

*Approved  
as amended*

DRAFT Minutes of the Abbott Library Board of Trustees  
Abbott Library, Sunapee, NH, under the tent  
August 19, 2021

Attending the meeting were Carol Brudnicki, Chair, Jane Frawley, Vice Chair, Susi Churchill, Treasurer, Betsy Bowen, Nancy Berger, Jon Reed, Alternate in place of Jim Harrison, Alternates Bev Bjorklund and Michael Parker, and Suzanne Tether, Secretary.

Library Director Mindy Atwood attended.

Other attendees were Jackie Smith and Phil Montanegro.

**I. Chair's Remarks**

At 6:30 pm Board of Trustees Chair Carol Brudnicki called the meeting to order under the tent. Because of inclement weather conditions, Suzanne made a motion to conduct the meeting inside the Library. Betsy seconded the motion, which passed unanimously. The meeting resumed at 6:38 pm in the Library.

**II. Jackie Smith and Phil Montanegro presentation**

Sunapee resident Jackie Smith introduced Kimball Union Academy artist Phil Montanegro. Together they outlined an artistic concept for a painted mural to occupy the space over the Library Circulation Desk. They left the meeting at 7:00 pm. Their presentation prompted a discussion of art installations inside the Library. The Trustees decided that at this time this project is not a priority and will not be pursued.

**III. Approval of Minutes**

Nancy moved to approve the June 17 minutes as amended. Betsy seconded the motion which passed unanimously.

**IV. Treasurer's Report – Susi Churchill**

Financial reports from both June and July were presented.

Jane made the motion to approve the June Manifest of Bills, seconded by Susi. The motion passed unanimously.

Betsy moved to approve the July Manifest of Bills, seconded by Susi. The motion passed unanimously.

**V. Director's Report – Mindy Atwood**

Mindy pointed out several Library innovations that began in Spring 2020 such as Curb Side pickup, Online chat and Take and Make Craft Bags that will remain in effect as widely accepted patron services.

Employee retention in the Covid era is a widespread issue. The number of NH Library Association job postings has increased. A lengthy discussion ensued of possible work place policy changes designed to retain employees. While no immediate action was taken at this time, the Board directed Mindy to present some ideas at the September meeting.

The Town of Sunapee Master Plan questionnaire makes no mention of the Abbott Library. Jon Reed will contact Michael Marquis to encourage inclusion of the Library in future communications, and the final questionnaire.

Mindy has been nominated to run for a second term as the New Hampshire Library Association (NHLA) Secretary.

Mindy will take part along with Sunapee Town Department Heads will collaborate in a town-wide Emergency Plan Committee.

A possible warping issue of the Library entrance column bases is taken under advisement.

**VI. Friends of Abbott Library**

The tent in the upper parking lot will remain in place until the end of September, and possibly longer depending on the long range weather forecast.

The Pancake Breakfast project scheduled for July 10 was cancelled.

**VII. Abbott Library Foundation**

Suzanne reported that the Foundation requires a complete proposal including architectural design, siting and permit documentation, plus a budget proposal in order to proceed with a funding request. She will pursue these goals to make progress on the storage shed construction project.

## **VIII. Strategic Planning Progress Report/ ESC**

Carol distributed Page 4 of Section 10 for inclusion in the Library Trustees' Handbook.

Bev Bjorklund will join Michael and Mindy on the Communication within the community sub-committee.

Betsy will join Jane, Justin, and Terri o the Volunteerism sub-committee.

Susi addressed the preliminary report on meeting space with the Town of Sunapee, and stated that an inventory of available public space, including Abbott Library space, has been completed. This subcommittee awaits further information from the other groups.

## **IX. Chair's Report**

On June 28 the Select Board nominated Jon Reed as a Library Trustee Alternate. Congratulations to Jon, and many thanks for his support and service.

Two nominations have been submitted to the New Hampshire Library Association. The Trustees approved both nominations unanimously at previous meetings.

The Trustees of Abbott Library have nominated The Friends of Abbott Library to receive the 2021 Sue Palmatier Award for Outstanding Support By a "Friends of the Library" Group.

