

# NHLTA Library Trustee

The Newsletter of the New Hampshire Library Trustees Association

[www.NHLTA.org](http://www.NHLTA.org)

## Congratulations to the 2019 NHLTA Award Winners

This year NHLTA received a number of impressive nominations, which demonstrated once again how fortunate New Hampshire is to have such fine public libraries and library supporters. After lengthy consideration, the NHLTA Board of Directors is happy to announce the following list of award winners for this year. Presentations will be made at local celebrations during the coming months.

### Library of the Year:

Goffstown Public Library

### Library Director of the Year

Donna Dunlop, Hopkinton Town Library

### Lillian Edelmann Trustee of the Year

Tammy Hooker, Hooksett Public Library



Goffstown Public Library

### Sue Palmatier Award for Outstanding Support by a Friends of the Library Group

Friends of the Lincoln Library

### Special Library Service Contribution Award

Carolee Davison, Chichester Town Library

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## Interlibrary Loan: An Update from State Librarian Michael York

On July 10, 2019, the Governor and the Executive Council approved a contract between the state of New Hampshire and Auto-Graphics Inc. for the purchase of an automated interlibrary loan system.

The new system, trade named SHAREit, will combine our traditional approach of a union catalog of holdings and Z39.50 communication protocol connections to the automated local systems of individual libraries to facilitate interlibrary loan services. The promise of

SHAREit is that it should speed up ILL transactions as Z39.50 will allow direct communication with the disparate library systems already in use, give real-time data on material availability, and will support the option of local libraries allowing their patrons to initiate ILL requests directly in the system. These technological enhancements will greatly improve interlibrary loan service, especially for our larger libraries.

As library systems improve and become more robust, our smaller libraries

will have the opportunity to improve the efficiency of their ILL services and be able to grow with SHAREit. Since the July approval by the Governor and Council, NHAIS staff has been collecting profiling information from libraries in order to get them set up to use the new system.

Virtual training for librarians took place in late September. We hope to have the new system up and running soon.

Watch the NHAIS Notes blog ([nhais.blogspot.com](http://nhais.blogspot.com)) for updates.

# Letter from the President . . .



Susan Gaudiello  
NHLTA President

## *Hello again!*

In June I agreed to step back in as president of NHLTA. I had served in this office for two years, happily turning over the reins to Mary Castelli in 2018. We were all sad to see Mary step down from the board, as her contributions to NHLTA have been significant, and we hope she'll be able to return some time in the future.

Mary's departure, some recent restrictions on other board members' level of participation, and the prospect of several retirements from the board in the next couple years have made us take a harder look at the "human resources" required to make NHLTA function. Like all volunteer organizations, finding willing workers with the right skills and attitude is a challenge in the best of times. Because NHLTA tries to accomplish a lot on a tight budget (sound familiar?), we are especially reliant on our members to pitch in on committees and on the board itself. I am sincerely grateful to those members who have come forward to help us continue our education, networking and information services.

As you might have guessed by now, I'm winding up to make a pitch to you, our members and our customers. Very simply, I ask that you step forward and offer to contribute to our efforts.

According to the Stanford Center on Longevity, research has shown that there are three main

reasons people don't volunteer: lack of free time or inflexible commitment required by the organization; the perception that most volunteer jobs are uninteresting; and no one asked them to.

If you are really too busy to take on another commitment, there's nothing we can do about that, except perhaps get in line so that when another commitment diminishes, NHLTA can become the next recipient of your talents. As to flexibility, there are many ways members can help. If you are thinking volunteering with NHLTA might be boring, be assured it is not. We use contract support for the routine administrative tasks, so that board and committee members can focus on programs and services. And as for that last impediment, consider yourself asked!

Together we can continue the high quality and timely educational programs, regional events and informational offerings you have come to enjoy. We can also respond to the many requests for advice, information and assistance we receive from individual members, requests that have been increasing every year.

Feel free to email me or any NHLTA board member for more information. I look forward to hearing from many of you in the coming months!

Best regards,

A handwritten signature in black ink that reads "Susan".

Susan Young Gaudiello, President

## Fall Workshop: Best Practices for a Successful Trustee/Director Relationship

**DATE:** Tuesday, November 5, 2019

**TIME:** 1:00 – 3:00 pm

**PLACE:** Epsom Public Library

The first step in achieving a successful trustee/director relationship is for all players to understand their roles and responsibilities as outlined in the NH Library Statutes. Then the trustees and their library director must determine how to carry out those responsibilities as a team. Mutual respect, open communications and agreement on goals and objectives are key to ultimate success. This workshop will explore all these

elements and then apply them through discussion of real-life scenarios.

