do

1. Sean and Ken set a time to do this work
 - Assigned to: ken.louzier@leblibrary.com

burning bush needs to be removed at Leb Library

To do

1. talk to Kate about removal
 - Assigned to:

camera on AV system in Community Room at Kilton doesn't stay focused on the group

Done

1. contact Fred Parker
 - Assigned to:

carpet square coming up in the Leb Teen room

To do

1. glue it down
 - Assigned to: ken.louzier@leblibrary.com

circular stairway needs better grip

To do

1. measure stairs to be able to order the tape
 - Assigned to: ken.louzier@leblibrary.com
2. Put tape down on stairs

- Due on: Apr 01, 2023
- Assigned to: ken.louzier@leblibrary.com

Done

1. Talk to contractor about sand tape options
 - Assigned to: ken.louzier@leblibrary.com

conduit outside the Tech Services entrance at Kilton is inadequately sealed

To do

1. cap it
 - Assigned to: ken.louzier@leblibrary.com

curb cut needed on Bank St by Lebanon Library for handicapped space

To do

1. take pictures of area and send to DPW
 - Assigned to:

embankment by ADA entrance at Leb needs to be seeded

To do

1. find a co. to do the work
 - Assigned to:

emergency exit door is rusting at Kilton

To do

1. Rust remover and paint
 - Assigned to: ken.louzier@leblibrary.com

exterior steel rusting at Kilton

To do

1. Make sure this is part of the painting contract, or that it gets done by library staff
 - Assigned to:

front stair treads at Kilton are in need of repair

In progress

1. get recommendations for contractor
 - Assigned to: ken.louzier@leblibrary.com

get an outside lockbox for both buildings
growth on the membrane roof at Kilton

To do

1. contact Rodd Roofing about a maintenance program
 - Assigned to:

hot water is lukewarm at Kilton

hvac building mgmt system is not operating correctly, not cycling heat pumps, and/or not showing what is really happening

To do

1. find out why the Alliance work on the controllers didn't fix our issues
 - Assigned to:

issues with the chimney at Leb Library detected during inspection

In progress

1. seal off the unused fireplace flues
 - Assigned to:
2. repoint the damaged mortar joints in the second course
 - Assigned to:
3. Properly seal the unused thimble
 - Assigned to:
4. Reline the chimney
 - Assigned to:

Done

1. issue check for 50% down
 - Assigned to:
2. get invoice for 50% down
 - Assigned to:
3. schedule the work
 - Due on: May 01, 2023
 - Assigned to:
4. sign quote with Chimney Savers
 - Assigned to:

lights are out at Kilton above copier and front desk

In progress

1. schedule the work
 - Assigned to:

Done

1. ask Defiance Electric to replace the bulbs
 - Assigned to:

need a quote to replace heat pump 2 at Kilton

Done

1. Alliance quote received at \$42,500
 - Assigned to:

need better signs for water main in basement at Kilton

need to move table from Damren Room to Kilton staff room

need to mulch around the community garden beds

To do

1. get the phone number from Ken's contact person
 - Assigned to:

need to test for radon at Leb Library

old Honeywell system at Leb is operating the hot water system, complicating the Niagara controls migration

To do

1. discuss with Alliance
 - Assigned to:

one community garden bed needs to get fixed

To do

1. clamp and reinforce corners
 - Assigned to:

paint the exterior of Kilton

Done

1. contact George Hadlock in the spring 603-448-7645
 - Due on: Apr 10, 2023
 - Assigned to:
2. find out when Hadlock intends to do the work
 - Assigned to:
3. sign contract with Hadlock painting
 - Assigned to:
4. contact contractors
 - Assigned to:

panel is popping off on woodwork by bus stop

Done

1. find contractor to do the work
 - Assigned to: ken.louzier@leblibrary.com

parking lot at Kilton is getting cracks

prevent the pickup shed from rotting at Kilton

To do

1. shim the base up
 - Assigned to:

problems with lights at Kilton

To do

1. find out if there is grant money from the IRA available
 - Assigned to:
2. The lights sometimes will not come on/stay on in the patron areas - fix this.
 - Assigned to:
3. Eliminate the delay that occurs between flipping the switch on all overhead lights in patron areas and when they finally come on.
 - Assigned to:

In progress

1. get pricing from Green Mountain Electrical Supply/Andrew Hatch/Teddy
 - Assigned to:

Done

1. determine what bulbs we have in the fixtures Eric was looking at
 - Assigned to: ken.louzier@leblibrary.com

2. determine cost for upgrading lighting to LED, improving the entire lighting system
 - Assigned to:

put a data port on the YA room side of the wall off of the CR office at Kilton

To do

1. talk to Odie
 - Assigned to:

radiators spitting at Leb Library

To do

1. contact an hvac co before the winter heating season
 - Due on: Sep 30, 2023
 - Assigned to:

right hand door on holds cabinet at Leb doesn't stay closed

To do

1. fix the issue
 - Assigned to:

Done

1. examine source of problem
 - Assigned to:

roof drains need to be cleaned at Kilton

To do

1. schedule the work
 - Assigned to: ken.louzier@leblibrary.com

roof leak showing on beams Tracy St side of Kilton

sink drips in Kilton staff bathroom

In progress

1. find a new plumber
 - Assigned to:

stripe the parking lot at Kilton

To do

1. find a contractor to get the work done
 - Assigned to:

switch over to safety outlets in the Damren Room

To do

1. contact city electrician
 - Assigned to:

ugly end of self-check desk needs to be fixed at Kilton

To do

1. find contractor to do the work
 - Assigned to: ken.louzier@leblibrary.com

using too much electricity at Kilton

To do

- 1. make sure we receive final report
 - Assigned to:

Done

- 1. get quote for further work from RBG
 - Assigned to:

Staff highlights
May 2023

Sean Fleming

They were anticipating a successful event would attract around 100-120 participants when they first started planning for a Public Library Safety Summit in 2019. Delayed by the pandemic, actual attendance at the conference was 250, with a long waiting list. Public Library Directors from large metropolitan library systems and smaller libraries attended, along with facilities and security personnel.

Trauma informed practices regarding serious events that may happen at the library was a focus of many discussions. Principles of adaptive leadership were also discussed. Despite a general eagerness on the part of most people to be done with the pandemic, many speakers drove home the fact that there is no return to how things were in 2019, and that we are still finding our way toward a more stable situation in society. A very telling moment occurred when a speaker asked members of the audience to raise their hands if their library had returned to a 2019 level of activity, and not a single hand was raised.

Also helpful were the serendipitous conversations held during breaks. A librarian from Georgia had some valuable information about some new initiatives we're planning on bringing to the trustee board. People who are part of the library community are incredibly generous with each other. As one person put it, we're not competitors, so we can help each other make our organizations better.