

New Hampshire
**LIBRARY
TRUSTEE**



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The Newsletter of the New Hampshire Library Trustees Association

2012 SPRING CONFERENCE AND ANNUAL MEETING MAY 21, 2012

Registration deadline: Monday May 7, 2012

ADVOCACY

TRUSTEES SPEAK UP! SPEAK OUT! SPEAK FOR LIBRARIES!

SERESC Conference Center

29 Commerce Drive, Bedford, NH • 603-206-6800

For directions: <http://www.seresc.net/directions.php>

8:00 AM Registration and Continental Breakfast

Flyer available for download on NHLTA website: www.nhlta.com • More details on page 5.

COREY FAMILY ACCEPTS AWARD *Littleton Public Library*

The presentation of the Special Library Service Contribution Award was originally scheduled for Sunday October 30 at the Littleton Public Library but Mother Nature had other things in mind for the state that day and an unusually early fall

snowstorm forced the postponement. When the ceremony was rescheduled for Sunday February 19 we held our breaths but the day dawned cold, bright and sunny and finally the Corey Family received their well-deserved recognition.

The second floor of the library houses the Children's Room which underwent a significant renovation thanks to the generosity of the Corey Family in honor of the late Alexander J. Corey, who had served as a library trustee prior to his untimely passing in 1972. The inscription on the plaque outside the room, under a portrait of Corey with two of his grandchildren, reads in part "... who instilled his love of books and reading in his family. May the wonder and knowledge found in this room inspire the young and young at heart."

On hand to accept the award were his children Barbara Corey Brewster, Catherine Corey Bedor, Dorothy Corey and Michael Corey along with grandchildren and great grand-

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MOULTONBOROUGH PUBLIC LIBRARY

Like many libraries in New Hampshire, the Moultonborough Public Library has become the hub of the community. Scattered throughout the library are inviting areas in which to read books and periodicals, play games or work jigsaw puzzles.

Besides hosting bridge, mahjong and book groups, the library's meeting room has been used by 4,400 people in community groups this past year as well as 1,500 enjoying library programs. Their meeting room seats 75 with room for 100.

A variety of children's activities are offered. Their annual Ground Hog Hunt is held at the Loon Center where the object is to find the stuffed toy ground hog. The Read-A-Thons are very popular with adults as well as children. They all come to the library, read for a half hour, have a snack, read for a half hour, enjoy pizza, another reading session followed by ice cream. The library celebrates Valentine's Day with a tea party for moms, daughters and dolls. There is an annual Easter Egg Hunt and May finds the children gathered around a May Pole.

Nancy McCue, Library Director, cited keeping up with technology as her main challenge. The Moultonborough Public Library was awarded Library of the Year in 2009 by the NHLTA.

— Carol Snelling

Corey Family Accepts Award continued from page 1

children. Corey's wife Loretta was unable to attend but expressions of thanks were bestowed on her as well.

Representing the NHLTA were president Adele Knight and board members Bob Gilbert and Marcia Burchstead. A number of Littleton library trustees, library staff, friends and media were also on hand.

The Littleton Library opened in 1906 built with a grant of \$15,000 from the Carnegie Foundation, the equivalent of \$367,021 for 2009. It was designed by Robert Coit in the Classical Revival style.

Adorning the walls of the library is a large collection of paintings from the White Mountain School of Art. The library also houses the world's second largest collection of Kilburn stereoscopic views.

It is easy to understand why in 1998 the library received the designation of the #1 Small Library in the United States from the American Library Association. The contributions from the Corey Family add to the excellence of the facility and program offerings.

— Marcia Burchstead

"Quote of the Month"

Provided by Robert Brooks
Trustee, Bedford Public Library, NH

"Time is all we have and one day we may find that we have less than we think".

— Randy Pausch
The Last Lecture

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MESSAGE FROM THE PRESIDENT...

Library trustees are facing more challenges than ever before.

Trustees have to “make do” with dwindling budgets, keep up with expanding technology and social

media, respond to legislative action that threatens effective programs, and dispel the notion that libraries will become obsolete. Because we believe libraries will become even more important as the future evolves, the NHLTA is committed to helping trustees meet these challenges by providing tools which are timely and relevant.

