



**LEBANON LIBRARY BOARD OF TRUSTEES
OCTOBER 28, 2025 - 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: 425 517 7#). 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 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. External Security Cameras Discussion and Vote

A. Physical Security Policy

4. Joint Meeting of the Trustees and Foundation

A. Foundation investment report

B. Update on the fundraising projects plans

C. Other business

5. Approval of Minutes

A. Approve the September 30, 2025 minutes

6. New Business

A. Approve the Treasurer's Report

7. Other Business

A. Vote on the Recommended Time Guidelines for Library No Trespass Orders

B. Library Director's Report

C. Deputy Library Director's Report

8. Future Agenda Items

9. Adjournment

Meetings are open for in-person and remote attendance. Members of the public who wish to attend remotely may do so by going to [LebanonNH.gov/Live](https://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 disrupt virtual or phone connection(s), the meeting will continue without remote access capabilities.

Lebanon Library Board of Trustees Agenda
October 28, 2025

Any person with a disability who wishes to attend this public meeting and needs additional accommodation, please contact the ADA coordinator at City Hall by calling 603-448-4220 at least 72 hours in advance so that the City can make any necessary arrangements.



City of Lebanon
New Hampshire

ADMINISTRATIVE POLICIES & PROCEDURES

PHYSICAL SECURITY POLICY

<i>Policy Number</i>	<i>Effective Date</i>	<i>Last Revision</i>	<i>Page No.</i>
ADM-155	5/21/25		Page 1 of 4
<i>Approved by:</i>	<i>Shaun Mulholland</i>		

Section 1.0: Purpose

Establish procedures and guidelines for maintaining a secure physical environment for all facilities owned or operated by the City of Lebanon. This policy is designed to protect personnel, assets, information, and infrastructure from unauthorized access, theft, vandalism, and other security threats.

Section 2.0: Scope

This policy applies to all employees, contractors, vendors, visitors, and any other individuals accessing city-owned and operated facilities. It encompasses physical security measures, including access control and surveillance.

Section 3.0: Definitions

Access Control is a measure that is implemented to regulate who can enter a facility or specific area.

Authorized Personnel are individuals granted explicit permission to access secured areas.

Physical Security Measures are devices, procedures, and protocols used to protect facilities and assets.

Vendor Verification is the process of ensuring that vendors and service providers meet security and compliance standards before performing work.

Work Validation is the process of ensuring that requested work is legitimate and authorized before any service is performed.

Non-Public Areas is any space within a facility, building or property that is not authorized as open or accessible to the general public.

Section 4.0: Policy Detail

4.1 Facility Access Control

- Access to non-public areas of city facilities is restricted to authorized personnel only.



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- Employees must use assigned identification badges or otherwise be authorized for entry to certain facilities within the city (Police Department, Fire Department, City Hall, Solid Waste & Recycling Facility, Public Works Admin building).
- Guest badges may be given to approved vendors that provide services to the city. These badges must be logged and time restricted.
- Visitors must sign in at designated entry points and be escorted by an authorized employee. Exceptions can be made with authorized vendors.
- Access to sensitive areas, such as Cyber Services network closets, storage rooms, must be restricted to designated employees only. Should a vendor need access to restricted area, they must be accompanied by an authorized employee.

4.2 Access Control Violations

The following are examples of violations of this policy, which are prohibited:

- Propping doors open or disabling automatic locking mechanisms.
- Sharing access credentials (e.g., badge, keycard, PIN) with unauthorized individuals.
- Allowing piggybacking or tailgating, where unauthorized persons follow someone into a secure area.
- Failure to revoke access credentials for terminated employees or contractors.

4.3 Surveillance and Monitoring

- Security cameras should be installed at key entry points, parking lots and other critical areas in coordination with Cyber Services.
- Surveillance footage must be retained for a minimum of 30 days and reviewed periodically by department management for security breaches.

Section 5.0: Procedures

5.1 Vendor Verification

- Vendors performing work on city premises must be pre-approved by department management.



City of Lebanon
New Hampshire

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PHYSICAL SECURITY POLICY

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<i>Approved by:</i>			

- Vendors must provide valid identification and proof of business legitimacy before being granted access.
- A city employee must verify the vendor's authorization before work begins.
- If vendor/visitor cannot be validated, no entry to any non-public area is permitted.

5.2 Work Validation

- All requests for physical work (e.g., repairs, maintenance, installations) must be submitted through the appropriate system (Help Desk, Brightly) and/or approved by the appropriate city staff member.
- Requesting parties must validate the identity of the vendor before allowing work to commence.
- If work is to be performed, the following information must be communicated in advance to local staff:
 - Vendor Name
 - Vendor Contact Information
 - Approximate (Expected?) time of arrival
- A city representative must inspect the completed work to ensure satisfaction and to certify that the area maintains security.

5.3 Reporting Security Incidents

- Any security breaches, suspicious activities, or unauthorized access attempts must be reported to the City Manager and the police department where appropriate.
- Incident reports must be documented and reviewed by department management for potential security improvements.