The Friends of Abbott Library have nominated Mindy Atwood to receive the New Hampshire Library Association Library of the Year Award.

The Trustees discussed possible Library holiday closings during November and December. A motion by Nancy proposed that the Library remain open on Veterans' Day, November 11, and be closed on December 23. Jon seconded the motion, which passed unanimously.

## **X Old Business/Other Business**

Jane reported that the Book Sale/Drop Off successfully collected 53 boxes of books. Patrons were very pleased to donate books.

## Covid-19 Policy updates

Mindy reported that Covid-19 planning is very much on her mind and taking up much of her time. She is keeping an eye on Covid-19 statistics. Sunapee Schools will open on August 30 and will follow the DHHS policies for safety measures.

The vaccination rate of Sunapee residents is currently 62%.

Feasibility of the after school program will be determined at a future date.

Story Hours are on hold while there no current staff is available.

The Trustees will meet inside the Library on September 16.

## XI. Public Comment

There was no public comment.

## XII. Adjournment to a Non-Public Session

*The dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her, **unless** the employee affected (1) has a right to a public meeting, and (2) requests that the meeting be open, in which case the request shall be granted.*

*Carol made a motion to adjourn to a non-public session, seconded by Betsy. By roll call vote the Trustees voted to adjourn to a Non-Public Session under 91-A:3 II(a) at 8:15 pm.*

Carol Brudnicki	yes
Susi Churchill	yes
Jon Reed	yes
Betsy Bowen	yes,
Nancy Berger	yes
Jane Frawley	yes
Suzanne Tether	yes

*Also attending the non-public session were Alternate Trustees Michael Parker and Bev Bjorklund, plus Lynne Wiggins, Town of Sunapee.*

*Jon made a motion to resume public session, seconded by Betsy. Approved by unanimous roll call vote, the Trustees returned to public session at 9:17 pm.*

Carol Brudnicki	yes
Susi Churchill	yes
Jon Reed	yes
Betsy Bowen	yes
Nancy Berger	yes
Jane Frawley	yes
Suzanne Tether	yes

*Motion made by Betsy, seconded by Jane, to not publicly disclose the minutes because it is determined that divulgence of the information likely would:*

- X- Affect adversely the reputation of any person other than a member of the Board, or
- Render the proposed action ineffective, or
- Pertain to terrorism, more specifically, to matters relating to the preparation for and the carrying out of all emergency functions, developed by local or state safety officials that are directly intended to thwart a deliberate act that is intended to result in widespread or severe damage to property or widespread injury or loss of life, which shall include training to carry out such functions.

Roll Call vote to seal the minutes:

Carol Brudnicki	Yes
Susi Churchill	Yes
Jon Reed	Yes
Betsy Bowen	Yes
Nancy Berger	Yes
Jane Frawley	Yes
Suzanne Tether	Yes

## **XI. Adjournment**

Susi made a motion to adjourn, seconded by Nancy. The motion passed unanimously. The meeting was adjourned at 9:18 pm.

Respectfully submitted,  
Suzanne Tether, Secretary  
August 19, 2021

## **Calendar**

<b>September 16, 2021</b>	<b>Thursday - Trustee Meeting</b>	<b>6:30 pm</b>
<b>October 21, 2021</b>	<b>Thursday - Trustee Meeting</b>	<b>6:30 pm</b>
<b>November 18, 2021</b>	<b>Thursday - Trustee Meeting</b>	<b>6:30 pm</b>
<b>December 16, 2021</b>	<b>Thursday - Trustee Meeting</b>	<b>6:30 pm</b>