The need for library advocacy is paramount. Libraries are a vital resource for people of all ages and it is our responsibility, as trustees, to advocate for them. The theme for the Annual Conference in May is **Advocacy: Speak up! Speak Out! And Speak for Libraries!** Jennifer Pearson, keynote speaker, will answer advocacy questions that will assist you in gaining support for your libraries. Don't miss this important event!

As you peruse the list of workshops on the conference agenda you may have some difficulty in choosing which to attend because they are all so relevant. Topics address technology, social media, budgeting and marketing strategies

and many other issues. If more than one trustee from any one library attends, I suggest that you attend different workshops so that you can pool information later.

In addition to information about current and future events, the NHLTA newsletter will continue to feature articles and list resources that will assist you in making your library a strong and viable organization. We have received permission from the ALA/PLA to reprint a very informative essay written by Lori Fisher, Director of the Baker Free Library in Bow. In this newsletter, you will also find a Sample Meeting Room and Display Policy, Orientation musts for new trustees, Organizational Building Blocks, and more. We plan to include other sample policies in future issues. If there is anything in particular that you would like to see featured in the newsletter, please let us know. We would welcome your submissions to the newsletter as well. The deadline for the Summer issue is June 1. The sharing of ideas and experiences is ever important.

Sincerely,

Adele Knight



LEGISLATIVE UPDATE

The NHLTA was well represented at the state house hearing on bill number HB1556. Five NHLTA directors were there to oppose the bill. Adele Knight and Lil Edelmann both testified against it. This bill would have cut fees that non-profits pay to the Charitable Trust Unit of the Department of Justice. This would, in effect, have eliminated their outreach program. The loss would have a great detrimental effect on all of our libraries due to not having the assistance of the Charitable Trust and of Terry Knowles.

Fortunately, this bill has been found to be Inexpedient to Legislate (effectively killed).

— Robert Gilbert, Chair
NHLTA Legislative Committee

CONTRIBUTE TO THE NHLTA NEWSLETTER

Do you have a great idea for an article for New Hampshire LIBRARY TRUSTEE, the newsletter of the New Hampshire Library Trustees Association?

We encourage you to submit articles and/or photos to us for consideration. Topics could include events, programs that you have initiated, announcements or a recent success.

The copy deadline for the next newsletter submission is June 1, 2012.

Please e-mail all submissions and inquiries to adeleknight1@myfairpoint.net



TRUSTEE NETWORKING

Regional Gathering in Hooksett a Huge Success

Twenty four trustees representing 12 libraries responded to Hooksett Trustee Chair Mary Farwell's enthusiastic invitation to attend the first regional networking event in this area. It was explained that these meetings were informal—trustees could just talk, and talk they did. NHLTA attendee Kathy Meserve noted "It was an enjoyable evening of sharing information and ideas on very important, and sometimes confusing, library topics."

The Right to Know law was discussed at length as was the posting of minutes both for regular meetings and committee meetings. In response to questions about non-public sessions, one trustee offered to share a template for minutes of a Non-Public session and procedures for Non-Public meetings that are used by her library.

Other topics that surface in almost any gathering included: How do you get your Friends of the Library activated, or in some cases re-activated? What are the practices and procedures regarding volunteers? Who is responsible for library maintenance? Do you have a long-term maintenance plan? Do you have alternates on your board? Needless to say, many chimed in to explain what they did on their boards and how it worked.

Keep tuned for the next meeting which is scheduled for Wednesday, June 6 from 6:30-8:30 p.m. at the George H. and Ella M. Rogers Memorial Library in Hudson.

— Adele Knight



Monadnock Area Trustee Gatherings

Two recent meetings of the group, one at the Thayer Library in Ashuelot on January 20 and another at the Jaffrey Public Library on February 24 attracted some trustees who had not previously attended. Having supported "Save the Vans", they were interested in getting updates about other library legislation and issues that might affect them. It is really quite rewarding to witness the give and take that oc-

curs in discussions about Friends of the Library groups, budgets, policies and even heating systems. Trustees are very eager to share ideas and answer questions for the newer attendees as well as each other.

The area trustees will gather again at the Dublin Public Library on Friday, March 30 at noon. Any and all trustees are invited to attend.

— Adele Knight

Carroll County Roundtable Discussion

The Trustees of the Cook Memorial Library in Tamworth hosted the second gathering of Carroll County Trustees on February 28. Seventeen trustees representing six libraries attended and a lively and wide-ranging discussion ensued.

