



**LEBANON LIBRARY BOARD OF TRUSTEES
NOVEMBER 28, 2023 - 7:00 PM
KILTON LIBRARY COMMUNITY ROOM OR
REMOTE VIA VIRTUAL PLATFORM
LEBANONNH.GOV/LIVE**

1. Call to Order

To participate in this meeting, please join live via Microsoft Teams or call 929-229-5356 (access code: 269 448 771#). If you have trouble accessing this meeting, please call Sean Fleming at 603-359-3604.

2. Open to the Public

Any member of the public who desires to speak on any agenda item may do so during this public comment period, and will be allowed to speak on for not more than three minutes. Speakers shall identify themselves clearly for the record, stating their full names and their town/city of residence. The public comment period will not exceed thirty minutes.

3. Approval of Minutes

A. Approve the October 24, 2023 minutes

4. New Business

- A. Approve the Treasurer's Report
- B. Approve the update to the Library Appendix to the City Handbook
- C. Approve the update to the Rules and Regulations Policy
- D. Approve the update to the Art Exhibit Display Policy
- E. Approve the Library Password Policy
- F. Review the Alternative Work Arrangements Policy and Guide
- G. Approve updates to the non-resident fees

5. Committee Reports

6. Other Business

- A. Hate speech discussion
- B. Library Director's Report
- C. Deputy Library Director's Report

7. Future Agenda Items

8. 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 Virtual Platform
LebanonNH.gov/Live
October 24, 2023
7:00 PM**

MEMBERS PRESENT: Francis Oscadal (Chair), Emma Wunsch, Michael Stebbins, Kim Rheinlander, Ann Sharfstein, Jeff Damren (alternate), Morgan Swan

MEMBERS ABSENT: Yuli Volentino, Phil Bush

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

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

Chair Oscadal opened the meeting at 7:00PM.

Jeff Damren sat for Yuli Volentino.

2. Open to the Public

None at this time.

3. APPROVAL OF MINUTES

A. Approve the September 26, 2023 minutes

*Ms. Sharfstein MOVED to accept the meeting minutes of September 26, 2023, as amended.
Seconded by Mr. Stebbins.*

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

4. NEW BUSINESS

A. Approve the Treasurer's Report

Regarding the Special Funds, Mr. Stebbins explained that \$25,000 was received from the Foundation. This helped toward the \$14,000 deficit. This amounts to an approximately \$9,000 surplus in the Special Funds account. There was approximately \$1,000 in expenditures this month between office supplies, books, CDs, programs, etc. Regarding the City Funds account, this is approximately \$46,000 under budget. This month, employee expenses are approximately \$25,000 under budget. Repairs/maintenance is under budget by approximately \$5,000, and small tools/equipment is over budget by approximately \$5,000. Electricity is approximately \$6,000 under budget, and travel is under budget by approximately \$9,000.

Mr. Swan MOVED to accept Treasurer's Report, as presented.
Seconded by Ms. Rheinlander.
***Vote on the MOTION passed: (7-0-0).**

B. Approve changes to the Public Access Internet Policy

The Board reviewed the proposed changes to the policy.

Mr. Damren MOVED to adopt the revised Public Access Internet Policy, as presented.
Seconded by Ms. Wunsch.
***Vote on the MOTION passed: (7-0-0).**

C. Approve changes to the Chromebook Policy

The Board reviewed the proposed changes to the Chromebook Policy.

Ms. Sharfstein MOVED to adopt the revised Chromebook Policy, as presented.
Seconded by Mr. Stebbins.
***Vote on the MOTION passed: (7-0-0).**

5. COMMITTEE REPORTS

None at this time.

6. OTHER BUSINESS

A. Library director report

Director Fleming stated that City Manager Sean Mulholland would like to hold an Ethics training with all boards/committees before the end of January. This Board has been scheduled in for January.

B. Deputy library director report

Deputy Director Lappin stated that Vital Communities would like to join the Library Board, Foundation, and Staff on Friday, November 3, 2023, from 4pm-6pm for an appreciation party regarding the e-bike collaboration between the groups.

Deputy Director Lappin noted that a new story time substitute started this month. She reviewed a number of programs and upcoming events. She also reviewed staff training events.

Chair Oscadal explained that it is almost the time of year to evaluate the Library Director. This is usually done using a small group of the Board and comments solicited from Staff. A draft is then sent to all Board members for comments and a final report. The Board then meets with the Director to discuss the report.

The Board discussed Jeff Damren's alternate reappointment.

73 **7. ADJOURNMENT:**
74
75 *Ms. Sharfstein MOVED to adjourn the meeting.*
76 *Seconded by Mr. Damren.*
77 **Vote on the MOTION passed: (7-0-0).*
78 **The meeting was adjourned at 7:28 PM.**
79
80 Respectfully submitted,
81 Kristan Patenaude
82 Recording Secretary