# Abbott Library Manifest of Bills

All Bills Entered June 2021

Accrual Basis

Type	Entered/Last Modified	Date	Account	Paid	Debit	Credit
<b>Amazon</b>						
Bill	06/30/2021 10:52:10	06/10/2021	610-C · Program Supplies	Paid	23.80	
Bill	06/30/2021 10:52:10	06/10/2021	610 · General Supplies	Paid	29.52	
Bill	06/30/2021 10:52:10	06/10/2021	802-A · Books	Paid	9.73	
Bill	06/30/2021 10:52:10	06/10/2021	802-C · Non-Print	Paid	275.07	
Total Amazon					338.12	0.00
<b>Comcast</b>						
Bill	06/23/2021 09:50:57	06/11/2021	341B · Internet Access	Paid	19.95	
Bill	06/23/2021 09:50:57	06/11/2021	341 · Telephone	Paid	114.51	
Total Comcast					134.46	0.00
<b>Eversource</b>						
Bill	06/16/2021 09:47:31	06/09/2021	410 · Electricity	Paid	700.18	
Total Eversource					700.18	0.00
<b>Ingram</b>						
Bill Pmt -Check	06/02/2021 12:09:50	06/02/2021	802-A · Books	Paid		4.59
Bill Pmt -Check	06/02/2021 12:09:50	06/02/2021	802-A · Books	Paid		0.72
Bill	06/09/2021 11:12:50	06/02/2021	802-A · Books	Paid	31.55	
Bill	06/16/2021 09:49:40	06/04/2021	802-A · Books	Paid	31.88	
Bill	06/16/2021 09:50:16	06/08/2021	802-A · Books	Paid	14.19	
Bill	06/16/2021 09:50:50	06/08/2021	802-A · Books	Paid	31.55	
Bill	06/16/2021 09:51:22	06/08/2021	802-A · Books	Paid	60.38	
Bill Pmt -Check	06/09/2021 11:43:11	06/09/2021	802-A · Books	Paid		0.16
Bill Pmt -Check	06/09/2021 11:43:11	06/09/2021	802-A · Books	Paid		0.32
Bill	06/16/2021 09:51:55	06/09/2021	802-A · Books	Paid	49.20	
Bill	06/16/2021 09:52:34	06/11/2021	802-A · Books	Paid	47.62	
Bill	06/23/2021 09:52:11	06/11/2021	802-A · Books	Paid	23.04	
Bill Pmt -Check	06/16/2021 10:26:03	06/16/2021	802-A · Books	Paid		0.14
Bill Pmt -Check	06/16/2021 10:26:03	06/16/2021	802-A · Books	Paid		0.32
Bill Pmt -Check	06/16/2021 10:26:03	06/16/2021	802-A · Books	Paid		0.60
Bill Pmt -Check	06/16/2021 10:26:03	06/16/2021	802-A · Books	Paid		0.49
Bill Pmt -Check	06/16/2021 10:26:03	06/16/2021	802-A · Books	Paid		0.48
Bill	06/23/2021 09:53:01	06/17/2021	802-A · Books	Paid	97.66	
Bill	06/23/2021 09:53:37	06/17/2021	802-A · Books	Paid	23.04	
Bill	06/30/2021 11:02:59	06/18/2021	802-A · Books	Paid	48.15	
Bill	06/30/2021 10:54:01	06/18/2021	802-A · Books	Paid	15.52	
Bill	06/30/2021 10:54:35	06/18/2021	802-A · Books	Paid	16.05	
Bill	06/30/2021 10:55:14	06/20/2021	802-A · Books	Paid	31.57	
Bill	06/02/2021 11:51:26	06/21/2021	802-A · Books	Paid	0.00	
Bill Pmt -Check	06/23/2021 09:59:11	06/23/2021	802-A · Books	Paid		0.23
Bill Pmt -Check	06/23/2021 09:59:11	06/23/2021	802-A · Books	Paid		0.98
Bill Pmt -Check	06/23/2021 09:59:11	06/23/2021	802-A · Books	Paid		0.23
Bill Pmt -Check	06/30/2021 11:07:22	06/30/2021	802-A · Books	Paid		0.32
Total Ingram					521.40	9.58
<b>Melinda S. Atwood</b>						
Bill	06/09/2021 11:11:33	06/07/2021	540 · Training and Meetings	Paid	22.50	
Total Melinda S. Atwood					22.50	0.00
<b>Myers Designs,LLC</b>						
Bill	06/09/2021 11:15:22	06/08/2021	610 · General Supplies	Paid	150.00	
Total Myers Designs,LLC					150.00	0.00
<b>Park Street Foundation</b>						
Bill	06/16/2021 10:20:27	06/16/2021	802-H · E-Content	Paid	1,769.00	
Total Park Street Foundation					1,769.00	0.00
<b>Precision Software Corporation</b>						
Bill	06/23/2021 09:54:41	06/16/2021	342A · Computer Support/Hardw...	Paid	360.00	
Total Precision Software Corporation					360.00	0.00
<b>Quill Com</b>						
Bill	06/30/2021 11:01:02	06/15/2021	610-A · Machine Supplies	Paid	60.99	
Bill	06/30/2021 10:59:25	06/16/2021	610-A · Machine Supplies	Paid	33.58	
Bill	06/30/2021 10:59:25	06/16/2021	640 · Custodial Supplies	Paid	36.48	
Bill	06/30/2021 11:00:06	06/16/2021	640 · Custodial Supplies	Paid	5.49	
Total Quill Com					136.54	0.00
<b>Simply Clean Solutions</b>						