Status of recent proposed legislation was explained as well as the response from and participation by members of the NHLTA board at hearings held at the State House. Trustees were encouraged to explore the Association's website to keep abreast of issues relating to public libraries in New Hampshire and to subscribe to the NHLTA LISTSERV.

Moultonborough trustees are grappling with the issue of charging non-residents for library cards. Concerns were expressed to the trustees from citizens of the town who felt residents of surrounding towns with smaller library holdings were utilizing the services provided in Moultonborough. Most of the libraries in the area charge either nothing or a nominal fee. All trustees felt that programming such as book club discussions, movies, speakers, etc. should be open to non-residents without a charge unless the event specifically requires a charge to town residents.

Some trustees wondered about the advisability of placing the library budget before town meeting as a warrant article rather than submitting their budget to their town's budget committee or selectmen. Most felt this was risky and there are better options to pursue if a library's budget is cut.

A lengthy discussion of software and the costs for implementation, data storage and annual support fees was led by Jackson trustee Denise Sachse. Evergreen supported by Bywater Solutions and KOHA software are open sourced and implementation is site specific.

It was also proposed that libraries looking to the future offer services and programming aimed at teens and young adults whose interests and technological savvy differ from that of older patrons

The next meeting is scheduled for mid-September (date to be determined) and will be held in Moultonborough. Notification will be sent out via email, posted on the NHLTA LISTSERV and in the next newsletter.

— Marcia Burchstead

2012 SPRING CONFERENCE

KEYNOTE



“Speaking Out! Creating Enthusiastic and Effective Library Advocates”

Jennifer Pearson is a Senior Manager of Advocacy Programs, at OCLC (Online Computer Library Center), Dayton, OH. She is a strong advocate for public libraries and a firm believer that the public library is a cornerstone of American democracy.

Library advocacy is a hot topic these days, but how do you most effectively go about advocating for your library? Jennifer has the answers to all of the most important advocacy questions. *Don't miss this!*

WORKSHOP SESSIONS

- Strategic Planning: Vision and Action
- Making the Ask: The Art of Fearless Fundraising
- Facebook, Twitter & Beyond
- Building the Library of the Future
- Guarding the Guardians: Protecting Our Freedom on the Home Front
- Resolving Conflicts for Optimum Outcomes
- Supporting Non-Profit Organizations for Libraries
- It's All in the Numbers: Using Statistics to Support Your Budget
- Succession Planning: Future Perfect Staff
- Marketing Strategies for Libraries
- It's the Law: Employment Law and Personnel Policies
- The Other Money: Beyond the Town Budget

NEW! Transportation from the North Country Sit back and let us drive you to the NHLTA Conference!

\$27 PER PERSON/ROUND TRIP

(includes gratuity for driver)

Route 1: Berlin/Gorham via Route 3/93 with pick-ups in Randolph, Jefferson, Carroll and Bethlehem

Route 2: Lancaster/Whitefield with pick-ups in Littleton, Dalton, Franconia and Sugar Hill

Route 3: Conway via Route 16/25 and 93 with pick-ups in Madison, Tamworth, Freedom, Effingham, Ossipee and Moultonborough

From Colebrook, Northumberland, Bartlett, Jackson, Milan, Erroll etc., register for pick-up at one of the routes.

For more details contact Marcia at 356-8462 or e-mail: bartlettnews@roadrunner.com

Complete details with exact pick-up locations and times will be sent to you with your confirmation.

Reservation and payment required by April 20

Check payable to NHLTA. Please indicate your pick-up location and mail to:

***Bus Reservation, NHLTA,
PO Box 617, Concord, NH 03302***

MEET THE CANDIDATES

For many years, the Dublin Public Library has hosted an informal coffee hour in March just before Town Meeting to give people an opportunity to meet candidates who have signed up to run for a public town office. On Saturday, March 3, about 20 people braved the weather to join in on the conversations, ask questions and discuss the issues. Two of the candidates are running for the position of Library Trustee.

—Adele Knight



POLICY OF THE MONTH

Thank you to the Wiggin Memorial Library in Stratham for sharing their Meeting Room and Display Policy. This policy is a sample and should be tailored to fit your library.