Section 6.0: References (Charter/Code/State Statues)

NIST 800-12

Section 7.0: Policy & Procedure Revision History



City of Lebanon
New Hampshire

ADMINISTRATIVE POLICIES & PROCEDURES

PHYSICAL SECURITY POLICY

<i>Policy Number</i>	<i>Effective Date</i>	<i>Last Revision</i>	<i>Page No.</i>
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	Section	Revisions	Date
Original Adoption		New Policy	5/21/25
Amendment			
Amendment			
Amendment			

DRAFT

**LIBRARY BOARD OF TRUSTEES
REGULAR MEETING MINUTES
Lebanon Library Damren Room OR
Remote Via Virtual Platform
LebanonNH.gov/Live
September 30, 2025
7:00 PM**

MEMBERS PRESENT: Francis Oscadal (Chair); Renee Dunn; Ellen Hubbell; Ann Sharfstein; Jeff Damren; Emma Wunsch; Samantha Milnes (alternate)

MEMBERS ABSENT: Kim Rheinlander; Adam Ali (alternate); Leonee Derr (alternate)

STAFF PRESENT: Sean Fleming (Library Director)

STAFF ABSENT: Amy Lappin (Deputy Director)

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

2
3 **2. Open to the Public**

4
5 None at this time.

6
7 **3. Approval of Minutes**

8 A. Approve the July 22, 2025, minutes

9
10 *Ms. Sharfstein MOVED to accept the meeting minutes of July 22, 2025, as amended.*

11 *Seconded by Ms. Dunn.*

12 **Vote on the MOTION passed (4-0-0).*

13
14 *Amendments:*

15 *Page 2, Line 36: Change to “Assistant Youth Services Librarian”*

16 *Page 2, Line 57: Change to “Staff Privacy guidelines”*

17
18 **4. New Business**

19 A. Approve the Treasurer's Report

20
21 Ms. Dunn reviewed some of the large expenses in the report. The largest expense in August was
22 \$67,000 paid for the heat pump replacement project. Also \$5,000 income was received and
23 deposited in August. For the City budget side, the Library is 2/3 through the fiscal year and
24 under budget at 64.7%. All budget items look to be in line, and the year-end projection shows a
25 surplus estimate at this time.

26
27 *Ms. Sharfstein MOVED to accept the Treasurer’s Report as presented. Seconded by Ms.*
28 *Wunsch.*

29 **Vote on the MOTION passed (4-0-0).*

30

31 B. Investment Policy review

32
33 Ms. Dunn reviewed the Investment Policy. As required by law, this policy will be reviewed
34 annually. The Board of Trustees will meet to review their portfolio at least twice a year. As part
35 of their review, the Trustees will discuss the investment objective, asset allocation and
36 performance, diversification, and general compliance guidelines. She stated that the holdings of
37 the Board of Trustees have been managed in accordance with the Investment Policy. The asset
38 allocation is 100% in cash in fully insured accounts.

39
40 **Ms. Wunsch MOVED to accept the Investment Policy, as presented. Seconded by Ms.**
41 **Sharfstein.**

42 ***Vote on the MOTION passed (4-0-0).**

43
44 C. Staff privacy and Trespass guidelines

45
46 Director Fleming explained that the Staff privacy guideline document was reviewed by the
47 management team after concerns regarding privacy and safety. The Board reviewed the
48 language.

49
50 *Ms. Hubbell entered the meeting at 7:20pm.*

51
52 The Board tabled discussion on the rest of the item to later in the meeting.

53
54 **5. Committee Reports**

55 A. Foundation Update on new members and projects to fund

56
57 Director Fleming explained that there are two new Foundation members. Ms. Dunn explained
58 that Director Fleming and Deputy Director Lappin put together a list of potential projects, and a
59 subcommittee reviewed those options. There was interest in the children's room and an outdoor
60 story time space. It was decided to package these two items together into a Children's Services
61 upgrade project. This was estimated at \$50,000 and seems to be an appropriate project for the
62 Foundation to work on. This is proposed to include a children's museum/interactive space,
63 including a raised platform for performers.

64
65 **6. Other Business**

66 A. NH legislation pertaining to libraries

67
68 Director Fleming explained that a DEI statute was passed but is on hold with the courts
69 currently. A House bill was passed which pertains to parental rights to children's information for
70 libraries. This takes effect on January 1st. The State librarians are working to issue a memo. The
71 Manchester City Library also has some legal advice available and will be drafting a policy to
72 share. With the removal of addresses from patron records, it will be more difficult for people to
73 ask for this information. There will be more materials to review about this at the Board's next
74 meeting.

75
76 B. 2026 Library budget update

77
78 Director Fleming stated that he added \$5,000 to the electricity line item, due to potential future
79 increases in rates.

80
81 C. Proposal to increase non-resident fees

82
83 Director Fleming explained that this fee has been gradually increasing over the years and is
84 currently at \$100. The basic fee is proposed to increase to \$150, and other non-resident fees
85 would also increase by a bit.

86
87 *Jeff Damren entered the meeting at 7:40pm.*

88
89 ***Ms. Sharfstein MOVED to increase non-resident fees as presented, effective January 1, 2025.***
90 ***Seconded by Ms. Dunn.***
91 ****Vote on the MOTION passed (5-0-1).***

92
93 **4. New Business**

94 C. Staff privacy and Trespass guidelines – *The Board took up this item at this time.*

95
96 The Board discussed the Trespass guidelines. Director Fleming explained that these are not
97 proposed to be made public, unless the Board would like for them to be an addendum to the
98 policy. Mr. Damren stated that he would like to see this as an addendum.

99
100 The Board discussed potential changes to the guideline language and agreed to continue the
101 discussion at a future meeting.