**Abbott Library**  
**Manifest of Bills**  
**All Bills Entered June 2021**

Accrual Basis

Type	Entered/Last Modified	Date	Account	Paid	Debit	Credit
Bill	06/04/2021 09:45:02	06/04/2021	62150 · Outside Contract Services	Paid	1,375.00	
Total Simply Clean Solutions					1,375.00	0.00
<b>Sunapee Postmaster</b>						
Bill	06/02/2021 11:50:13	06/02/2021	625 · Postage	Paid	166.00	
Total Sunapee Postmaster					166.00	0.00
<b>Sunapee WATER Department</b>						
Bill	06/09/2021 11:16:24	06/04/2021	412 · Water	Paid	100.00	
Total Sunapee WATER Department					100.00	0.00
<b>UniFirst Corporation</b>						
Bill	06/09/2021 11:17:36	06/07/2021	430 · Bldg Repair & Maintenance	Paid	60.45	
Total UniFirst Corporation					60.45	0.00
<b>TOTAL</b>					<b>5,833.65</b>	<b>9.58</b>



**Abbott Library**  
**Manifest of Bills**  
**All Bills Entered July 2021**

Accrual Basis

Type	Entered/Last Modified	Date	Account	Paid	Debit	Credit
<b>Amazon</b>						
Bill	07/28/2021 12:46:31	07/28/2021	802-C · Non-Print	Paid	322.09	
Bill	07/28/2021 12:46:31	07/28/2021	610 · General Supplies	Paid	154.20	
Bill	07/28/2021 12:46:31	07/28/2021	802-A · Books	Paid	76.78	
Total Amazon					553.07	0.00
<b>ARC Mechanical Contractors</b>						
Bill	07/28/2021 10:07:00	07/25/2021	430 · Bldg Repair & Maintenance	Paid	347.50	
Total ARC Mechanical Contractors					347.50	0.00
<b>Canon Solutions America</b>						
Bill	07/14/2021 12:25:32	07/01/2021	365 · Equipment Repair	Paid	53.89	
Bill	07/14/2021 12:25:32	07/01/2021	342B · Copier Lease	Paid	272.59	
Total Canon Solutions America					326.48	0.00
<b>Comcast</b>						
Bill	07/21/2021 11:14:45	07/11/2021	341B · Internet Access	Paid	19.95	
Bill	07/21/2021 11:14:45	07/11/2021	341 · Telephone	Paid	114.49	
Total Comcast					134.44	0.00
<b>Eversource</b>						
Bill	07/21/2021 11:16:56	07/09/2021	410 · Electricity	Paid	806.44	
Total Eversource					806.44	0.00
<b>Imperial Dade</b>						
Bill	07/07/2021 09:52:19	07/01/2021	640 · Custodial Supplies	Paid	201.88	
Total Imperial Dade					201.88	0.00
<b>Ingram</b>						
Bill	07/07/2021 09:29:47	07/01/2021	802-A · Books	Paid	31.57	
Bill	07/07/2021 09:30:15	07/01/2021	802-A · Books	Paid	31.57	
Bill Pmt -Check	07/07/2021 10:12:00	07/07/2021	802-A · Books	Paid		3.05
Bill Pmt -Check	07/07/2021 10:12:00	07/07/2021	802-A · Books	Paid		4.53
Bill Pmt -Check	07/07/2021 10:12:00	07/07/2021	802-A · Books	Paid		0.17
Bill Pmt -Check	07/07/2021 10:12:00	07/07/2021	802-A · Books	Paid		0.47
Bill Pmt -Check	07/07/2021 10:12:00	07/07/2021	802-A · Books	Paid		0.11