Wiggin Memorial Library Meeting and Display Policy

A. Meeting Space

The Library has a community meeting room and a small quiet study room available for public use upon application. Library sponsored meetings will be free and open to the public and are given priority when scheduling meeting room use. Meetings held within the library and not sponsored by the library are subject to these rules:

1. In accordance with the ALA's interpretation of the Library Bill of Rights concerning meeting rooms: Meeting space within the library is available to non-profit educational, cultural, civic, intellectual, and charitable organizations. Meetings in library space must be free of charge and open to the public. Individual tutoring sessions are not subject to this requirement.

2. Persons meeting in the library are subject to all rules and regulations of the library. Programs may not disrupt normal library business. Attendees will supervise and be responsible for children inside and outside the library. Youth events will have at least a 1:10 Adult:Child ratio.

3. Profit-making companies or individuals are not allowed to reserve library space, but such groups may be contracted by the library to present a library-sponsored informational program. In such cases, the company must offer its information in an educational presentation. No brand names or company services may be promoted, though a display may be set up for the duration of the program.

4. The library recognizes the rights of free speech and free assembly. Granting of permission to use library facilities does not constitute an endorsement by the library staff or Board of Trustees of the users or their beliefs. No group will imply in its advertising that the library has sponsored or supported its meeting or group unless written permission is given by the library director or Board of Trustees.

5. Room Reservations:

a. Use of library space must be requested through the library director or through the current reservation system. Library programs will


be given priority and all other requests will be reviewed on a first come, first served basis.

b. In order to serve the many groups in Stratham, no group or organization may reserve a room more than 3 months in advance or more than 4 times in a calendar year unless granted permission by the library director. While library programs may be scheduled on a recurring basis, outside groups may not schedule recurring meetings without special permission from the library director. The library reserves the right to adjust reservation limits based on demand. An adult representative with an active Wiggin Memorial Library borrower's card must be designated as the person responsible for the use of the space

6. Persons meeting in the library are responsible for returning furniture, etc. to its original placement and leaving the space in the condition in which it was found. Any damage done to the inside or outside of the library or its contents during or as a result of the meeting will be assessed to the meeting's sponsor. Library staff are not responsible for any aspects of setting up or cleaning up for non-library-sponsored events.


7. Groups will meet during regular operating hours unless otherwise approved by the library director or Board of Trustees. Groups will leave the meeting space at least fifteen (15) minutes before the library closes.

8. Occupancy of library space is limited to the Fire Chief's safety limit of 70 people in the community meeting room and 6 people in the quiet study room.

NOTE: The Wiggin Memorial Library policy includes Section B: Display and Exhibits and Section C: Bulletin Boards, however for this purpose NHLTA chose to publish only Section A: Meeting Room. It is important that all policies are approved and dated by the board of trustees 

ANNUAL AWARDS

Each year, the NHLTA presents awards to individuals or groups who have given exemplary library service to their community. These awards are: Library of the Year, Lillian Edlmann Trustee of the Year, Library Director of the Year, Special Service Contribution Award, Dorothy M. Little Award, and the Sue Palmatier Award For Outstanding Support by a "Friends of the Library" Group.

You will soon receive a letter with criteria explaining the awards. The information will also be on the NHLTA website www.nhlta.com. 

NOTICE TO ALL NHLTA MEMBERS

April 1, 2012

Per by-law Article X, this is notification of the proposed amendments to the NHLTA by-laws. The Board of Directors voted to recommend the changes at the March 7, 2012 meeting. The previous by-law identified by strike-through type is followed by the new by-law in bold italic type.

Per by-law Article VII Section 2, this is notification of proposed change in dues. The Board of Directors voted to recommend the change in dues to \$30 at the March 7, 2012 meeting. This change to be effective as of July 1, 2013.

The complete list of by-laws is in your Trustee Manual and on the NHLTA website: www.nhlta.com. Please be prepared to discuss and vote on the changes at the annual meeting on May 21, 2012.

Adele Knight, President

NEW HAMPSHIRE LIBRARY TRUSTEES ASSOCIATION BY-LAWS

ARTICLE III: OFFICERS AND DUTIES

Section 2: ~~The Officers shall be elected at the annual meeting for two-year terms. The President and Secretary shall be elected in odd-numbered years. The Vice President and Treasurer shall be elected in even-numbered years. Officers shall serve not more than three (3) consecutive terms in the same office.~~

Section 2: The Officers shall be elected annually by and from the Board of Directors following the Annual Meeting. An officer vacancy shall be filled by and from the Board.