MTD AND YTD REVENUE/EXPENSE FOR CITY OF LEBANON

Balance As of 10/31/2023

GL Number	Description	Bdgt Amendments From PO Carryover	2023 Amended Budget	Activity For 10/31/2023	YTD Balance 10/31/2023	Encumbrance 10/31/2023	Available Balance 10/31/2023	% Bdgt Used
Fund: 1100 GENERAL FUND								
Account Category: Expenditures								
Department: 4550-0000 LIBRARY								
1100-4550-0000-1100-0000	FULL TIME WAGES	0.00	745,110.00	57,563.65	610,622.18	0.00	134,487.82	81.95
1100-4550-0000-1115-0000	PART TIME WAGES 0-19	0.00	0.00	483.13	483.13	0.00	(483.13)	100.00
1100-4550-0000-1120-0000	PART TIME WAGES 20-24	0.00	53,590.00	2,233.24	9,482.14	0.00	44,107.86	17.69
1100-4550-0000-1125-0000	PART TIME WAGES 25-29	0.00	119,500.00	9,285.88	112,157.60	0.00	7,342.40	93.86
1100-4550-0000-1200-0000	TEMPORARY PT WAGES	0.00	84,020.00	7,499.65	75,505.96	0.00	8,514.04	89.87
1100-4550-0000-1300-0000	OVERTIME WAGES	0.00	1,000.00	35.88	206.17	0.00	793.83	20.62
1100-4550-0000-2100-0000	HEALTH/DENTAL INSURANCE	0.00	0.00	0.00	0.00	0.00	0.00	0.00
1100-4550-0000-2150-0000	LIFE & DISABILITY INSURANCE	0.00	9,370.00	699.95	6,404.79	0.00	2,965.21	68.35
1100-4550-0000-2200-0000	FICA & MEDICARE TAXES	0.00	76,690.00	5,742.57	60,173.23	0.00	16,516.77	78.46
1100-4550-0000-2301-0000	RETIREMENT: MUNICIPAL	0.00	102,780.00	7,793.21	84,556.49	0.00	18,223.51	82.27
1100-4550-0000-2450-0000	TRAINING/LICENSES/DUES	0.00	9,600.00	800.00	6,841.75	0.00	2,758.25	71.27
1100-4550-0000-2600-0000	WORKERS' COMPENSATION	0.00	3,540.00	283.27	2,878.00	0.00	662.00	81.30
1100-4550-0000-3000-0000	LEGAL SERVICES	0.00	2,000.00	0.00	0.00	0.00	2,000.00	0.00
1100-4550-0000-3410-0000	SOFTWARE: SUPPORT/SERVICE/SUBSCRIPTI	0.00	11,030.00	151.99	13,031.69	0.00	(2,001.69)	118.15
1100-4550-0000-4110-0000	WATER	0.00	2,000.00	0.00	1,542.11	0.00	457.89	77.11
1100-4550-0000-4120-0000	SEWER	0.00	1,500.00	0.00	1,385.16	0.00	114.84	92.34
1100-4550-0000-4225-0000	LAWN CARE/SNOW PLOWING	0.00	20,500.00	328.00	14,728.00	0.00	5,772.00	71.84
1100-4550-0000-4300-0000	REPAIR/MAINTENANCE SERVICES	18,065.32	43,565.32	3,879.16	42,249.50	6,931.29	(19,615.47)	145.03
2021				0.00	0.00	14,000.00		
1100-4550-0000-4420-0000	RENTAL OF EQUIPMENT & VEHICLES	0.00	3,200.00	271.74	2,745.75	0.00	454.25	85.80
1100-4550-0000-5000-0000	OTHER PURCHASED SERVICES	0.00	15,900.00	927.42	14,834.32	0.00	1,065.68	93.30
1100-4550-0000-5300-0000	COMMUNICATIONS	0.00	2,470.00	0.00	1,898.66	0.00	571.34	76.87
1100-4550-0000-5335-0000	INFORMATION ACCESS	0.00	6,900.00	551.45	5,463.45	0.00	1,436.55	79.18
1100-4550-0000-5400-0000	ADVERTISING	0.00	1,000.00	23.40	319.40	0.00	680.60	31.94
1100-4550-0000-5800-0000	TRAVEL	0.00	17,150.00	571.46	4,071.66	0.00	13,078.34	23.74
1100-4550-0000-5875-0000	MILEAGE	0.00	1,250.00	78.60	1,146.32	0.00	103.68	91.71
1100-4550-0000-6000-0000	OFFICE SUPPLIES	0.00	2,500.00	106.87	1,694.44	0.00	805.56	67.78
1100-4550-0000-6100-0000	GENERAL SUPPLIES	0.00	20,000.00	1,873.64	21,608.44	0.00	(1,608.44)	108.04
1100-4550-0000-6220-0000	ELECTRICITY	0.00	87,910.00	3,074.02	62,197.20	0.00	25,712.80	70.75
1100-4550-0000-6230-0000	BOTTLED GAS	0.00	1,230.00	0.00	3,126.34	0.00	(1,896.34)	254.17
1100-4550-0000-6240-0000	FUEL OIL	0.00	2,500.00	0.00	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	0.00
1100-4550-0000-6400-0010	BOOKS/PERIODICALS/AUDIO/VISUAL SUPPL	0.00	50,000.00	3,812.38	39,282.52	0.00	10,717.48	78.57
1100-4550-0000-7500-0000	FURNISHINGS, SMALL TOOLS & EQUIPMENT	0.00	35,000.00	3,112.89	13,289.72	0.00	21,710.28	37.97
Total Dept 4550-0000 - LIBRARY		18,065.32	1,532,805.32	111,183.45	1,215,217.60	20,931.29	296,656.43	79.28
Expenditures		18,065.32	1,532,805.32	111,183.45	1,215,217.60	20,931.29	296,656.43	79.28
Fund 1100 - GENERAL FUND:								
TOTAL EXPENDITURES		18,065.32	1,532,805.32	111,183.45	1,215,217.60	20,931.29	296,656.43	
Current Year Exp.				111,183.45	1,215,217.60	6,931.29		
Prior Year Exp.				0.00	0.00	14,000.00		

Lebanon Public Libraries Trustee Accounts

Balance Sheet

As of October 31, 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	38,346.14
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	\$38,496.14
Other Current Assets	
Amount Due Leb Libraries Found	0.00
Total Other Current Assets	\$0.00
Total Current Assets	\$38,496.14
Other Assets	
Long Term Assets- Other	
Savings Account MSB 5568114	86,490.94
Total Long Term Assets- Other	86,490.94
Total Other Assets	\$86,490.94
TOTAL ASSETS	\$124,987.08
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
Equity	
Net Assets	118,110.04
Opening Bal Equity	0.00
Unrealized Gain / Loss	0.00
Net Income	6,877.04
Total Equity	\$124,987.08
TOTAL LIABILITIES AND EQUITY	\$124,987.08

Lebanon Public Libraries Trustee Accounts

Profit and Loss

January - October, 2023

	TOTAL
Income	
Contributions Income	25,000.00
Interest Income -	9,824.89
Other Income	10,433.05
Total Income	\$45,257.94
GROSS PROFIT	\$45,257.94
Expenses	
Books/Subscr/CD/DVD/Tapes	12,856.11
Budget Deficit	14,360.97
Community Relations	475.99
Education/Staff Development	2,073.00
Entertainment	659.49
Miscellaneous Exp	93.62
Office/Operating Supplies	4,451.82
Postage/Delivery	133.84
Professional Fees	84.00
Programs	1,872.13
Repairs/Maintenance	609.94
Web Hosting/Domain Fees	709.99
Total Expenses	\$38,380.90
NET OPERATING INCOME	\$6,877.04
NET INCOME	\$6,877.04

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

New Year's Day
Martin Luther King, Jr./Civil Rights Day
Presidents' Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Indigenous Peoples' Day
Veterans' Day
Thanksgiving
Christmas Eve
Christmas Day

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, Independence Day, and Veterans 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.

8.2 Leave of absence without pay

8.2.1 General. Authority to grant a leave of absence without pay resides with the Library Director and the Library Board of Trustees. A regular full-time or part-time library employee may take a leave of absence without pay from their regular employment for justifiable cause for a maximum of one hundred and eighty (180) days at any one time.

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 should 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, or the employee can be reimbursed for the cost.

Approved by the Board of Trustees: October 25, 2022, revised March 28, 2023, May 23, 2023, September 26, 2023

Rules and Regulations Policy draft update

~~Enjoy your visit to the Lebanon Public Library. The Library is committed to providing the resources and staff necessary to satisfy the evolving informational, educational, recreational and cultural needs of our community. All Library users must be able to use the Library without interference from others. Any person who engages in conduct inconsistent with the orderly operation of the Library shall be subject to removal from the building and/ or restriction of Library privileges.~~

The library is intended to provide a place for finding information and reading materials, reading, researching, studying, writing, gathering, and attending library or community-sponsored programs and meetings. Activities which are not part of these intended purposes, or which violate any law, or which disrupt or make it difficult for people in the library to engage in those intended purposes, or for staff to assist them, are not permitted. People who violate this policy may be asked to leave and may have their library privileges suspended.