**Presenter:** Lara Croft Berry, M.Ed., director of the Langdon Public Library in Newington, also served as a trustee and board chair at the Harvey-Mitchell Memorial Library in Epping. Lara is a MLIS Candidate at the San Jose State University. She is a member of the NHLTA Board.

### **Discussion panelists:**

NHLTA board member **Bert Saul** has been an alternate trustee at the Holderness Free Library. He received his

MLS from Simmons in 2007 and was the Corporate Library Director at an engineering consulting company for 12 years. Before moving to NH he was on the Executive Board of the Massachusetts Library System.

NHLTA president **Susan Young Gaudiello**, M.Ed., MBA, was a trustee of the Barrington Public Library for 12 years, serving as secretary and chair. She was also a town selectman for two terms.

There is no fee to attend this workshop, but online **registration is required by October 29.** at [www.NHLTA.org](http://www.NHLTA.org).

# Finding Your Fearless Leader

Eventually, every board will have to tackle the task of hiring a new director. So, whether that event is around the corner or years away, your board of trustees needs to be prepared.

## Steps in the Hiring Process

There are eight basic steps to the hiring process:

1. Update the director's job description (discussed in the Winter 2019 Issue)
2. Appoint a search committee.
3. Determine the required and preferred qualifications for the position.
4. Write and post the job advertisement.
5. Screen applicants and select those for initial interviews.
6. Interview candidates.
7. Select finalists for consideration by the full board.
8. Check references, offer the position and get ready for the new leadership.

**The Search Committee:** This is an opportunity to involve a few key constituents in the process, but keep the committee a manageable size, around 5-7 people. The composition can include: several trustees (not the full board); a member of the Friends group and your foundation if those entities exist; and a patron representing the community. Appoint a chair or co-chairs, clarify their scope of work, and create a timeline. *Because this committee is appointed by the Board of Trustees, it is subject to the open meeting law (Right to Know), whether or not there is a majority of the elected trustees on the committee.* That means that their meetings must be posted at least 24 hours in advance in two locations. Once they convene, they can go into non-public session for their deliberations and all other work, including candidate interviews. (You can indicate this on the posting.)

**Setting the Qualifications:** This may be discussed by the Search Committee, but the Board should make the final call on exactly what you will be looking for. For example, will you require the successful candidate to have an MLS, or is that degree a *want* rather than an absolute *need*? Is public library experience essential? Supervisory, management, budget and financial experience? And what sort of personality will best fit your library's needs?

**The Job Posting:** Don't recreate the wheel! There are plenty of good examples out there used by other NH libraries, some of which are now posted on the NHLTA website. Do list the salary range (helps to weed out those looking for a higher salary than you can afford). Be sure to ask the candidates to submit a letter of application along with their resume and a list of references. These days, most job hunters look online for openings. Again, visit the NHLTA website for tips, but most find the NH State Library Jobline produces the best results. [www.nh.gov/nhsl/services/librarians/ljob/](http://www.nh.gov/nhsl/services/librarians/ljob/). We recommend you set up a new email address just for the purpose of receiving applications (something like [XYZLibraryDirectorSearch@gmail.com](mailto:XYZLibraryDirectorSearch@gmail.com)). This will make it easier to share the applications with the Search Committee members and maintain applicant confidentiality.

**Screen Applicants:** How you handle this will depend on how many applications you receive. If there are several dozen to sort through, a team of two on the search committee might do the initial review to weed out obviously unqualified applicants. Be sure to first set up a score sheet so that your review criteria are consistent.

**Interview Candidates:** Make sure the Search Committee reviews the list of questions and topics that must not be discussed during interviews; your town's HR officer will have this information. Create a list of interview questions and assign each member one or more questions to pose, so that you treat all candidates alike and every committee member is participating. Sample interview questions are on the NHLTA website.

**Select Finalists:** In most cases, the Search Committee will forward one or two candidates to the Board to interview. Several libraries have reported that having the finalists prepare a 10-15 minute presentation on an assigned topic, followed by Q&A with the Board, was very helpful and sometimes the presentation was the deciding factor in the Board's selection. It is also effective to involve the staff at this point, scheduling an informal meet and greet with the candidates before the final Board interview. Be sure to listen to the

*continued on next page*

## What interview question topics are illegal?

- Race, Color, or National Origin.
- Religion.
- Sex, Gender Identity, or Sexual Orientation.
- Pregnancy status.
- Disability.
- Age or Genetic Information.
- Citizenship.
- Marital Status or Number of Children.

## Finding Your Fearless Leader *continued*

staff's reaction to the candidates before you make your final decision.