ARTICLE IV: BOARD OF DIRECTORS

Section 4: ~~Vacancies among the Board, except for the office of President, shall be filled by appointment to the Board until the next regular election. The Governance Committee shall recommend individuals to fill vacancies, and the Board shall make appointments taking into consideration the Governance Committee's recommendations.~~

Section 4: Vacancies on the Board shall be filled by appointment to the Board to fill the remainder of the term of the departing director. The Governance Committee shall recommend individuals to fill vacancies, and the Board shall make appointments taking into consideration the Governance Committee's recommendations.

ARTICLE V: COMMITTEES OF THE BOARD OF DIRECTORS

Section 2: Areas of responsibility includes, but are not limited to:

C. ~~The Governance Committee, consisting of a minimum of five members (recommended by the President and approved by the Board) shall prepare a slate of officers and directors for presentation to the membership at the annual meeting. The Governance Committee will recommend appointments to fill interim vacancies. The Committee is also responsible for organizational oversight and for making recommendations that enhance the quality and effectiveness of the Board of Directors.~~

C. The Governance Committee, consisting of a minimum of five members which are approved by the Board, is responsible for organizational oversight and for making recommendations that enhance the quality and effectiveness of the NHLTA. The Committee shall prepare a slate of directors for Board endorsement prior to presentation for membership approval at the Annual Meeting. The Committee shall prepare a slate of officers to be presented for Board approval at the first board meeting following the Annual Meeting and shall recommend appointments to fill interim vacancies on the board as needed.

MAKING E-BOOKS FEEL AT HOME

Responding to a Post-Print Environment

Lori A. Fisher, Director, Baker Free Library, Bow, NH

As a small library with a service population of just more than 8,000, the Baker Free Library in Bow, New Hampshire, has been responsive yet cautious when it comes to offering digital content. Our library was one of the first-round libraries to participate in the creation of the statewide New Hampshire Downloadable Books Consortium (OverDrive affiliated) in 2006. At that time, only audiobooks were available for download. In 2010, we voted with other libraries in the consortium to offer e-books. The consortium is the most cost-effective method for libraries of our size or smaller to offer e-book and digital audio book content to patrons. Our cost per circ in 2011 is \$0.39, which is extremely affordable. Our circulation stats for downloadable books has grown 41 percent in 2011 compared to 2010—the biggest circulation increase of any collection media we offer.

Given patron interest and the high demand we've seen since Kindle compatibility was introduced by OverDrive in September 2010, we decided to enroll in OverDrive's Advantage program, where we purchase our own e-books through OverDrive exclusively for our patrons. We're still evaluating the overall cost-effectiveness of this program, and frankly it is much more expensive to offer than simply participating in the consortium. However, we anticipate that many of our patrons will have received new e-readers over the 2011 holiday season, and feel that we need to be prepared to have content for them to download. If patrons try to get digital materials and aren't able to, most likely we will not hear from them and worse, they will not try to obtain digital content from us again. We have not increased our budget to accommodate digital content. Rather, we are reallocating current resources in a responsible manner due to expressed patron needs.

The most difficult change we've faced is the steep ongoing learning curve for our professional staff of two full-time librarians and six part-time library assistants so that they can effectively answer digital content questions from patrons. None of our staff are expected to be experts on every device. However, staff is expected to know where to start when troubleshooting and to never leave a patron without an avenue to pursue a resolution. We've participated in a wide range of staff training, from using OverDrive webinars and one-on-one workshops with the technology coordinator at the state library, to required monthly staff "Technology Tasks" that includes demonstration of downloading and troubleshooting skills on devices we have

either purchased or received as a donation. This is an ongoing, challenging process given how quickly the digital content environment changes.

To help answer the significant number of device-related reference questions we now receive, we provide a Downloadable Books FAQ page on our website and also have linked to the *NH Downloadable Books* blog, which has a wealth of posts, slideshows, and videos all related to devices and issues other libraries across New Hampshire have dealt with.

The bottom line is that libraries have to know their particular audience in order to respond appropriately to new formats. By being proactive with ongoing staff training and continuing to provide excellent customer service, our interactions with our patrons are guiding our choices regarding digital content. Our next step is offering e-readers on loan to our patrons, preloaded with content. It is a challenging, yet exciting time to be a librarian!