102
103 *Samantha Milnes joined the meeting at 7:53pm.*

104
105 D. Library Director's Report

106
107 Director Flemin explained that the Police Department reached out to him and asked if the
108 Library could remove the porta potty on its site. There had been many calls focusing on the porta
109 potty, including an overdose call. The Library recognizes that people need bathroom facilities.
110 This was installed in 2020 during COVID when the Library's bathroom facilities were closed.
111 Chair Oscadal sent an email noting that Lebanon, like so many communities, has a serious drug
112 use problem. Removing the porta potty from Library grounds will not remove the drug problem
113 from the community in general or from the Library in particular. Director Fleming agreed that
114 drug use will not go away because the Library removes the porta potty. However, the Library
115 does not need to provide a place for people to use drugs on the Library grounds. There have not
116 been more calls made about the porta potty since the last complaint was made at the end of July.
117 Prior to that, there were an average of 2-3 per month. The porta potty has reduced the number of
118 people urinating and defecating on the Library grounds. The porta potty receives a fair amount of
119 use, but there are not statistics on this. The porta potty is cleaned twice a week and is sometimes
120 cleaned more often due to messes made inside. The Library pays a flat fee per month for regular
121 cleanings, but additional cleanings are charged extra. The cost is approximately \$4,000/year for

122 this. Needles have been found in the porta potty. The porta potty is not considered an essential
123 Library function.

124
125 There was consensus on the Board that the porta potty should be removed by October 15th. The
126 situation will then be monitored and could be revisited at a later date.

127
128 Director Fleming asked that the Board rediscuss external cameras at the Library. The last time
129 this was discussed was eight years ago. The Police Department is asking that the Library
130 reconsider this. Some members of the community do not view the Library, particular Kilton, as a
131 safe place. There have been thefts and destruction of property on the grounds. Installing cameras
132 would counter the idea for some people that the Library is not taking effective action to counter
133 drug use or other criminal activity. Cameras will not effectively prevent all actions but will allow
134 the Library to address criminal activities. Cameras may add a sense of safety for some. This
135 could add some piece of mind for employees as well. Cameras are a common practice for
136 libraries of this size. However, some people believe that their use of the Library should not be
137 monitored, and that this does not adhere to an intellectual freedom. These are not currently
138 budgeted for, and the cost still needs to be determined.

139
140 In response to a question from Chair Oscadal, Director Fleming stated that he would need to
141 examine who would have ultimate control of the cameras, the Library or City. He will look into
142 if the City has a policy regarding signage for cameras in use on a property.

143
144 There was consensus on the Board that external cameras for the Library buildings should be
145 further considered, and more information brought for discussion.

146
147 Director Fleming explained that a neighbor on Atwood Avenue is looking to sell their property.
148 The Board could discuss if it would like to consider this property for additional parking. He does
149 not believe this is likely needed. The abutter was previously asking \$200,000 for the property
150 which was assessed at approximately \$100,000. The project would likely cost in the realm of
151 \$750,000. The City may also have an interest in the property. The Board agreed that interest on
152 the part of the City should be explored.

153
154 Director Fleming explained that there is a \$70,000 roof project at Lebanon Library that is
155 moving ahead and the \$20,000 heat pump replacement project at Kilton is in process. The LED
156 light project at Kilton may not go forward as planned due to contractor issues. The community
157 room doors project at Kilton is also on hold due to contractor issues.

158
159 Director Fleming explained that the Library's budget presentation will occur on October 13th. A
160 new Youth Services Library Assistant has started in the position. A recent Drag Story Hour was
161 well attended with over 50 attendees and only a handful of emails ahead of time in objection.

162
163 Mr. Damren asked about breaking out some of the library statistical data in order to review
164 frequency and timing over the months.

165
166 Director Fleming noted that the Board should start to consider who will volunteer to help with
167 the annual review of the Library Director.

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7. Future Agenda Items

As discussed during the meeting.

8. Adjourn

Ms. Sharfstein MOVED to adjourn at 7:56PM. Seconded by Ms. Hubbell.