### **Check References, Offer the Position,**

**Make the Appointment:** In addition to any written references the candidate may supply, it is still important to speak with recent and current employers, with the candidate's permission. Generally, this is done at the final step before the job offer. Remember when you offer the position that, per RSA 202-A:15, "The librarian shall be appointed by the board of library trustees for a term of office agreed to at the time of employment..." This is NOT optional! You should reflect the agreed upon term in the hiring letter, along with other conditions of employment, such as work hours, initial salary and benefits.

**Job done?** Not quite. Be sure to plan the "onboarding" of your new director. A welcoming event such as an open house is a nice idea. If the director is new to your town, a trustee should introduce him or her to the town administrator, the Select Board and other key leaders in the community. Plan out the director's first 3-6 months, including regular meetings with the trustee board president and treasurer between monthly board meetings. Be clear on your expectations of the director and plan to conduct quarterly evaluations during the first year so that adjustments can be made early on.

**One final note:** When starting this process, reach out to your trustee colleagues around the state directly or through NHLTA. You'll find a wealth of additional tips and information that will make this important task much easier. Good luck!

## Conway Library Trustee Elected President of United for Libraries

Conway Public Library trustee David Paige has been elected as president of United for Libraries for 2020-2021. He will serve as president-elect during 2019-2020 under United for Libraries president Peter Pearson.

"I look forward to the opportunity to serve as the face of United for Libraries and as a voice for library civic leaders in the broader association at a time of change," said Paige. "Trustees, Friends, and foundations are not bit players in the library advocacy work that is foremost among ALA's strategic action areas — we are where the rubber meets the road. As library policy makers, we are also critical stakeholders in the association's efforts to promote and defend principles of inclusion, equal access and intellectual freedom. These are challenges our civic leaders face head-on alongside library staff, but typically without sufficient professional training. Our libraries will be stronger for a national association that understands the central importance of the service of library civic leaders and meets our unique needs. For these reasons, I will work to ensure United keeps its seat at the table and has a strong voice within ALA."

David's family has supported the Conway

library since its founding; his grandfather served on the Board of Trustees as chair. Continuing the family tradition of making sure the library would serve future generations, David has been on the Conway Public Library Board of Trustees since 2014 (as chair from 2016-2018 and treasurer since 2018) and is raising his two children to be avid library lovers and users. A professional editor for 16 years, he is currently the editorial director at Libraries Unlimited where he leads a team of editors who produce textbooks and professional books for practicing librarians of all types.

United for Libraries: The Association of Library Trustees, Advocates, Friends and Foundations, is a division of the American Library Association with approximately 4,000 personal and group members representing hundreds of thousands of library supporters. United for Libraries supports those who govern, promote, advocate, and fundraise for libraries, and brings together library trustees, advocates, friends, and foundations into a partnership that creates a powerful force for libraries in the 21st century. For more information, including the benefits of being a member, visit [www.ala.org/united](http://www.ala.org/united).



David Paige

## What is the NHMA and what services does it provide?

Regardless of the size and form of government, municipalities rely heavily on volunteers or other elected officials who divide their time between their careers and families with their service to their municipalities. To assist these volunteers — and all municipal officials and employees — in their important duties at the local level, the New Hampshire Municipal Association, founded in 1941, strengthens municipal government through information, advocacy, legal services, training, and other services to local officials, enabling them to serve their municipalities and residents more effectively.

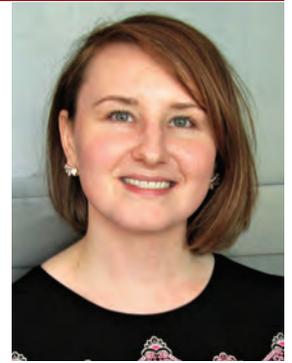
NHMA's advocacy is guided by policy positions. Because we are a member-driven organization, the legislative policy positions are set by NHMA members, not staff, through a legislative policy process that takes place every two years. To address the many legislative issues of concern to municipalities, NHMA has also adopted legislative principles that guide staff in setting priorities during any legislative biennium — a set of standing “core” principles. NHMA's core legislative principles include supporting issues that provide greater authority to govern more effectively, efficiently, and flexibly at the local level, including local option legislation; advocating for maintaining existing local authority; supporting efforts that maintain existing revenue streams to municipalities; and being watchful of proposals to downshift or reduce local aid in order to meet other funding commitments.