Printed with permission from Lori A. Fisher, Director,
Baker Free Library, Bow, NH
PLA/ALA and Public Libraries magazine, Jan/Feb 2012



LIBRARY STORAGE PROBLEMS SOLVED BY EAGLE SCOUT



On December 3, 2011 eight new rolling bookshelves were installed at the Brookline Annex by Eagle Scout Candidate Matt Spokane and his crew. When some Friends of the Brookline Library approached him with the idea, Matt was immediately interested. He was investigating some type of building project, and has always enjoyed using the Brookline Public Library, so it was a great fit. These new shelves will allow the library, which is at full capacity, to store more items offsite in the Annex. The storage is for materials that the library wishes to keep, but that do not circulate often. Thanks to Matt, the materials are now well-organized and are easily retrieved on request.

— Loring Webster

JACKSON'S AWARD WINNING LIBRARY COMPLEMENTS VILLAGE ARCHITECTURE

Marcia Burchstead

Once upon a time there was a little building, sitting adjacent to the Wildcat River in Jackson, that served as the town's school and public library. This architectural gem was designed by Boston architect William Ralph Emerson. White Mountain landscape artist Frank Shapleigh paid Emerson \$100 for the completed plans.



The building was constructed at a cost of about \$1,900, including \$200 paid for the site, \$1,497 for the building and about \$200 for furniture including a cabinet, reading table, library table and leather cushions. The town paid \$500 and the remainder was raised by subscriptions and donations. The Shapleighs gave \$50 for twelve chairs and General M.C. Wentworth donated a table. The new library was opened to the public on August 1, 1901.*

But there were many drawbacks including the absence of running water, no meeting or parking spaces and, as the years went by, a lack of space for storage and the collection plus not being in compliance with current safety codes.

The Trustees of the Jackson Public Library along with a number of interested town residents and patrons were keen to have a new library built. There was land next to the Town Hall—the site of Gray's Inn, one of the grand hotels of the White Mountains which had closed many years ago and burned to the ground in 1983. A capital campaign was initiated and townspeople voted to fund about \$225,000 of the costs. After an architect's plans were met with a less than enthusiastic response from the residents it was literally back to the drawing board.

Enter what was known locally as the Trickey Barn. In 2008 the building had been meticulously dismantled, numbered and stored through a generous donation from the Jackson Historical Society. It measured 37 by 81 feet and was built between 1825–1840.

Wooden pegs from the barn were “sold” to raise funds. The purchasers could sign or decorate their peg which was then returned to be used in the construction of the new library. An anonymous donor made a generous gift of \$250,000 to the project.

The Friends of the Jackson Public Library sent out an appeal letter to the 900 year-round residents, businesses,

second home owners, and visitors. They also conduct a successful book sale each Memorial Day weekend which coincides with the town's WildQuack (plastic) Duck River Festival Race.

In recognition of the reconstruction of the Trickey Barn into a public library, Jackson was presented with the 2011 Preservation Achievement Award for adaptive use of the Trickey Barn by the New Hampshire Preservation Alliance. An article on the facility also appeared in the architectural issue of *American Libraries*, the magazine of the American Library Association.

The present library director, Susan Dunker-Bendigo, oversees a number of programs including a monthly non-fiction book discussion group and events in conjunction with the Arts Alliance of Northern New Hampshire and the Humanities Council. Classes are also scheduled for owners of Nooks, Kindles, and iPads who wish to develop a page on Facebook.

Another advantage in Jackson is the number of authors who reside in town. Notables are acclaimed mystery/detective writers Lisa Gardner and Tom Ryan. Tom's bestseller *Following Atticus: Forty-Eight High Peaks, One Little Dog, and an Extraordinary Friendship* has become a book club favorite. Ben and Jane English, Roger and Sarah Isberg, Joanne Clarey, Nicholas Howe, and local historian Alice Pepper also call Jackson home.

Future plans include utilization of the barn's cupola, landscaping and an outdoor patio for seating during warmer weather.