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

Respectfully submitted,
Kristan Patenaude
Recording Secretary

MTD AND YTD REVENUE/EXPENSE FOR CITY OF LEBANON

Balance As of 09/30/2025

GL Number	Description	Bdgt Amendments From PO Carryover	2025 Amended Budget	Activity For 09/30/2025	YTD Balance 09/30/2025	Encumbrance 09/30/2025	Available Balance 09/30/2025	% Bdgt Used
Fund: 1100 GENERAL FUND								
Account Category: Expenditures								
Department: 4550-0000 LIBRARY								
1100-4550-0000-1100-0000	FULL TIME WAGES	0.00	740,180.00	58,321.52	542,714.73	0.00	197,465.27	73.32
1100-4550-0000-1115-0000	PART TIME WAGES 0-19	0.00	0.00	0.00	0.00	0.00	0.00	0.00
1100-4550-0000-1120-0000	PART TIME WAGES 20-24	0.00	33,960.00	0.00	21,595.76	0.00	12,364.24	63.59
1100-4550-0000-1125-0000	PART TIME WAGES 25-29	0.00	131,220.00	10,147.41	96,175.54	0.00	35,044.46	73.29
1100-4550-0000-1200-0000	TEMPORARY PT WAGES	0.00	127,200.00	10,521.81	102,070.60	0.00	25,129.40	80.24
1100-4550-0000-1300-0000	OVERTIME WAGES	0.00	500.00	33.50	514.57	0.00	(14.57)	102.91
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	9,350.00	1,511.02	6,778.72	0.00	2,571.28	72.50
1100-4550-0000-2200-0000	FICA & MEDICARE TAXES	0.00	79,050.00	5,895.95	56,952.94	0.00	22,097.06	72.05
1100-4550-0000-2301-0000	RETIREMENT: MUNICIPAL	0.00	96,970.00	7,440.24	72,009.03	0.00	24,960.97	74.26
1100-4550-0000-2450-0000	TRAINING/LICENSES/DUES	0.00	9,650.00	905.00	6,140.49	0.00	3,509.51	63.63
1100-4550-0000-2600-0000	WORKERS' COMPENSATION	0.00	5,070.00	429.11	4,065.95	0.00	1,004.05	80.20
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	12,940.00	1,221.99	14,526.37	0.00	(1,586.37)	112.26
1100-4550-0000-4110-0000	WATER	0.00	2,500.00	0.00	1,829.29	0.00	670.71	73.17
1100-4550-0000-4120-0000	SEWER	0.00	2,300.00	0.00	1,858.09	0.00	441.91	80.79
1100-4550-0000-4225-0000	LAWN CARE/SNOW PLOWING	0.00	26,000.00	0.00	19,823.98	0.00	6,176.02	76.25
1100-4550-0000-4300-0000	REPAIR/MAINTENANCE SERVICES	122,836.00	211,256.00	14,149.97	135,362.41	7,784.48	21,085.11	90.02
	2024			0.00	0.00	47,024.00		
1100-4550-0000-4420-0000	RENTAL OF EQUIPMENT & VEHICLES	0.00	7,270.00	621.74	5,232.82	0.00	2,037.18	71.98
1100-4550-0000-5000-0000	OTHER PURCHASED SERVICES	0.00	24,600.00	1,200.00	13,776.32	0.00	10,823.68	56.00
1100-4550-0000-5300-0000	COMMUNICATIONS	0.00	2,780.00	0.00	2,184.07	0.00	595.93	78.56
1100-4550-0000-5335-0000	INFORMATION ACCESS	0.00	6,300.00	395.00	6,773.00	0.00	(473.00)	107.51
1100-4550-0000-5400-0000	ADVERTISING	0.00	2,500.00	0.00	77.40	0.00	2,422.60	3.10
1100-4550-0000-5800-0000	TRAVEL	0.00	17,730.00	712.37	905.33	0.00	16,824.67	5.11
1100-4550-0000-5875-0000	MILEAGE	0.00	1,500.00	58.80	992.60	0.00	507.40	66.17
1100-4550-0000-6000-0000	OFFICE SUPPLIES	0.00	3,000.00	0.00	1,821.24	0.00	1,178.76	60.71
1100-4550-0000-6100-0000	GENERAL SUPPLIES	0.00	28,500.00	522.29	17,037.71	0.00	11,462.29	59.78
1100-4550-0000-6220-0000	ELECTRICITY	0.00	83,770.00	2,836.27	53,566.95	0.00	30,203.05	63.95
1100-4550-0000-6230-0000	BOTTLED GAS	0.00	1,620.00	0.00	5,440.40	0.00	(3,820.40)	335.83
1100-4550-0000-6240-0000	FUEL OIL	0.00	1,890.00	0.00	554.93	0.00	1,335.07	29.36
1100-4550-0000-6400-0010	BOOKS/PERIODICALS/AUDIO/VISUAL SUPPL	0.00	60,000.00	0.00	50,096.25	0.00	9,903.75	83.49
1100-4550-0000-7500-0000	FURNISHINGS, SMALL TOOLS & EQUIPMENT	0.00	33,560.00	2,138.88	20,422.76	0.00	13,137.24	60.85
	Total Dept 4550-0000 - LIBRARY	122,836.00	1,765,166.00	119,062.87	1,261,300.25	54,808.48	449,057.27	71.46
	Expenditures	122,836.00	1,765,166.00	119,062.87	1,261,300.25	54,808.48	449,057.27	71.46
Fund 1100 - GENERAL FUND:								
TOTAL EXPENDITURES		122,836.00	1,765,166.00	119,062.87	1,261,300.25	54,808.48	449,057.27	71.46
Current Year Exp.				119,062.87	1,261,300.25	7,784.48		
Prior Year Exp.				0.00	0.00	47,024.00		

Profit and Loss - This Year to Last Month

Lebanon Public Libraries Trustee Accounts

January-September, 2025

DISTRIBUTION ACCOUNT	TOTAL
Income	
Contributions Income	85,000.00
Interest Income -	24,536.83
Other Income	12,941.50
Total for Income	\$122,478.33
Cost of Goods Sold	
Gross Profit	\$122,478.33
Expenses	
Accounting/Bookkeeping Services	977.00
Art/Framing	712.37
Books/Subscr/CD/DVD/Tapes	17,215.74
Capital Improvements -	1,482.14
Community Relations	354.99
Education/Staff Development	873.21
Entertainment	900.05
Miscellaneous Exp	880.26
Office/Operating Supplies	6,603.60
Postage/Delivery	57.46
Professional Fees	600.00
Programs	5,631.71
Repairs/Maintenance	25,504.28
Web Hosting/Domain Fees	94.00
Total for Expenses	\$61,886.81
Net Operating Income	\$60,591.52
Other Income	
Other Expenses	
Net Other Income	
Net Income	\$60,591.52

Balance Sheet - This Year to Last Month

Lebanon Public Libraries Trustee Accounts

As of September 30, 2025

DISTRIBUTION ACCOUNT	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	15,113.92
Petty Cash - Lebanon	75.00
Petty Cash - West Lebanon	75.00
Salomon Smith Barney (deleted)	
CD-Budget Carryovr 6.5% 2/23/01	0.00
CD Lane Dwinell 6.5% 2/23/01	0.00
SSB Money Funds Cash Port A	0.00
Total for Salomon Smith Barney (deleted)	\$0.00
Total for Bank Accounts	\$15,263.92
Accounts Receivable	
Other Current Assets	
Amount Due Leb Libraries Found	0.00
Total for Other Current Assets	\$0.00
Total for Current Assets	\$15,263.92
Fixed Assets	
Other Assets	
Long Term Assets- Other	
MSB IntraFi Savings acct 114	155,783.87
Savings Account MSB 5568114	100.01
Total for Long Term Assets- Other	\$155,883.88
Total for Other Assets	\$155,883.88
Total for Assets	\$171,147.80
Liabilities and Equity	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	0.00
Total for Accounts Payable	\$0.00
Credit Cards	
Other Current Liabilities	
Total for Current Liabilities	\$0.00
Long-term Liabilities	
Total for Liabilities	\$0.00