Through NHMA's Legal Services, members can request general legal advice and benefit from educational workshops and materials on issues affecting the operations of municipal government. The Legal Services team comprises two attorneys whose primary job is to provide general legal assistance to elected and appointed officials from member towns, cities, and village districts. In addition to answering thousands of legal questions each year, the attorneys prepare articles and handbooks and provide training through educational programs across the state on a variety of municipal issues. These attorneys work hard to educate municipal officials and employees on everything

from compliance with New Hampshire's open government law (The Right-to-Know Law), to serving on a local land use board, running town meeting, and putting together the municipal budget.

Although 49 out of 50 states have a municipal league or association like New Hampshire's, many of the organizations focus primarily or entirely on advocacy and lobbying. We are proud that our 10-person organization serves nearly every municipality as both a voice at the legislature and as a resource for advancing more effective municipal government in our state.

None of the above could happen without NHMA staff, who are all talented, knowledgeable, and dedicated to NHMA and its members. All of us at NHMA believe strongly in local government and believe in local officials. We recognize it is not an easy job and that many of them are on the front lines on many difficult issues. NHMA is here to support them. Everything we do is for them, our members, whether it is legislative advocacy, *Town & City* magazine, providing legal advice, or presenting workshops. We count on the support of our members so we can continue to support our members!



By Margaret L. Byrnes, Attorney at Law, Executive Director, NH Municipal Association NHMA

Elected library trustees in NHMA-member towns have access to NHMA legal advice and educational programs.

## McKay Scholarships are Available

Scholarships are available to trustees and library staff from NHLTA's Mildred P. McKay Library Scholarship Fund. Scholarships are awarded for graduate courses (e.g., MLS and MLIS courses, etc.), certificate courses, library conferences (including NHLTA's Annual Conference) and library workshops. Applications for Fall 2019 semester graduate courses must be received by October 15, 2019. Applications for Spring 2020 semester graduate courses must be received by February 15, 2020. Applications for certificate courses, conferences and workshops may be submitted any time before the event.

Criteria for scholarship eligibility and a scholarship application can be found on NHLTA's website, [www.NHLTA.org](http://www.NHLTA.org). Past McKay scholarship recipients may apply again.

Mildred P. McKay was New Hampshire State Librarian, 1942-1964. NHLTA established the Mildred P. McKay Library Scholarship Fund in 1965 with the New Hampshire Charitable Foundation.

# Grace Under Pressure: How to Survive a Disaster

By Elaine Loft, Chair,  
Hopkinton Board of  
Trustees

Just before closing on Friday, August 3, 2018, the Hopkinton Town Library was struck by lightning. It was fortunate staff was still on-site, because the slowly smoldering fire would have gone undetected, as the fire alarm had been disabled by the lightning. The 911 call brought the Hopkinton Fire Department roaring down the street from their station only two blocks away. Despite immediate detection and the quick arrival of the firefighters, the smoke and water damage to the library was overwhelming. Neither the library staff nor the library trustees had expertise in disaster management of this magnitude, but we learned by doing, and worked together to get the building repaired and reopened. In the end it was a ten-month process — something none of us could have predicted when we surveyed the damage from the sodden carpet on the



The devastation from the fire.

day after the fire. Here are a few takeaways from the perspective of a trustee.

## Your Town Administrator is Your Co-Partner:

Our Town Administrator arrived on the scene during the midst of the fire, to offer both moral support and advice. The Library Director and the trustees oversee the running of the library, but the town owns the building, and the town holds the insurance. Our Town Administrator, Neal Cass, was invaluable in many ways. Not only did he start the process with our insurance provider (Primex), he also immediately offered to relocate the library

The same area, with new bookshelves in place.



PHOTOS BY DONNA DUNLOP

staff to temporary quarters in the adjacent town community center.

**Get the Word Out:** The trustees met the day after the fire, and immediately voted to meet weekly with the Library Director, who took the lead on the restoration project. We decided the library website would be the primary source of news updates. Our Library Director posted photos and updates to her blog, sometimes several times a week when the rebuilding process got going in earnest. Additionally, the Friends of the Hopkinton Town Library and a local reporter for the *Concord Monitor* were consistent sources of information for the community. The library Facebook page was also kept up to date. Because the library staff was set up in new quarters only days after the fire, they were able to continue to answer email inquiries and post updated information.

**Formulate a Plan:** We learned shortly after the fire that insurance would cover the full replacement value of the library building and its contents. Our next step was to move forward on finding a contractor for the repair work. After interviewing three companies, the trustees and the Library Director chose Bergeron Construction from Keene. We also opted to engage the services of SMP Architects of Concord, who had designed the library 20 years earlier. The lead architect on the project lives in Hopkinton, and was particularly invested in seeing his local library restored to full function. Additionally, one of our trustees has over 30 years of experience as a project manager at one of the largest construction companies in New England. He has been a major source of information to the Board of Trustees for many years, and he was invaluable during the rebuilding process.