* Adapted from a report by Lisa Mausolf for the Jackson Historical Society, August 2001



ORGANIZATIONAL BUILDING BLOCKS

It is evident from the requests for sample policies, by-laws, and job descriptions that come in through the LISTSERV and emails that trustees are looking for guidance to ensure that their organizational structure is sound. As with a physical structure, a solid foundation is essential if your organization is going to be strong. Some of the basic organizational building blocks that you should have in place are:


By-laws which define how your library is structured. By-laws spell out the election and terms of officers, their duties and responsibilities, list standing committees, manner and frequency of meetings. For greater detail, see page 28 in your NHLTA Trustee Manual.

Policies that cover all library services and operation are essential and should be reviewed often to ensure that they cover changes in technology, laws and regulations. Beginning with this issue of the NHLTA newsletter, a policy which can be tailored to fit your library's needs will be featured. You can reference a *Meeting Room and Display Policy* on page 6 of this issue. Examples of other policies that will be featured in subsequent issues are *Unattended Children Policy*, *Computer Policy* and *Cell Phone Policy*.

A Handbook (Personnel Manual) drawn up by trustees from the Mary E. Bartlett Library in Brentwood can be used as a guide and accessed on the NHLTA website www.nhlta.org. As with any policy, it should be tailored to fit the needs of your library. The NHLTA recommends that all personnel policies be reviewed by an attorney to ensure compliance with employment laws and regulations.

Procedures are standard detailed steps that tell you how to execute policies and perform specific tasks in the operation of your libraries.

Job Descriptions should be articulated so that every member of the staff knows just what is expected of him or her. Director and staff evaluations are generally based on job descriptions. Trustees have been responsive to requests made on the LISTSERV for sample job descriptions.

In addition to the references above, you can access sample policies, job descriptions, etc. on the New Hampshire State Library website or on the internet. If you would like to see any particular example of policy, procedure or job description in future issues of this newsletter, please let us know. 

NEWLY ELECTED TRUSTEES ON BOARD WHAT DO WE DO NOW?

A good orientation is essential for a new trustee (including alternates) to perform effectively. This can range from an informal session with the chair of the board and the library director to a full meeting with the entire board. New trustees should be given a complete tour of the library, an explanation of its services and an introduction to the staff. We strongly recommend that each trustee should have a notebook containing the following information (the notebook should be passed on to incoming trustees from outgoing trustees):

- List of library trustees, including trustee address, phone, email, term expiration
- The board of trustees by-laws
- The board's committees, assignments and duties
- The charter/history of your library
- NH Library Trustees Manual
- Organizational chart of your library
- List of library staff, positions, date of hire
- Job descriptions of staff
- Mission statement
- Library goals/objectives and long range plan; board's annual goals
- Your library's policies and procedures; approved annual holidays
- Board-approved budget for current year with back-up materials
- Library board meeting agendas, minutes, monthly reports
- Last annual report and current library statistics of use and holdings
- Copy of Director's Performance Review form
- NH state laws pertaining to libraries

After the new trustee has had a chance to review the notebook, the chair and director should meet with that trustee before the next board meeting. The chair should review the board's committee structure so the new trustee can express an interest in where he/she might best serve. The director should discuss what the staff is presently working on and what challenges he/she perceives for the future. This would be a good opportunity for the chair to review sections of the NHLTA Manual, especially the RSAs, duties and responsibilities and other pertinent sections.

It is essential that all new trustees be made to feel knowledgeable and welcome in order to find a place within the board to make their contribution to library service.

NHLTA holds a variety of workshops, including orientations, which are beneficial for new trustees. Board chairs should encourage new trustees to participate in continuing education programs as appropriate.

BARRIERS TO TRUSTEE PARTICIPATION IN NHLTA EDUCATION PROGRAMS

Betsy Solon, NHLTA Treasurer

Most mailboxes are full of holiday cards and letters during the last few weeks of December. This year, my mailbox had a little something extra in it—NHLTA surveys (493 of them to be exact.) Each day my mail carrier would gleefully hand over the mail and comment on the day's count. Each day I would log the survey information into a spreadsheet for future analysis. Once early January arrived though, the surveys stopped appearing in the daily mail and a full investigation into the barriers to trustee participation in NHLTA education programs was off and running.

To give you some background, recent NHLTA records showed that over the past three years an average of 197 of the state's trustees had attended our education programs. Something was preventing the other one thousand or so trustees from participating in education events, but what were those barriers? Thanks to our state's wonderful library directors, paper surveys were distributed to the 1294 library trustees of New Hampshire in order to find out. Although an online survey might have been more convenient for some, the paper option was intentionally chosen in order to increase the number of participants in this study. Most trustees have access to all things electronic, but there are still board members across the state who do not have email accounts or access to the internet.