Balance Sheet - This Year to Last Month

Lebanon Public Libraries Trustee Accounts

As of September 30, 2025

DISTRIBUTION ACCOUNT	TOTAL
Equity	
Net Assets	110,556.28
Net Income	60,591.52
Opening Bal Equity	0.00
Unrealized Gain / Loss	0.00
Total for Equity	\$171,147.80
Total for Liabilities and Equity	\$171,147.80

10.21.25 DRAFT Recommended Time Guidelines for Library No Trespass Orders

Violations of expected library behaviors will result in suspension of library privileges as outlined in these guidelines.

1st offense one (1) week; 2nd offense six (6) months, 3rd offense one (1) year

Disruptive behavior including:

- Smoking or vaping tobacco indoors or outdoors on library property*
- Moving library furniture in a way that disrupts library operations and access to library materials
- Lying on the floor of the library
- Bringing pets or animals, other than service animals necessary for assisting individuals with disabilities**, into the Library, except as authorized by the Library Director
- Leaving packages, backpacks, luggage, or any other personal items unattended

1st offense six (6) months, 2nd offense one (1) year

- Malicious vandalism or graffiti including intentionally urinating or defecating in places other than bathroom facilities or improper use of the bathroom facilities
- Trespassing in non-public library areas without permission of staff
- Verbally or physically harassing other patrons, volunteers, or staff, including, but not limited to staring, lurking, or physically blocking passage
- Hostile and aggressive behavior including yelling or screaming

1 offense one (1) year:

- Any dangerous behavior creating imminent and unreasonable risk of injury or harm to people or property (not covered elsewhere in this document) or engaging in any activity that would be considered a felony or misdemeanor under NH or federal law. These behaviors include, but are not limited to:
 - Selling or using drugs or alcohol
 - Assault (attempting to or actually causing bodily injury) against another person
 - Starting a fire on library property
 - Sexual misconduct (indecent exposure, sexual assault, sexual acts)
 - Unreasonably disruptive and repeated behavior that prevents others from using the property for its intended use
 - Using any item in a manner that demonstrates intent to intimidate another or that warrants alarm for the safety of other people.
 - Stalking; threatening or harassing behavior verbally, physically, or in writing, including all forms of social media
 - Stealing library property

* Effective July 1, 2017, use of all tobacco products and equipment will be prohibited in all City-owned parks and public places, and within 30 feet of any main entrance or exit, and any operable window of all City-owned buildings. Designated smoking areas will be established as determined by the City Manager. Failure to comply with the regulations may result in fines ranging from \$25 to \$100. - *From Lebanon Code, Chapter 160 Tobacco Products and Equipment*

** ADA Requirements for Service Animals are available
<https://www.ada.gov/resources/service-animals-2010-requirements>

10.21.25 DRAFT Recommended Time Guidelines for Library No Trespass Orders

Violations of expected library behaviors will result in suspension of library privileges as outlined in these guidelines.

Behaviors described in this document are assumed to be the first offense. A person's unwillingness to comply with the original request to leave the library will be elevated in the following progression:

➤ One week

➤ 1 month

➤ 1 year

One week: 1st offense one (1) week; 2nd offense six (6) months, 3rd offense one (1) year:

Disruptive behavior (first time violation) including:

- Hostile or aggressive language
- Unreasonably loud or boisterous behavior
- Smoking or vaping tobacco indoors or outdoors on library property*
- Yelling or screaming
- Banging on library equipment
- Moving library furniture in a way that disrupts library operations and access to library materials
- Lying on the floor of the library
- Bringing pets or animals, other than service animals** necessary for assisting individuals with disabilities, into the Library, except as authorized by the Library Director Director of Library Services or their delegate
- Inappropriate use of Library property in Library facilities or on Library grounds, including computer hardware and software, printers (see Library Board Policy, Public Use of the Internet), copiers, phones, and other equipment
- Bringing in garbage, articles with a foul odor, or articles which, alone or in their aggregate, impede the use of the Library by other users
- Leaving packages, backpacks, luggage, or any other personal items unattended

One month:

- Disruptive behavior (see above) after repeated violations
- Unreasonably interfering with the free passage of staff or patrons
- Being visibly intoxicated in the library

1st offense six (6) months, 2nd offense one (1) year:

Six months:

- ~~Dangerous behavior creating imminent and unreasonable risk of injury or harm to people or property (not covered elsewhere in this document)~~
- Malicious Vandalism or graffiti including intentionally urinating or defecating in places other than bathroom facilities
- ~~_____~~
- ~~Stealing library property~~
- ~~Intentionally urinating or defecating in places other than bathroom facilities~~
- Trespassing in non-public library areas without permission of staff
- Verbally or physically harassing other patrons, volunteers, or staff, including, but not limited to staring, ~~or~~ lurking, or physically blocking passage
- Hostile and aggressive behavior including yelling or screaming

One year:

1st offense one (1) year:

- Any dangerous behavior creating imminent and unreasonable risk of injury or harm to people or property (not covered elsewhere in this document) or engaging in any other activity that would be considered a felony or misdemeanor under NH or federal law.