Adopted by the Board of Trustees: February 24, 2009

Revised and approved: September 25, 2012, March 28, 2017

Art Exhibits and Display Policy

~~All displays and exhibits in the libraries must be approved by the Art Display and Exhibits committee with the exception of displays created by library staff to promote library resources. The committee is composed of community members, at least one member of the board of trustees and a member of the library staff. People who wish to display their art or other work should submit electronic samples for review. Once approved, a committee member will contact the artist with the Kilton Public Library Exhibitor's Contract. The committee will also be consulted regarding work to be displayed at the Lebanon Library, should the need present itself.~~

The Outreach and Programming Librarian, with the support of the Library Director, is responsible for approving displays and exhibits, ensuring their quality, alignment with the library's mission and values, and relevance. In exhibiting art and other community displays, the library aims to engage the community, showcase & support local talent, foster creativity, and enhance the library experience for our patrons.

Approval Process:

- b. Individuals must submit electronic samples for review.
- c. The staff member will review submissions based on merit, relevance, and suitability.
- d. Approved artists will receive an exhibition contract to sign.

Exhibitor Guidelines:

- a. Materials must be appropriate for the public library space and adhere to legal and ethical standards.
- b. Exhibitors set up and take down displays within agreed time frame.
- c. The library assumes no liability for loss or damage.

Library staff-created displays promoting resources are exempt from this policy.

Approved by the Board of Trustees: 5/24/2016

Library Password Policy Draft

Our password policy is based on the recommendations of the [National Institute of Standards and Technology \(NIST\)](#). This policy applies to all employees using library systems and equipment.

Password Manager

Staff should use a password manager to securely:

1. Create passwords.
2. Save passwords.
3. Share passwords.

Password Requirements

If your chosen password appears [on this list of compromised passwords](#), then you must pick a different password.

- Passwords must be at least 12 characters long.
- Passwords must use a combination of uppercase, lowercase, digits, and symbols.
- Do not use passwords that show up in the breached passwords list.
- Do not use the same password for different accounts.
- Do not use repetitive passwords.
 - Example: *aaaaaardvark, fourfourfourfour*
- Do not use incremental passwords.
 - Example: *Aardvark1 → Aardvark2*
- Do not use personal information for your password.
 - Example: your pet's name, your mother's maiden name, birthday, etc.
These are easily found on the internet by looking through public records or social media.

Multi-Factor Authentication

When possible, staff should use multi-factor authentication, which makes your account less likely to be compromised. Staff using the organization's password manager must use multi-factor authentication.

Compromised Passwords

When staff finds out that their passwords have been compromised, they should:

1. Change their passwords.
2. Notify the IT team so they can advise on next steps and take proper action.

Adopted by Library Board of Trustees: 11/28/23?

Alternative Work Arrangements Policy

Policy Statement

The Lebanon Public Libraries may provide alternative work arrangements in order to help employees balance work and personal commitments, or to enhance employees' job performance and productivity, if:

- Organizational efficiency and service are not adversely affected;
- Regular desk hours are not curtailed; and
- Undue burdens are not placed on other employees or supervisors.

Alternative work arrangements may include modifications to work schedule, work location, and other arrangements that differ from the library's usual standards and practices.

Decisions about whether to accept or approve a request for an alternative work arrangement rests with a committee that will be composed of three management team members, which shall include the Library Director, the Deputy Library Director, and the employee's supervisor if applicable. In the case where the Library Director or Deputy Director requests alternative work arrangements, two trustees and a management team member will review the request.

This policy and New Hampshire law prohibit retaliation against an employee solely because the employee has requested a flexible work schedule.

Definitions

Examples of alternative work arrangements include:

- Compressed work schedule: Employees perform their work over the course of fewer days in a workweek.
- Flexible start and end times: Employees have the flexibility to change when they start or end work as long as they are consistently working during department-established core hours, if deemed applicable by the Library Director.
- Reduced hours: A work schedule that is less than full-time.
- Job-sharing: Two part-time employees share the responsibilities of one full-time

job at prorated pay.

- Remote work: An arrangement in which employees work at home or at an alternative worksite, either full- or part-time, during their regular work schedule.

Procedure:

Employees should direct alternative work arrangement requests to their immediate supervisor in a document clearly outlining the type of arrangement requested; the supervisor may present the request to the Library Director for consideration. Depending upon the particular circumstances, alternative work arrangements may include a trial period, phased implementation, and a communications plan to assess the ongoing feasibility of the arrangement and to make adjustments, if needed. The employee and their supervisor, or in the case of the Library Director, the Board Chair, will conduct periodic assessments of the alternative work arrangements.

Not all positions lend themselves to alternative work arrangements. If it is determined that a request for an alternative work arrangement cannot be granted, the supervisor should explain the rationale to the requesting employee. In all cases, a department may end an alternative work arrangement with reasonable notice to the employee(s).

In determining the feasibility of an alternative work arrangement, the requesting employee and their supervisor should consider the arrangement's potential impact on department operations and budget, the delivery of services, and the distribution and flow of work among department employees. Any alternative work arrangement should have either a neutral or a positive impact in these areas. Other factors that may be considered include the employee's performance record, and what will or may happen if circumstances change and the alternative work arrangement is no longer beneficial or feasible. With due consideration to privacy concerns, alternative work arrangements should be transparently communicated to the employee's colleagues, including new employees and supervisors who begin working while the arrangement is already in place, in order to prevent misunderstandings or work disruptions.

Employees and supervisors with questions about an alternative work arrangement request should contact the Library Director. For questions related to the evaluation and implementation process, or about specific approval and denial decisions, employees and supervisors should also contact the Library Director.

The Alternative Work Arrangements policy is not intended to be utilized when

alternative arrangements are requested or granted as an accommodation due to an employee's disability, impairment, serious health condition, or other circumstances that may be covered by the Americans with Disabilities Act or the Family and Medical Leave Act. Employees requesting accommodations under the Americans with Disabilities Act should contact the City of Lebanon Human Resources Director. Employees requesting Leaves of Absence, Short-Term Disability, or Medical/Family Leaves should refer to those policies for guidance.

Approved by Board of Trustees: 4.28.20, revised 11.22.22

Alternative Work Arrangements Guide

The purpose of this guide is to serve as a resource for employees requesting alternative work arrangements and for supervisors evaluating those requests. Before using this guide, please review the Alternative Work Arrangements policy. The policy, which this guide supplements, provides fundamental information about eligibility for alternative work arrangements and the process for proposing and evaluating requests.

Not all positions lend themselves to alternative work arrangements. Decisions about whether to accept or approve a request for an alternative work arrangement rest solely within the management team of the library. Alternative work arrangements are expected to enhance employees' job performance and productivity, help employees balance work and personal commitments, and should be supported if departmental efficiency and service are not adversely affected, regular desk hours to meet departmental needs are not curtailed, and undue burdens are not placed on other employees or supervisors.

This guide outlines the types of arrangements available, and includes a description of circumstances in which they may be appropriate and feasible. Employees will find guidance in creating an alternative work arrangement request, and supervisors will likewise find counsel regarding the factors to consider when evaluating a request. This guide also describes the benefits of alternative work arrangements, which may help dispel some of the common misconceptions that have become barriers to their implementation. Finally, there is advice about how to communicate and implement decisions on requests.

Employees and supervisors should contact the Library Director at any time with questions about an alternative work arrangement request, its evaluation, or its implementation.

Types of Alternative Work Arrangements

Alternative work arrangements may take many forms, depending upon the aspects of their job performance employees want to enhance, or upon the particular work and personal commitments that employees are seeking to better balance.