The pencil was the universal tool in this situation, and it worked! Thirty-eight percent of the trustees in New Hampshire responded to the NHLTA questionnaire, a real accomplishment since 3% is normally considered a good rate of return for paper surveys. Better yet, that 38% was not from just one area of the state. In fact, at least one third of the trustees in each county responded, and were therefore represented in the survey results. Thank you to everyone who took the time to complete the questionnaire. The information you provided will help NHLTA to create better and more accessible training programs.

What did NHLTA learn from the survey? For one thing, we learned that the average age of a New Hampshire library trustee is 61 years old. We also discovered that NH trustees


are a very well educated group of individuals: 91% of the respondents have attained at least 2 years of college, while 47% hold a graduate degree. More importantly, the group of trustees who responded to our survey held over three thousand years of experience as library board members.

We also learned that the top three barriers to trustee participation in NHLTA programs were 1) the time of the event, 2) other commitments, and 3) the event location. These barriers were common to both the trustees who participated in NHLTA events over the past three years and to those trustees who had not participated.

Regarding the time of NHLTA events—those held over the past three years have typically been done so on weekday evenings, with the exception of the Annual Conference, which has been held from 9 to 5 on a Monday or a Friday in May. According to the survey results, the best time for trustee training would be in the Spring, on a Tuesday or Wednesday morning.

As far as other commitments go, it is important to note that nearly fifty percent of the trustees who did not participate in NHLTA programs both worked and volunteered outside of their library trustee duties. Nearly fifty percent of those who worked, did so full time. It's no wonder they listed "Other Commitments" as a barrier to attending training sessions!

When considering the location of trustee training events, it is important to know that most trustees indicated a willingness to drive more than 15 minutes in order to attend. Half of the survey responders indicated they would be willing to drive 1 hour or less.

A note to all of you who did not yet return your questionnaire—please know that it's not too late to share your opinion. Just yesterday I was called outside by the sound of a honking horn, only to discover my mail carrier parked at my mailbox and wearing a huge grin. "You got another survey!" she exclaimed. Thank you, anonymous trustee. You made our day. Your opinion counts. 

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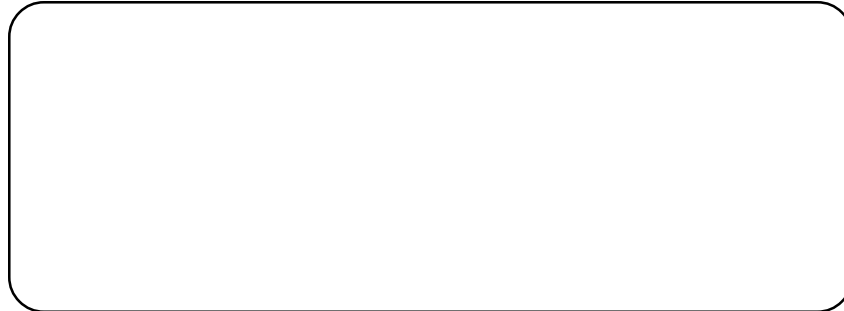
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CALENDAR 2012

April 4	10:00 am	NHLTA Board of Directors meeting • LGC, 25 Triangle Park Dr, Concord
May 2	10:00 am	NHLTA Board of Directors meeting • LGC, 25 Triangle Park Dr, Concord
May 21		NHLTA Spring Conference and Annual Meeting
	8–9:00 am	Registration and Continental Breakfast
	9–9:15 am	Welcome and Annual Meeting
	9:15–10:00 am	Keynote Speaker
	10:15–11:30 am	Workshop Sessions #1–4
	11:45–1:00 pm	Workshop Sessions #5–8
	1–2:00 pm	Lunch and Speakers
	2:15–3:30 pm	Workshop Sessions #9–12
June 6	10:00 am	NHLTA Board of Directors meeting • LGC, 25 Triangle Park Dr, Concord
June 6	6:30–8:30 pm	Hooksett Area Regional Trustees gathering • Rodgers Memorial Library, 194 Derry Rd, Hudson • Contact: Mary Farwell p.farwell@comcast.net