These behaviors include, but are not limited to:

- Selling or using drugs or alcohol
- Assault (attempting to or actually causing bodily injury) against another person (staff or patron)
- Starting a fire on library property
- Sexual misconduct (indecent exposure, sexual assault ~~offensive touching~~, sexual acts)
- Unreasonably disruptive and repeated behavior that prevents others from using the property for its intended use
- Carrying, exhibiting, displaying, or drawing any firearm Using any item in a manner that demonstrates intent to intimidate another or that warrants alarm for the safety of other people.
 - Stalking; threatening or harassing behavior verbally, physically, or in writing, including all forms of social media
 - Stealing library property
- ~~_____~~
- ~~Engaging in any other activity that would be considered a felony or misdemeanor under NH or federal law.~~

* Effective July 1, 2017, use of all tobacco products and equipment will be prohibited in all City-owned parks and public places, and within 30 feet of any main entrance or exit, and any operable window of all City-owned buildings. Designated smoking areas will be established as determined by the City Manager. Failure to comply with the regulations may result in fines ranging from \$25 to \$100. - From Lebanon Code, Chapter 160 Tobacco Products and Equipment

** ADA Requirements for Service Animals are available at <https://www.ada.gov/resources/service-animals-2010-requirements>

Staff highlights for September

Amber Coughlin, Children's Librarian
September 2025 ARSL conference report

I attended the Association for Rural and Small Libraries (ARSL) Annual Conference in September of 2025. This was a great conference. Very relevant to our work because there were no great big libraries with zillion dollar budgets presenting fabulous programs and facilities that we can only feel envious of. This is just for the little guys. ARSL seems like a great organization with excellent resources for us. I joined the northeastern group that meets online periodically to discuss issues facing our libraries. I would recommend this conference to any of us.

Reducing substance use through community learning and bibliotherapy:

This was a particularly good session. There were some solid ideas for things to try. It was also packed. Everyone was interested in this topic. The first speaker discussed the concept of harm reduction generally and wanted us to remember that *anything* that reduces the human cost of a dangerous activity is harm reduction. So car seats. Additionally, bars are supervised drug taking locations. When put in terms like this the concept of harm reduction can be made more legible to people.

Some libraries work in direct partnership with local recovery courts on educational offerings for people in recovery combining addiction treatment along with supervision and progressive incentives. The library can help folks in recovery by providing resources and trainings. But we can also help the whole community cope with the distress caused by the ongoing opioid crisis. Education about recovery is for the whole community, not just addicts.

The Saratoga Springs public library has a bibliotherapy program called Read to Recovery, based on a similar program in San Francisco. They provide resources about all kinds of addiction and recovery topics that are free to take from the library. They have novels, self-help and 12 step books, pamphlets, workbooks, children's books and audiobooks. The collection is for addicts, their families, or anyone in the community who wants to learn. They have large signs indicating that the collection is free to take. They locate mini-recovery collections in the stacks in private places so they can be perused by folks who might otherwise feel too self-conscious to engage with the materials publicly. Here is some info about it:

<https://guides.sspl.org/recoveryresources/readtorecovery>

This is a great idea, and one we have discussed in the past, in terms of trying to become more recovery-friendly at the library. They also included resources on gambling addiction and not just drug and alcohol addiction, which seems wise. The commercial gaming industry is

setting revenue records since the legalization of sports betting in 2018, and the subsequent need for addiction recovery resources has predictably skyrocketed. \

Bugs in the library:

This sounds like a NIGHTMARE! I am so glad we haven't had this problem because it is impressive in its disruptive capacity. They suggest creating specific protocols for these issues. For example, you see a bed bug on a book on a shelf. What next? What if it's fleas, or wasps, or lice? How do you track the infested materials? A lot of libraries just shut down and hire exterminators, others buy book sanitizing machines, but either way it sounds very expensive.

Scams and AI for seniors:

This is going to be a tough one to navigate confidently going forward, but it is of real importance. The technology landscape is changing rapidly and it can be tough to keep up, even as a reasonably tech savvy person who works with it every day. For folks who came into computer use later in life, the digital landscape can be perilous. Older Americans are falling for scams at an increasing rate, and some of the financial losses can be devastating. The speakers emphasized that education about scams and trickery online is a great way to introduce basic information literacy skills to the community. Identifying scams and vetting information that you got online utilizes the same skills. 'Misinformation' is a word that can turn people off because nobody thinks that they personally fall for it. But scams? Scams are something that *everyone* is afraid of.

Becoming educated about the pitfalls of using (being used by?) AI, what it can and *can't* do, and what people *are* using it for in terms of scams seems like a good idea for all of us, not just seniors.

How to be kind without losing your mind or compromising your values:

This was one of many similar sessions at this conference. The problem of serving folks in active crisis, or who treat staff horribly (or even violently) for various reasons (some more sympathetic than others) is difficult no matter how much training you've had or how many times you tell yourself it isn't personal. Soft skills, mental health first aid and de-escalation skills are essential. The session also briefly touched on moral injury and its potential psychological fallout. If the library or its trustees (or another relevant body) makes policy (or law) that library workers consider to be immoral or compromising to their values, burnout, cynicism and depression can result. That aspect of it was only briefly touched upon though. There was more of an emphasis placed on soft skills and being kind to yourself as a first step in being kinder to colleagues and patrons. They reminded us that community partnerships are reciprocal and there were some good tips for extricating exhausted colleagues who are being monopolized by relentlessly needy or rude people.

New Connections:

ARSL had tables set up for northeastern librarians to meet each other. It was nice! I met librarians from VT, Maine, Massachusetts and Pennsylvania. We also met a nice librarian from Dallas who was pumping us for information about New England because she was so fed up with the book banning shenanigans in Texas and wanted to move. I have since joined the Northeast ARSL group. We met online for the first time on October 10th. It was very useful. I look forward to working with them in the future.