Reasons that may drive a request: While every employee's situation is unique, there

are some common themes which may give rise to a request for an alternative work arrangement. Some examples include transportation (bus schedules, ride-sharing arrangements, commuting time), family matters (delivering and collecting children from school or daycare, elder care considerations), health and wellness activities (utilization of fitness facilities or physical therapy programs), or other personal goals (volunteerism, or continuing training and education).

Employees may request alternative work arrangements for work-related reasons as well. For instance, if an employee's position involves responsibilities that require periods of uninterrupted concentration, such as writing, planning, data entry, or programming, the employee may perform better and more productively working at other times of the day or week, or at another location, such as at home. Space constraints may also lead employers to encourage alternative work arrangements for their employees.

Examples of alternative work arrangements:

- **Compressed work schedule:** Employees perform their work over the course of fewer days in a workweek. The most common example is working four 10-hour days instead of five 8-hour days on an ongoing basis or during certain times of the year, such as the summer months.
- **Start and end times:** A work schedule which meets the core needs of the office yet allows employees some flexibility. For example, an employee who normally works a 35 hour/week schedule (9:00 a.m. until noon, then 1:00 p.m. until 5:00 p.m.) might arrange for a ninety-minute meal break each day and then work until 5:30 p.m., in order to allow more time for exercise or classes. In the converse, the employee might also arrange to shorten the meal break to 30 minutes, allowing the employee to leave at 4:30 p.m. each day. In all cases, all hours worked must be reported.
- **Reduced hours:** A work schedule that is less than full-time. (Permission from the City of Lebanon per the personnel policy is also required for any change in time status.)
- **Job-sharing:** Two part-time employees share the responsibilities of one full-time job at prorated pay.
- **Remote work:** An arrangement in which employees work at home or at an alternative worksite either during part of their work schedule or full-time. There are many different ways to set up a remote work arrangement; for example, an

employee may work remotely most of the time and come to the office only for certain key meetings and events. Another example is a hybrid arrangement in which an employee works on certain days of the week in the office and works remotely on other days.

Benefits of Alternative Work Arrangements

Because of their many benefits, the Lebanon Libraries encourage and support the implementation of alternative work arrangements when they have a neutral or positive impact on the library's operations, budget, delivery of services, and distribution or flow of work. The benefits of these arrangements have been validated by global surveys and academic field research, and acknowledged by employees and supervisors when effective alternative work arrangements are already in place.

- **Increases job performance and productivity:** Employees have more awareness than anyone else about when, where, and how they work at their best. When employees have more control over their own work and maintain a healthy balance of work-related and personal commitments, they are more focused, creative, efficient, and productive. Studies have shown that alternative work arrangements substantially reduce the number of unplanned absences and increase job engagement. Alternative work arrangements may also enable employees to continue their education, which may help them develop and improve their job skills and competencies.
- **Builds and fosters a culture of trust and autonomy:** Supervisors who are receptive to requests for alternative work arrangements—even if ultimately they are not approved—signal to their employees that they have confidence in them and their judgment. Since the successful implementation of alternative work arrangements often requires open and honest communication among team members, a culture of trust develops and is reinforced within the team. Additionally, the autonomy given to the employee provides a key driver of job satisfaction.
- **Promotes diversity and inclusivity:** The availability of alternative work arrangements may remove barriers to job seekers and employees who may not otherwise apply for a library job or remain in a position. In particular, one such barrier for parents may be the cost of child care; for example, a parent who is able to compress his or her work schedule into four days per week instead of five may reduce child care costs by 20%. Likewise, alternative work arrangements may also remove barriers for job seekers and employees who are caring for elder parents or disabled family members.

- Helps the environment and office space utilization: Some types of alternative work arrangements, such as compressed workweeks and remote work, reduce carbon emissions because employees are driving less. Adjustments to work start and end times may enable an employee to use public transportation or to participate in a ride-sharing arrangement, which also conserves energy. Job-sharing and remote work may also reduce a department's office footprint or open up office space for other uses.
- Enhances recruitment and retention: In an increasingly competitive market for talent, alternative work arrangements can further distinguish the Lebanon Libraries as a progressive employer. On an individual basis, the benefit of retaining an employee by utilizing an alternative work arrangement is obvious. What is less obvious, but just as significant, is that a work climate that is welcoming to these arrangements enhances morale for all employees. All of these benefits help contribute to a cycle of enhanced recruitment and retention.

In addition to the benefits of an alternative work arrangement, employees and supervisors who are making and reviewing requests must also carefully consider the arrangement's operational impact and its ability to support high performance by both the employee and the department.

Alternative Work Arrangement Requests and Evaluation

The Alternative Work Arrangements Policy provides that in most situations employees desiring such arrangements should prepare and submit a request to their immediate supervisor, taking into account the requested arrangement's potential impact on department operations and budget, the delivery of services, and the distribution and flow of work among department employees. There are, of course, a great many other factors to be considered by both the employee and the supervisor (and, in some instances, library leadership) in the submission, evaluation, and the decision to be made on any such request. The factors, concepts, and considerations set forth in this section should act as a guide for both employees thinking about requesting an alternative work arrangement, and for supervisors evaluating and deciding such requests. As noted throughout this guide, both employees and supervisors are invited and welcome to contact the Library Director for support in the process.

Factors to be addressed and considered in requesting and evaluating an

alternative work arrangement request:

- *Has the supervisor been given enough time to review the request?* An employee should consider the requested start date and the work that needs to be done when submitting their request. Be sure the supervisor has adequate time to review before the desired start.
- *How will the expectations and objectives of the position be met under the requested alternative work arrangement?* Performance expectations, objectives, and standards should remain the same or be enhanced by an alternative work arrangement, especially as they relate to the interactions the employee may have with staff, patrons, and other constituents in the course of the work. Make a list of those expectations and objectives, including those that may not necessarily be spelled out in the position description. In the request, the work that may be accomplished *better* under the arrangement should be emphasized.
- *Will the arrangement result in any additional expenses to the department?* In most cases, an arrangement that results in additional cost to the department is not feasible, unless the additional expense can be offset in some way that can be quantified. For example, job-sharing arrangements may result in added cost if the two employees do not share the same workspace or computer. The request should address possible additional costs and include plans for offsetting those expenses.
- *Does the employee have a well-established and satisfactory record of accountability, reliability, and self-initiative in completing projects and tasks?* Since many alternative work arrangements involve a higher degree of autonomy, the employee's supervisor and colleagues must have confidence in the employee's ability to work well independently. If there is uncertainty about how others perceive the performance in these areas, candid feedback should be requested from others—not just the supervisor—in an appropriate manner. If there is room for the employee to improve, coaching on these aspects of the performance may be necessary, and the employee should make that improvement before requesting an alternative work arrangement. This is one factor that an employee may want to explore with help from the Library Director.
- *What are the department's expectations as they relate to employee visibility or accessibility?* Even if an employee can fulfill all the specific expectations and objectives of the job under an alternative work arrangement, consideration must be given to any burdens the requested arrangement places on others in the department and any inadvertent barriers it creates to the employee's accessibility in meeting colleagues' and patrons' needs. Including specific steps to help

alleviate or address those concerns will be an important factor in a successful arrangement.