Bill Pmt -Check	07/07/2021 10:12:00	07/07/2021	802-A · Books	Paid		0.32
Bill Pmt -Check	07/07/2021 10:12:00	07/07/2021	802-A · Books	Paid		0.32
Bill	07/14/2021 12:34:16	07/07/2021	802-A · Books	Paid	20.29	
Bill	07/14/2021 12:33:04	07/08/2021	802-A · Books	Paid	142.34	
Bill	07/28/2021 10:09:50	07/08/2021	802-A · Books	Paid	31.27	
Bill	07/28/2021 10:10:43	07/09/2021	802-A · Books	Paid	112.82	
Bill	07/28/2021 10:11:18	07/09/2021	802-A · Books	Paid	15.34	
Bill	07/21/2021 11:18:25	07/15/2021	802-A · Books	Paid	10.95	
Bill	07/21/2021 11:18:51	07/15/2021	802-A · Books	Paid	14.00	
Bill	07/21/2021 11:19:25	07/15/2021	802-A · Books	Paid	31.53	
Bill Pmt -Check	07/21/2021 11:32:22	07/21/2021	802-A · Books	Paid		0.11
Bill Pmt -Check	07/21/2021 11:32:22	07/21/2021	802-A · Books	Paid		0.14
Bill Pmt -Check	07/21/2021 11:32:22	07/21/2021	802-A · Books	Paid		0.32
Bill	07/28/2021 10:12:00	07/22/2021	802-A · Books	Paid	63.65	
Bill Pmt -Check	07/28/2021 10:30:29	07/28/2021	802-A · Books	Paid		0.64
Total Ingram					505.33	10.18
<b>Myers Designs,LLC</b>						
Bill	07/07/2021 09:33:09	07/06/2021	430 · Bldg Repair & Maintenance	Paid	475.00	
Total Myers Designs,LLC					475.00	0.00
<b>Simply Clean Solutions</b>						
Bill	07/07/2021 09:34:22	07/01/2021	62150 · Outside Contract Services	Paid	1,005.00	
Total Simply Clean Solutions					1,005.00	0.00
<b>TOTAL</b>					<b>4,355.14</b>	<b>10.18</b>

4:04 PM

08/17/21

Accrual Basis

**Abbott Library**  
**Balance Sheet**  
As of June 30, 2021

	<u>Jun 30, 21</u>
<b>ASSETS</b>	
<b>Current Assets</b>	
Checking/Savings	
B101 • Operating Account	22,081.94
B102 • Trust and Fines	16,796.91
<b>Total Checking/Savings</b>	<u>38,878.85</u>
<b>Total Current Assets</b>	<u>38,878.85</u>
<b>Other Assets</b>	
A301 • Library Gardner Fund	2,681.54
A302 • Library General Fund	9,293.57
<b>Total Other Assets</b>	<u>11,975.11</u>
<b>TOTAL ASSETS</b>	<u><u>50,853.96</u></u>
<b>LIABILITIES &amp; EQUITY</b>	0.00

4:09 PM

08/17/21

Accrual Basis

**Abbott Library**  
**Balance Sheet**  
As of July 31, 2021

	Jul 31, 21
<b>ASSETS</b>	
<b>Current Assets</b>	
<b>Checking/Savings</b>	
B101 · Operating Account	25,741.21
B102 · Trust and Fines	17,083.10
<b>Total Checking/Savings</b>	42,824.31
<b>Total Current Assets</b>	42,824.31
<b>Other Assets</b>	
A301 · Library Gardner Fund	2,681.54
A302 · Library General Fund	9,293.57
<b>Total Other Assets</b>	11,975.11
<b>TOTAL ASSETS</b>	<b>54,799.42</b>
<b>LIABILITIES &amp; EQUITY</b>	0.00