**Keep Programs in Place:** Fortunately, the Community Room wing of the library sustained only minor smoke damage, and was able to be put back into use within short order. Not only were the trustees able to use this room for meetings, limited programming was able to continue on-site. Our creative children's librarian devised ways to bring the library out into the community. "Story Stops" were set up in four or five locations around town for people to read with their children. There was a book in a plastic bag located at each stop, with information

about the stops and a card to check off after you read each book. Families who read all of the books could bring the card to the library and choose a book prize to take home (this was her way of gauging how many were participating). She also went to the Farmers' Market one Saturday a month to do a project with the kids. The 1000 Books Before Kindergarten was continued, as were Story Times and Lap Times.

### Accept Help from Others:

Simultaneous to all this work, we were the beneficiaries of the kindness and support of both the Hopkinton community and surrounding towns. Six surrounding towns (Bow, Concord, Dunbarton, Henniker, Hillsboro, Warner, Weare and Webster as well as New England College) offered to honor Hopkinton Town Library cards and usage privileges. Although a substantial number of books were returned to the temporary library quarters (about 3,000 were checked out at the time of the fire), and all electronic services were still available, patrons who wanted to avail themselves of a bricks and mortar library were elated to have other options. We also began to receive unsolicited checks

in the mail despite the fact we made it clear the insurance policy was going to cover all rebuilding costs. To handle the stream of donations, we asked for help from the Hopkinton Library Foundation. As a 501c (3) they are qualified to receive monies on behalf of the library. They set up a separate fund so the donations could be specifically tracked and letters of receipt for tax purposes sent. In the end, we received over \$124,000 in donations, which leads to my last takeaway.

### Every Cloud Has A Silver Lining:

To be sure, the fire at our library was devastating to the staff and the community. However, the fire brought all of us closer together. The heartfelt gifts we received were used to make improvements to the library, improvements we could not have otherwise afforded. We were able to make the library more energy efficient; we improved our lighting; we updated our technology; we created new study and meeting space; we replaced our worn furnishings. In the end, we have a much-improved facility; one that we hope will serve the Town of Hopkinton for many years to come.

## New NHLTA Board Member Anne Chant

**A**nne Chant is the vice chair of the Cook Memorial Library Board of Trustees, in Tamworth. She has also served as the chair of the board and the secretary over her eight years as a trustee. She is incredibly proud of the Cook Library, and holds Library Director Mary Cronin and her staff in the highest esteem. The Cook Library serves the small town of Tamworth beautifully, offering services for all age groups, from a "Baby Lap-sit" time to an outreach program for elderly town residents. The library recently completed its strategic plan, a working document detailing its needs and visions.

Anne lives in Chocorua with her family. She has three grown children: a second-grade teacher in Brookline, MA, a nurse in San Francisco, CA, and a senior at UNH. Her husband is an attorney in North Conway. Anne recently retired from teaching middle school math. Although she already misses her students, she is enjoying having more time to do things that she enjoys, such as kayaking, biking, knitting and reading. One of her retirement goals is to learn more about things that she is involved in. It will be her privilege to serve on the NHLTA board.



# Library Trustee

The Newsletter of the  
New Hampshire Library Trustees  
Association

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## 2019-2020 CALENDAR

**October 5            10:30 am–2 pm**  
**Trustee Orientation Workshop**  
Gorham Public Library, 35 Railroad St, Gorham  
Please register at [www.NHLTA.org](http://www.NHLTA.org)

**October 25            12–2 pm**  
**Regional Trustee Meeting Monadnock Area**  
Dublin Public Library, 1114 Main Street, Dublin

**November 5            1 – 3 pm**  
**Workshop: The Trustee/Director Relationship**  
Epsom Public Library, 1606 Dover Road (Route 4),  
Epsom

**November 6            10:30 am**  
**NHLTA Board of Directors meeting**  
NHMA Building, 25 Triangle Park Drive, Concord

**January 8            10:30 am**  
**NHLTA Board of Directors meeting**  
NHMA Building, 25 Triangle Park Drive, Concord

## NHLTA Board of Directors 2019–20

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### **LIAISON TO THE BOARD**

**Michael York, *Director***  
NH State Library

**Christine Friese,  
*Assistant Director***  
**Portsmouth Library**  
NH Library Association

### **MISSION**

The NHLTA assists Trustees to be knowledgeable and effective in order to serve, improve and promote New Hampshire Public Libraries.