Photos:

This was cool. A library in Arizona offers professional family photos and headshots for patrons as a program. They were taking professional headshots for the librarians. Nice service! Their library also offers passport services. I did not have my photo taken, but had never heard of a library that offered such a service. Pretty neat!

Passive STEAM programming:

False advertising! There were some okay ideas for riddles and brain teasers, but the session was mostly about teaching students about critical thinking, and didn't seem passive, or library oriented at all. And then she mentioned the dreaded six thinking hats, so I had to skip out and attend the end of **Bring Literature to Life**. This was much better and had some fun sounding ideas like reading relays, reader's theater, and reading improv games for kids and teens.

Keynote: Mychael Threets

He's the new Reading Rainbow guy. How perfect! Everybody loves that guy. It sounds like this opportunity came just in time, as he had been powerfully miserable because of the stresses of his previous public library job. Poor Michael Threets! But also congrats to Michael Threets!

2025	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL:
Reference Questions Leb Adult	605	666	643	754	588	512	565	619	512				5464
Reference Questions Leb YA													0
Reference Questions Leb Children													0
Total Reference Questions Leb	605	666	643	754	588	512	565	619	512	0	0	0	5464
Reference Questions Kilton Adult	687	702	651	723	613	547	666	662	548				5799
Reference Question Kilton Children													0
Total Reference Questions Kilton	0	702	651	723	613	547	666	662	548	0	0	0	5112
Total Reference Questions Leb & Kilton	1292	1368	1294	1477	1201	1059	1231	1281	1060	0	0	0	11263
Card Holders Registered	114	82	102	114	105	133	132	152	126				1060
Traffic Leb					1676	4647	5140	4726	4818				21007
Traffic Kilton					2612	6308	5773	5547	5054		0		25294
Total Traffic	0	0	0	0	4288	10955	10913	10273	9872	0	0	0	46301
Number Programs Adult - passive	0	0	0	1	1	0	1	2	0				5
Adult - active	11	19	29	24	15	17	16	16	1				148
Number Programs YA - passive	0	0	0	0	0	0	0	0	0				0
YA - Active	2	2	5	3	7	5	2	3	1				30
Number Programs Children - passive	0	0	0	0	0	0	0	0	0				0
ages 0-5 (above is 6-11)	0	0	1	0	0	1	0	0	0				
Number Programs Children - active	4	5	2	6	3	7	5	0	0				32
ages 0-5 (above is 6-11)	28	22	32	33	31	20	23	20	20				229
Total Number of Children's Programs	32	27	35	39	34	28	28	20	20	0	0	0	263
Total Number of Programs	45	48	69	67	57	20	47	41	22	0	0	0	416
Attendance Programs Adults -passive	0	0	0	47	60	0	67	24	0				198
Attendance Programs Adults - active	140	226	258	190	332	1319	284	341	8				3098

2025	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL:
Attendance Programs YA - passive	0	0	0	0	0	0	0	0	0	0			0
Attendance YA - active	16	18	36	18	424	26	6	13	2				559
Attendance Programs Children Active ages 0-5 (above is 6-11)	40	40	16	108	315	373	120	0	0				1012
Attendance Programs Children Passive ages 0-5 (above is 6-11)	503	466	679	553	873	617	831	363	512				5397
Attendance Programs Children Total	0	0	0	0	0	0	0	0	0				0
Attendance ALL Programs TOTAL	0	0	40	0	0	60	0	0	0				100
Attendance Programs Children Total	543	506	735	661	1188	1050	951	363	512				6509
Attendance ALL Programs TOTAL	699	750	1029	916	2004	2395	1308	741	561				10403
summer reading	0	0	0	1/12	2/700	17/1696	27/891	7/182	0				
Hygiene Cart									0				
Internet Use - Both Libraries	1135	1481	1553	1434	2266	3266	2277	2497	3504				19413
Meeting Room Use - Library Functions													0
Meeting Room Use - Non-Library	268	244	288	239	244	249	282	276	285				2375
Total Meeting Room Use	268	244	288	239	244	249	282	276	285	0	0	0	2375
ILL from other Libraries	207	207	228	202	198	169	176	198	231				1816
ILL to other Libraries	156	144	153	108	113	125	131	120	146				1196
NYT Online - off site	393	375	414	415	418	415	393	402	449				3674
NYT Cooking	51	73	56	42	52	34	54	65	50				
NYT Games	198	254	210	180	222	252	266	354	433				
Comics Plus	0	0	39	45	178	2	65	3	12				
Total circulation - physical items	7016	6704	7667	7588	6998	7863	7927	7475	6654				65892
Total circulation - downloadable items	4094	3799	4155	4075	4216	3955	4067	4339	3164				35864
Total Circulation	11110	10503	11822	11663	11214	11818	11994	11814	9818	0	0	0	101756
Circ - Lebanon Adult	1682	1564	1737	1721	1706	1772	1965	1916	1834				
Circ - Lebanon Childrens	1556	1766	2085	1967	1689	1979	2224	1975	1504				
Circ - Lebanon YA	130	178	189	188	160	196	221	151	100				

2025	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL:
Other items (cool stuff, etc)	430	410	454	410	376	356	401	454	568				
Circ - Kilton Adult	1606	1366	1468	1521	1527	1584	1447	1320	1297				
Circ - Kilton Childrens	1203	1102	1359	1410	1225	1590	1315	1260	1052				
Circ- Kilton YA	133	124	121	113	93	163	110	122	39				
Other items (cool stuff, etc)	276	194	254	258	222	223	244	277	260				
STATS below are included in the above. Amy is also tracking these separately as they are new and she wants them for comparison													
NHDownloadabl e Audio	2074	1886	2034	1973	1997	1988	1985	2073	1469				
NHDownloadabl e eBooks	1537	1392	1597	1524	1585	1472	1518	1722	1294				
Kanopy tickets used	483	521	485	533	456	495	499	541	389				
Comics Plus			39	45	178	2	65	3	12				
EBSCO Database Usage													
Sessions	106	166	165	22	195	105	99	147					
Total searches	194	529	900	137	781	245	991	1472					