- *Will others perceive the arrangement as fair?* The supervisor should consider whether approving the request will be perceived as fair, or if approval will open the door to the appearance of favoritism or discrimination. For instance, a supervisor may reasonably believe that the approval of the request is feasible only if the supervisor is able to also approve similar requests from everyone else. An existing culture of trust and support, coupled with open and transparent communications about the alternative work arrangement and the employee's willingness to periodically reevaluate the arrangement, may help address the supervisor's concerns about fairness and equity.

The above factors will likely apply to any requested alternative work arrangement. In addition, there are some unique factors to consider for each of the following specific types of arrangements:

- **Compressed work schedule:** The most common concern raised about compressed work schedules involves emergencies or unplanned coverage needs that may occur on an employee's "off" day. This should be addressed in an employee's request and in any approval. An employee may commit to being available by phone or email on off days to respond to emergencies, or they may need to be flexible and revert back to the normal five-day schedule when other colleagues are absent for vacation or other reasons. Please note: Under the City of Lebanon's Holiday Policy, hourly-paid employees receive holiday pay when a holiday falls on a day when an employee would have otherwise been scheduled to work. For example, if an employee has a compressed/alternative work schedule of Tuesday through Friday each week instead of Monday through Friday, the employee will not receive holiday pay or an additional day off with pay for any City of Lebanon holiday that falls on a Monday. (Because salaried employees are paid the same rate of pay each month, their pay is not affected whether or not they work on a holiday.)

- **Flexible start and end times:** Federal and state laws somewhat limit the degree of flexibility hourly-paid employees have to schedule their work, particularly across different work weeks. In accordance with these laws, eligibility for overtime pay is based upon all compensable time within the City of Lebanon's Sunday to Saturday workweek, including all hours worked and any benefit time taken (personal, vacation, etc.). For example, a weekly schedule that alternates between 48 hours one week followed by 32 the next week (averaging 40 hours per week) may not be feasible for hourly-paid employees, since the law requires that the 8 hours worked

over 40 in the first week must be paid as overtime. In all cases, all hours worked must be reported.

- **Reduced hours:** Reducing hours (“full-time equivalency” or “FTE”) may have implications for an employee’s benefits and paid time off accruals. Based upon the City of Lebanon’s current medical credit formula, reducing hours below 30 hours per week will result in a loss of medical coverage. Additionally, the amount of paid time off will be prorated based upon the reduced schedule. Another important factor to consider is that it may not be possible to return to full-time status in the future, as this would result in additional cost to the department at the time it occurs. If a reduction in hours is approved, the employee and supervisors should expect that a trial period may not be feasible, and this arrangement may well prove to be permanent, unless the department’s staffing needs change. A Payroll Authorization Form will be required for any reduction in time status/FTE.

- **Job-sharing:** If two employees sharing a job will have their own computers and workspaces, it may result in additional expenses incurred by the department. The job-sharing proposal should address these expenses with a plan to offset them, or include a rationale for how the benefits of the arrangement outweigh the added costs.

Since this arrangement involves two employees, the proposal should include contingency plans if certain issues arise in the partnership. For example, what will happen if one partner in the job-sharing arrangement leaves? How will time-off plans be coordinated? How will disagreements with the partner be handled?

Like a reduced-hours arrangement, a job-sharing arrangement can be difficult to change or reverse once it is in place, and a trial period is normally not an option. If hours/time status are reduced, a Payroll Authorization Form is required.

- **Remote Work:** Remote work allows for work to be performed off-site, usually at the employee’s home, on a regular basis. Remote work is most appropriate for work that does not require the employee’s presence in the workplace, has clearly defined tasks, measurable work activity, and can be performed alone. Supervisors should expect accessibility to be similar to in-office employees. In order to be a good candidate for remote work, an employee should be a strong performer who does not require close supervision, and who is comfortable working in isolation from other employees. Remote work is not an alternative to child care or elder care,

or other non-work responsibilities that may inhibit productivity and performance. All remote work requests must be reviewed by the Library Director before final approval. Before proposing or approving a remote work arrangement an employee and supervisor should consider:

1. How will the employee adapt to completing the work remotely?
2. How will the employee adjust to not being able to interact as easily with others?
3. How will the employee conduct work or participate in meetings and events that would customarily involve face-to-face contact?
4. Although the employee may be confident about their increased productivity working remotely, will the location away from the office affect the productivity of others who rely upon the employee?
5. What will the work schedule be? Does the work require the employee to be available at specific times for phone calls, or to respond to instant messages and emails?
6. What technology will be needed? What technology is the department expected to provide, and why? How fast, reliable and secure is the remote connectivity to the library?
7. How will confidential information be kept secure?
8. If there are work documents at the remote location, what will happen if those documents are urgently needed at the office?
9. How comfortable is the remote location as a workspace (furniture, temperature control, ventilation, ambient noise, distractions, ergonomics, etc.)?
10. Is there a need for additional homeowners or renters insurance coverage for a home office or for the technology that the employee owns? (Some basic insurance policies specifically exclude coverage of computers, smartphones, and tablets without a rider.)
11. If the employee is splitting time between working remotely and working in the office, can the office workspace be changed, moved, or repurposed when not in use?
12. Tax implications related to the off-site work area are the responsibility

of the employee, who is advised to consult a tax professional.

Remote work arrangements should be documented in writing and signed and dated by the employee and the supervisor. The final agreement should be as specific as possible and answer all of the questions outlined in the Alternative Work Arrangement Request Form.

Initiating a request and request format options:

Before developing a request, an employee may want to have a preliminary discussion with their supervisor. The purpose of this discussion is to introduce the idea and “test the waters,” that is, to receive an initial indication regarding the feasibility of such a request. This discussion may help determine what specific issues need to be addressed in the request and what format to choose:

- **Informal:** Some arrangements may be requested by simply discussing the proposed arrangement with the employee’s supervisor without a formal written request. If the employee and their supervisor agree on the request, the supervisor should confirm the details in writing (letter, memo, or email, for example) to document the arrangement and to help prevent future misunderstandings. An example of an arrangement that might be proposed and accepted in this manner is a request to change the work start and end times by one hour or less.
- **Written request:** A more substantial alternative work arrangement may warrant a formal written request that adequately addresses the considerations outlined above, as well as any considerations that are specific to the arrangement being requested. To facilitate the development of a thorough request, we suggest the employee use the Alternative Work Arrangement Request Form. Supervisors may confirm the details of the agreed arrangements as noted above, or, if the Request Form is used, the supervisor may sign the form.
- **Written request with a signed agreement:** In addition to the employee’s written request, more complex alternative working arrangements, such as remote work, will warrant a written agreement that is signed by the employee and the supervisor. The written agreement confirms the relevant details of the alternative working arrangement in clear terms. When creating a request, it is not necessary for the employee to provide a written agreement.

When an employee submits a request for an alternative work arrangement to their supervisor, it will be helpful for the supervisor to review the policy and to use this

guide as an outline for the discussion. Supervisors should communicate openly with their employees and provide a timeline of their expected review.