Library Building and Grounds Issues October 2025		
Issue Type	Summary	Status
Epic	One community garden bed needs to get fixed	To Do
Task	clamp and reinforce corners	To Do
Epic	Fix interior woodwork at Kilton	To Do
Task	panel is popping off of woodwork by bus stop	To Do
Task	ugly end of self-check desk needs to be fixed at Kilton	To Do
Epic	Window is leaking by the sidewalk out front at Kilton	To Do
Task	figure out where the water is coming through and mark the spots	To Do
Epic	Plaster at bottom of stairwell is showing water damage	To Do
Task	Prevent more water infiltration	Done
Task	Find painter who can preserve the historic look of the paint job	To Do
Task	Find contractor to repair the plaster	Done
Task	Dehumidify the crawl space	In Progress
Epic	Plumbing issues	To Do
Task	Outdoor faucet at Kilton will not stop running	In Progress
Epic	Fix the compost situation at Kilton	To Do
Task	Make new bins	In Progress
Epic	Knoxbox issues	To Do
Task	Get one for Leb Library	To Do
Epic	Kilton parking lot work needs to be done	To Do
Task	Restripe	To Do
Epic	Kilton geothermal pumps are reaching the end of their expected lives	To Do
Task	Update the quote for 2025 budget year	Done
Task	Work with a consultant on an RFP	Done
Task	Schedule the work	Done
Epic	Problems with lighting at Kilton	In Progress
Task	Eliminate the delay that occurs between flipping the switch on all overhead lights in patron areas and when they finally come on.	In Progress
Task	The lights sometimes will not come on/stay on in the patron areas	In Progress
Task	Find a co. to replace the high bays, eliminate the blinking light phenomenon in the Teen Room	Done
Epic	Vermont Life Safety found issues to address	To Do
Task	Contact Mammoth to add soft key to disable doors during VLS testing, so doors don't drop	To Do
Task	Kilton FACP LCD readout screen is glitching	To Do
Task	Kilton Could not activate duct smokes #9 & #10 via remote magnet test.	To Do

Task	Kilton System due for 5yr internal inspection	To Do
Epic	HVAC issues at Leb	To Do
Task	No filter in the unit in the ceiling above the CR desk	Done
Task	Order filters for the air handling unit in the boiler room, replace every three months	Done
Task	Heat in Damren room not keeping up with set point	Done
Task	Condensate drains sometimes plug up and leak	Done
Task	Install a damper on the pipe in the boiler room	Done
Task	Seal the front of the boiler to prevent further corrosion	Done
Task	Fix the leaking wall unit by the 1st floor bathroom	To Do
Epic	HVAC issues at Kilton	To Do
Task	Heat pump #2 reversing valve needs to be replaced	Done
Task	Replace mini split system in the Kilton lan room	Done
Task	Reduce the amount of outside air coming into the building once the new controls are working	To Do
Epic	Door issues	To Do
Task	Replace the community room doors	In Progress
Task	One of the swinging door by the front foyer at Leb is sticking open	Done
Task	Replace the coffee bar door	In Progress
Task	Put a door back on the right hand side restroom at Kilton which can lock	Done
Task	Emergency exit door by bump out at Kilton is rusting	To Do
Epic	Electrical issues	To Do
Task	Redo wiring for the lights on the front steps at Lebanon Library	To Do
Task	Lights under the dome at Leb Library won't stay on	Done
Task	Fix the outlet issue by the screen in the YA room at Kilton	Done
Task	Install new floor outlet hardware in the Community Room	Done
Task	Install outlet in the crawl space at Leb	Done
Epic	Kilton carpet needs to be cleaned	To Do
Task	Ken will find a co. and contact	To Do
Epic	Roof work needs to be done at both libraries	To Do
Task	Patch membrane roof at Kilton	Done
Task	Patch membrane roof on addition at Leb if possible	Done
Task	Replace membrane roof on original part of building at Leb	To Do
Task	Replace membrane roof on addition at Leb	To Do
Task	Repair slate on original part of building at Leb	To Do
Task	Do IR scan of repaired roofs?	To Do
Epic	HVAC controls issues	To Do
Task	Alarms not being received	To Do
Task	Kilton controls did not meet the metrics we contracted for	Done
Epic	Access panel in Leb downstairs bathroom needs to be fixed	To Do
Epic	Check on storm windows at Leb	To Do

Epic	Replace chicken wire in conference room with plexiglass	To Do
Epic	Bat and rodent proof Leb Library	To Do
Epic	Drywall on south end of Kilton in CR and at top of pillar by bus stop is splitting apart	To Do
Task	Contact an engineering firm	To Do
Epic	Investigate possible structural issues or settling of Kilton Library	To Do
Epic	Hire a co. to clean the windows at Kilton	To Do
Epic	ADA issues	To Do
Task	Ramp needed for entrances on north side of building to address wheelchair accessibility	To Do
Epic	Leak in ceiling in corner by bus stop at Kilton	To Do
Epic	Deep clean of Kilton patron restrooms	In Progress
Epic	Add solar to supplement the heat pumps at Kilton?	To Do
Epic	Quotes for security cameras	To Do
Task	Contact companies	In Progress