The key principle to keep in mind when assessing the feasibility of any request is to evaluate it from all points of view: the employee's, the supervisor's, the other members of the team, and the individuals or groups served by the employee and the department. In addition to all of the factors to be addressed in the request, employees and supervisors should consider this question:

Will the services or support that the employee currently provides to others (colleagues, patrons, etc.) be provided similarly or better under the arrangement being proposed?

Documentation and Periodic Review

Upon approval of an alternative work arrangement, the supervisor and employee should keep a copy of the agreed-upon request for reference, whether it's a formal or informal request. Within that documentation, the employee and supervisor should create a timeline for periodic review of the arrangement, with mid-year and annual review periods as a starting point. After review, the arrangement may be subject to change based on the operational needs of the department, as determined by the supervisor. Be sure to document any changes in the arrangement to ensure consistency and understanding between the employee and their supervisor.

2024 Non Resident Fee Calculations & Recommendations

Non Residents currently pay \$75.00 per household (up to 2 cards)/\$40.00 for 6 mo.

Seniors \$60/\$35. We currently have 149 non residents. 60 pay the non resident rates. 96 pay the Hartford rate of \$20/year

Residents pay:

Lebanon residents pay \$135 per household for library services.

This is \$60 a person, but residents pay per household



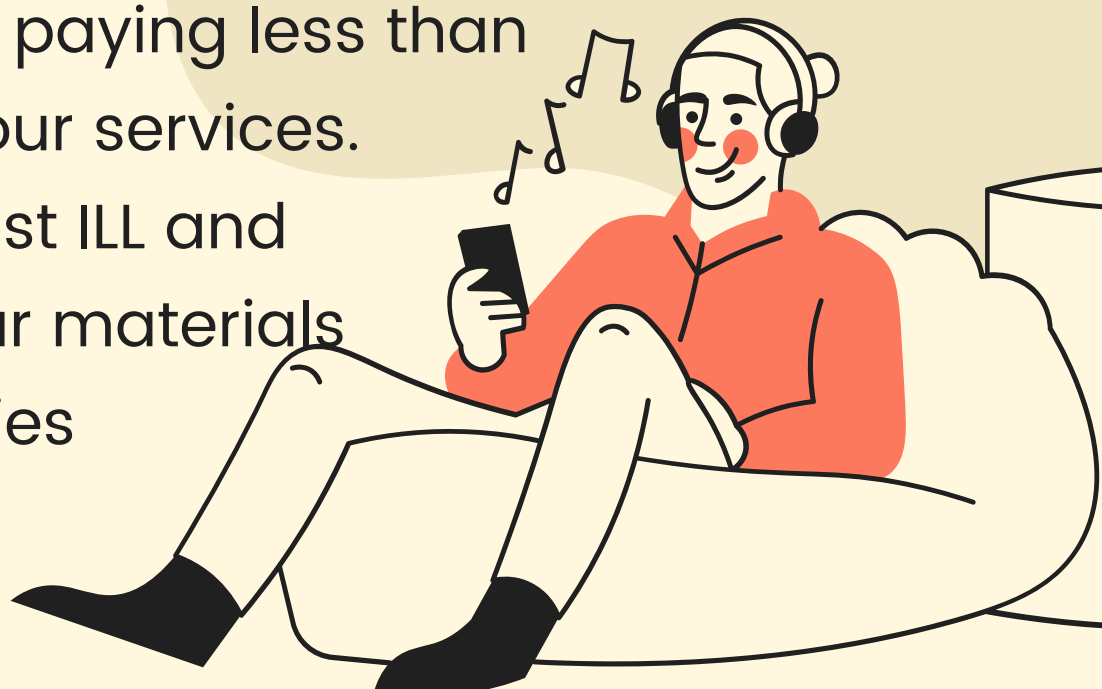
Recommendation

Increase the non resident fee to \$100
\$75 for seniors.
Hartford rate to \$30/year

Rationale

While we want people to have access to our libraries, non residents should not be paying less than residents for our services.

We have robust ILL and gladly lend our materials to other libraries



	Non-resident fee calculation	
City of Lebanon total budget	97,616,240.00	
General Budget	38,460,840.00	
City Operating Budget for Services	43,314,180.00	
Library operating budget (city funds)	1,514,740.00	3.5% of city budget for services
Residents pay 60% of tax income (36% businesses) according to the city website	\$ 908,844.00	
Cost of service per capita (BUT, Leb residents pay per household)	60.41	pop. 15044 (per city website 10.31.23)
Number of housing units in Lebanon	6742	per city website 10.31.23
15,044 people with approximately 6,742 housing units	Average household size: 2.23	household: \$135

TO: Lebanon Library Board of Trustees

FROM: Matthew C. Decker

DATE: November 21, 2023

RE: Hate Speech

For Public Disclosure

Question(s) Presented: The library trustees have requested advice concerning how they may respond to or regulate “hate speech” directed towards “drag story hour” or other library programs.

Short Answer: The trustees cannot generally prohibit First Amendment-protected “hate speech” in the Lebanon libraries or at their meetings when a forum is established for such speech, but they can avoid creating the opportunity for people to engage in hate speech at these venues by not providing a forum for the speech.

Discussion: Constitutional First Amendment speech is a topic deeply and thoroughly covered by case law. Note: For the sake of brevity, this discussion omits much citation to, and discussion or analysis of, the ample background relevant to the topic.

1. “Hate Speech” concerning “Drag Story Hour” is probably protected by the First Amendment and cannot be banned from a public forum based on its content.

The First Amendment to the U.S. Constitution, which forbids the government from abridging the freedom of speech, makes no general exception for offensive, repugnant, or hateful expression. Therefore, “hate speech” is protected speech under the First Amendment and generally may not be restricted by the government on the basis of its content, unless it also falls into another narrower category of unprotected speech, such as “incitement” (speech that seeks to incite listeners to imminent lawless action), “true threats” (speech that threatens serious bodily harm), or “fighting words” (speech that causes an immediate breach of the peace). Speech that is merely “hateful” cannot generally be restricted by the government simply because it is hateful.

One notorious example of the right to hate speech is the case of Snyder v. Phelps, 562 U.S. 443 (2011), in which the U.S. Supreme Court ruled 8-1 that the First Amendment protected the right of the Westboro Baptist Church to picket the funeral of a soldier killed in Iraq with signs stating, e.g., “God Hates the USA/Thank God for 9/11,” “America is Doomed,” “Don’t Pray for the USA,” “Thank God for IEDs,” “F██ Troops,” “Semper Fi F██,” “God Hates F██,” “Maryland Taliban,” “F██ Doom Nations,” “Not Blessed Just Cursed,” “Thank God for Dead Soldiers,” “Pope in Hell,” “Priests █████ Boys,” “You’re Going to Hell,” and “God Hates You.” The Supreme Court in that case wrote that “[w]hile these messages may fall short of refined social or political commentary, the issues they highlight—the political and moral conduct of the United

States and its citizens, the fate of our Nation, homosexuality in the military, and scandals involving the Catholic clergy—are matters of public import. The signs certainly convey Westboro’s position on those issues, in a manner designed... to reach as broad a public audience as possible.”

When speech is on a matter of public concern, it is at the core of First Amendment protection. As the Supreme Court explained in Snyder:

“[S]peech on ‘matters of public concern’ ... is ‘at the heart of the First Amendment’s protection.’ ” *Dun & Bradstreet, Inc. v. Greenmoss Builders, Inc.*, 472 U. S. 749, 758–759 (1985) (opinion of Powell, J.) (quoting *First Nat. Bank of Boston v. Bellotti*, 435 U. S. 765, 776 (1978)). The First Amendment reflects “a profound national commitment to the principle that debate on public issues should be uninhibited, robust, and wide-open.” *New York Times Co. v. Sullivan*, 376 U. S. 254, 270 (1964). That is because “speech concerning public affairs is more than self-expression; it is the essence of self-government.” *Garrison v. Louisiana*, 379 U. S. 64, 74–75 (1964). Accordingly, “speech on public issues occupies the highest rung of the hierarchy of First Amendment values, and is entitled to special protection.” *Connick v. Myers*, 461 U. S. 138, 145 (1983) (internal quotation marks omitted).

For the same reasons discussed in the Snyder case, we can conclude that the public has a First Amendment right to speak about, *e.g.*, “drag story hour” in a manner that most people would find to be offensive and distasteful. (Also note: the New Hampshire open meeting law, RSA 91-A, guarantees that the public may attend and observe meetings of public bodies, but it does not require “respectful discourse” and does not supersede constitutional First Amendment protections. Although distasteful speech may have a repellent effect on other persons, speech that causes other persons not to want to attend a public meeting does not violate RSA 91-A.) Library trustees and staff should avoid curtailing speech *based on its content*. Rather, as discussed below, trustees and staff would be on more solid legal ground by curtailing speech based on content-neutral time, place and manner restrictions. (*E.g.* “This is not a proper time or forum for your comments.”)

2. “Hate Speech” can probably be restricted *during* a “Drag Story Hour” or other program at the public library

The “public forum doctrine” is used in First Amendment cases to determine the constitutionality of free speech restrictions on government property. Depending on the type of forum on government property, the public has different speech rights. There are three types of forums: (1) a traditional or open public forum, (2) a designated or limited public forum, and (3) a nonpublic forum.

Generally speaking, our cases recognize three types of government-controlled spaces: traditional public forums, designated public forums, and nonpublic forums. In a traditional public forum—parks, streets, sidewalks, and the like—the government may impose reasonable time, place, and manner restrictions on private speech, but restrictions based on content must satisfy strict scrutiny, and those based on viewpoint are prohibited.

See *Pleasant Grove City v. Summum*, 555 U.S. 460, 469, 129 S.Ct. 1125, 172 L.Ed.2d 853 (2009). The same standards apply in designated public forums—spaces that have “not traditionally been regarded as a public forum” but which the government has “intentionally opened up for that purpose.” *Id.*, at 469–470, 129 S.Ct. 1125. In a nonpublic forum, on the other hand—a space that “is not by tradition or designation a forum for public communication”—the government has much more flexibility to craft rules limiting speech. *Perry Ed. Assn. v. Perry Local Educators' Assn.*, 460 U.S. 37, 46, 103 S.Ct. 948, 74 L.Ed.2d 794 (1983). The government may reserve such a forum “for its intended purposes, communicative or otherwise, as long as the regulation on speech is reasonable and not an effort to suppress expression merely because public officials oppose the speaker's view.” *Ibid.*

Minnesota Voters All. v. Mansky, 138 S. Ct. 1876, 1885 (2018).

A public library is more commonly considered to be a limited public forum in case law. *See, e.g., Kreimer v. Bureau of Police for Town of Morristown*, 958 F.2d 1242, 1262 (3d Cir. 1992) (“[A]s a limited public forum, the Library is obligated only to permit the public to exercise rights that are consistent with the nature of the Library and consistent with the government's intent in designating the Library as a public forum.”) However, a specific program held at the library, either organized by the library or organized by an outside group with permission to use library space, would either be a limited public forum or a non-public forum, depending on the program.

The typical “drag story hour” is a program at which a drag performer reads stories to children. It is not a forum for the public to have discourse about the drag lifestyle, or any discourse for that matter. As such, it would be appropriate for library staff to not allow protests/discourse/signs within the library during the program. However, protesters might still have a right to engage in hate speech on the public sidewalk outside the library, a traditional public forum.

3. “Hate Speech” can be avoided during a Library Trustee meeting by avoiding the creation of a limited public forum for controversial topics.

The public has no general right to speak at a Trustee meeting. RSA 91-A only requires that the public has the right to *attend* and *observe* the meeting. However, the public gains the right to speak at a Trustee meeting if the board establishes a limited public forum by, *e.g.*, placing a general public comment period on its agenda without limiting the speech to certain agenda items. Public speech at the meeting will then be governed by the Board’s public comment and participation policy with regard to time, place and manner. If the board limits public comment to, *e.g.*, specific agenda items for the current meeting, then speech on other topics could be excluded based on its content, in a content-neutral manner. (Topics should be excluded on a viewpoint basis.) However, if the trustees create a public forum where “drag story hour” could be a permitted topic of discussion, they may not then attempt to control or restrict the words of speakers. Comments should not be restricted based on viewpoint, use of obscenities, or hateful expression. Instead, the same time, place and manner rules in the public comment policy should be applied evenly to all speakers.

A critical point to remember here is viewpoint neutrality. If the trustees allow one person to speak in favor of drag story hour or in support of one side on any other “controversial” topic, then they have opened the forum to this topic and must allow speech from all viewpoints on this topic. Viewpoint discrimination is a cardinal First Amendment violation.

While it is understandable that exposure to hate speech may negatively impact morale of trustees and staff, the law is clear that the trustees’ and government’s higher priority must be in the robust upholding of First Amendment rights.

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."

Buildings and Grounds Issues

report generated on Nov 21, 2023

ERU at Kilton - prevent coils from bursting

In progress

1. work with Alliance to make sure that with glycol in the chilled water coils, we can leave them as is year-round
 - Assigned to:

Fix the compost situation at Kilton

To do

1. make additional bins
 - Assigned to:

Kilton Basix hvac controls system is five years past end of life

Done

1. get a quote from Alliance to replace with Niagara
 - Assigned to:

VT Life Safety inspection found issues to address at Kilton circular stairway needs better grip

In progress

1. order more tape
 - Assigned to:

Done

1. measure stairs to be able to order the tape
 - Assigned to: ken.louzier@leblibrary.com
2. Talk to contractor about sand tape options
 - Assigned to: ken.louzier@leblibrary.com
3. Put tape down on stairs (Ken has tape)
 - Due on: Jun 30, 2023
 - Assigned to: ken.louzier@leblibrary.com

clean the bricks of the moss in the Kilton courtyard conduit outside the Tech Services entrance at Kilton is inadequately sealed

To do

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

delay in lights coming on in the Kilton public restrooms

To do

1. Possible solution - have all the lights come on when someone enters the bathroom?
 - Assigned to:

diffusers are ugly and beat up in the elevator

To do

1. determine what we need to order
 - Assigned to:

electrical issues at Kilton

To do

- 1. light out in the hall, one out in the cafe area, ceiling mounted light out?, light out by the front book drop
 - Assigned to:

emergency exit door is rusting at Kilton

To do

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

front stair treads at Kilton are in need of repair

In progress

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

grandfather clock broken at Leb, chimes don't work properly

Done

- 1. contacted Skips Clocks
 - Assigned to:
- 2. contacted New Life Clockworks to ask them if they can fix it
 - Assigned to:

growth on the membrane roof at Kilton

To do

- 1. contact Rodd Roofing about a maintenance program
 - Assigned to: ken.louzier@leblibrary.com

hands free flush sensor missing at Leb Library

Done

- 1. contact Mark Anderson from Twin State Plumbing
 - Assigned to:

hole in wall in Amber's office at Kilton

In progress

- 1. patch hole
 - Assigned to: ken.louzier@leblibrary.com

Done

- 1. talk to Ken about fixing
 - Assigned to:

lighting in circular stairwell is inadequate at Leb

make adjustments to the shed so the locker doors can all open

mowing and plowing/shoveling at Kilton needs to be reworked

Done

- 1. go out to bid/get quotes
 - Assigned to:

need to move table from Damren Room to Kilton staff room

need to put lock on staff kitchen door at Leb

In progress

1. schedule the work to be done
 - Assigned to:

Done

1. order new door handle that can fit a lock
 - Assigned to:
2. contact Chad at Fortified
 - Assigned to:

no shades in the windows in the basement office space

To do

1. talk to Alan
 - Assigned to:

one community garden bed needs to get fixed

To do

1. clamp and reinforce corners
 - Assigned to:

paint the exterior of Kilton

To do

1. schedule the work
 - Assigned to:

Done

1. 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

plaster at bottom of stairwell is showing water damage

To do

1. lay the rock down
 - Assigned to:
2. purchase decorative rock to put over the rubber mat around the foundation
 - Assigned to:

Done

1. put down the rubber membrane around the foundation
 - Due on: Nov 06, 2023
 - Assigned to:
2. schedule Katie to put mulch on membrane around foundation and on the hard pack
 - Assigned to:
3. regrade the soil around the stairs

- Assigned to:

problems with lights at Kilton

To do

1. The lights sometimes will not come on/stay on in the patron areas - fix this.
 - Assigned to:
2. 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. find out if there is grant money from the IRA available
 - Assigned to:
2. determine what bulbs we have in the fixtures Eric was looking at
 - Assigned to: ken.louzier@leblibrary.com
3. determine cost for upgrading lighting to LED, improving the entire lighting system
 - Assigned to:

radiators spitting at Leb Library

To do

1. hvac co. needs to see the issue when the radiators are running
 - Due on: Dec 16, 2023
 - Assigned to:

replace rotted boards below the gutters in the Kilton courtyard

replace the tree at Leb Library?

Done

1. contact the COL Tree Committee regarding the grant funds they have access to
 - Assigned to:

standing desk and current microfilm desk need to be swapped

To do

1. move them
 - Assigned to:

stripe the parking lot at Kilton

To do

1. find a contractor to get the work done
 - 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

upgrade the panic alarms at Kilton
window is leaking by the sidewalk out front at Kilton
To do

- 1. figure out where the water is coming through and mark the spots
 - Assigned to:

October Highlights

Nikki Rheume (she/they)
Youth Services Librarian

I attended the New England Library Association conference this past Sunday, Oct 15-Tuesday Oct 17. While at this conference I presented with my fellow colleagues on two different topics: Problem Programming and Dungeons and Dragons. Both presentations went really well. We had a great turnout, and lots of questions and comments afterward.

I also was able to attend a few sessions while I was at the conference, including one on making in the library for kids, and what a maker space can be even with limited resources. Another session I attended was how to become a better storyteller through oral communication and describing what the reader sees in their heads, which was fascinating. I had never thought about storytelling encompassing all of the 5 senses, but the presenter of this session really was inspiring and was able to transport me into the story without text or pictures.

This was my first larger conference in my career, and the second conference I have presented at, the first being last spring at NHLA. Going to NELA's conference was very inspiring and reinvigorated me in my professional work. I came back with a lot of ideas, and some good networking connections.

Amber Coughlin
Children's Librarian

I wanted to share with you some highlights from my recent participation in the New England Library Association's (NELA) Annual Conference. The conference was held in Springfield, Massachusetts, from October 15th to October 17th, 2023.

NELA always has its annual meeting at the conference and gives out the Emerson Greenaway Award at the annual banquet. This is an award for a librarian who has made a major impact on the profession in New England over the course of their career. I was on the awards committee this year and was thrilled that we presented the Emerson Greenaway Award to Maine's Janet McKinney, a well-deserved recognition of her outstanding contributions to the library profession.

I have been the New Hampshire representative to the NELA executive board for six years, but my term is ending. I shall miss working with them! Usually I help out at the

conference by assisting various presenters with their sessions, but this year I was a presenter myself! Lebanon Library colleagues Celeste Pfeiffer, Nikki Rheume and I presented a session called "Problem Programming: It Happened to Us!" The session was pretty well attended and folks seemed keen to hear about the library's new programming and public meeting participation policies, and how to develop a communication strategy to help handle an onslaught of negative interest in a particular library activity.

Speaking of Nikki and Celeste, they also conducted an additional session at the conference, focusing on the Lebanon Library's D&D (Dungeons & Dragons) program. Will Couser, Lebanon Library's excellent Dungeon Master was there to talk about the logistics of running online and in-person D&D campaigns. There were good questions and the program was well received! I was there to take attendance for NELA and lend support to my colleagues.

Additionally, I had the privilege of attending sessions led by library leaders from all over the country. Kelvin Watson, who is incredibly inspiring and accomplished, amazed us with the incredible resources he was able to rustle up for his patrons. When he was in charge in Broward County Florida he set about providing library cards to 200 homeless individuals that were living on the library lawn. Now as director of the Las Vegas library system, he has secured free personal Wi-Fi access for 50,000 patrons through Cox Communications, and managed to provide e-services to public transportation riders all over the city. He told us he was working on getting ebook access to visitors to hotels on the strip. He is a true library visionary. It was inspiring!

Moreover, I had the opportunity to attend sessions led by renowned reader's advisory experts Robin Bradford and Becky Spratford. Their session on "Actively Anti-Racist Services to Leisure Readers" was thought-provoking and very practical. Becky also led a session on "Reader's Advisory to Horror Readers," which was fitting with Halloween approaching!

Furthermore, the Chapter Leaders Forum provided a platform for representatives from each state library association in New England to discuss association activities and the legislative landscape in their respective areas. Our deputy State Librarian and current President of the New Hampshire Library Association (NHLA) Mindy Atwood was there and she did a great job of outlining some of the legislative challenges facing New Hampshire school and public librarians. Many other states in the region are facing similar challenges. This shared knowledge is invaluable for shaping our library advocacy efforts across the region.

I learned about a really cool "dial-a-story" program that hijacks Google Voice to let you read poems and stories to your patrons over the phone! But there were a ton of cool sessions about everything from serving homeschoolers to dismantling barriers to library services to oral history collections to hosting fancy tea parties for Bridgerton fans. The NELA Conference is always a space for learning, but it is also a place where we can connect with our larger public library community and find out what everyone is up to! It was a good conference and I am glad I attended.