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08/17/21

Accrual Basis

**Abbott Library**  
**Trust & Fines Account - Profit & Loss**  
**June 2021**

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	<u>Jun 21</u>
Ordinary Income/Expense	
Income	
46400 · Other Types of Income	
46480 · Book Reimbursement	65.00
46481 · Non-Resident Fees	40.00
46487 · Printing/Copying Income	45.10
46488 · Fax	24.50
46489 · Overdue Conscience	10.80
	<u>185.40</u>
Total 46400 · Other Types of Income	<u>185.40</u>
Total Income	<u>185.40</u>
Net Ordinary Income	<u>185.40</u>
Net Income	<u><u>185.40</u></u>

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08/17/21

Accrual Basis

**Abbott Library**  
**Trust & Fines Account - Profit & Loss**  
**July 2021**

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	<u>Jul 21</u>
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
<b>46400 · Other Types of Income</b>	
46480 · Book Reimbursement	62.00
46481 · Non-Resident Fees	120.00
46487 · Printing/Copying Income	63.15
46488 · Fax	19.50
46489 · Overdue Conscience	<u>21.40</u>
<b>Total 46400 · Other Types of Income</b>	<u>286.05</u>
<b>Total Income</b>	<u>286.05</u>
<b>Net Ordinary Income</b>	<u>286.05</u>
<b>Net Income</b>	<u><u>286.05</u></u>

3:09 PM

08/17/21

Accrual Basis

# Abbott Library Donation Account

## Balance Sheet

As of June 30, 2021

	Jun 30, 21
<b>ASSETS</b>	
<b>Current Assets</b>	
<b>Checking/Savings</b>	
B201 · Cap. Campaign/Donation Account	19,169.26
<b>Total Checking/Savings</b>	19,169.26
<b>Total Current Assets</b>	19,169.26
<b>Other Assets</b>	
18600 · Other Assets	
18610 · Certificate of Deposit	
18611 · Accrued Interest from CD	300.10
18620 · Martha Abbott Trust	125,160.00
18630 · Mabel Davies' Funds	115,104.00
<b>Total 18610 · Certificate of Deposit</b>	240,564.10
<b>Total 18600 · Other Assets</b>	240,564.10
<b>Total Other Assets</b>	240,564.10
<b>TOTAL ASSETS</b>	<b>259,733.36</b>
<b>LIABILITIES &amp; EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
<b>Accounts Payable</b>	
20000 · Accounts Payable	100.00
<b>Total Accounts Payable</b>	100.00
<b>Total Current Liabilities</b>	100.00
<b>Total Liabilities</b>	100.00
<b>Equity</b>	
30000 · Opening Balance Equity	240,420.10
32000 · Temp. Restricted Cap. Campaign	20,219.04
Net Income	-1,005.78
<b>Total Equity</b>	259,633.36
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>259,733.36</b>

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08/17/21

Accrual Basis

# Abbott Library Donation Account

## Balance Sheet

As of July 31, 2021

	Jul 31, 21
<b>ASSETS</b>	
Current Assets	
Checking/Savings	
B201 · Cap. Campaign/Donation Account	19,169.26
Total Checking/Savings	19,169.26
Total Current Assets	19,169.26
Other Assets	
18600 · Other Assets	
18610 · Certificate of Deposit	
18611 · Accrued Interest from CD	370.03
18620 · Martha Abbott Trust	125,160.00
18630 · Mabel Davies' Funds	115,104.00
Total 18610 · Certificate of Deposit	240,634.03
Total 18600 · Other Assets	240,634.03
Total Other Assets	240,634.03
<b>TOTAL ASSETS</b>	<b>259,803.29</b>
<b>LIABILITIES &amp; EQUITY</b>	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	1,375.00
Total Accounts Payable	1,375.00
Total Current Liabilities	1,375.00
Total Liabilities	1,375.00
Equity	
30000 · Opening Balance Equity	240,490.03
32000 · Temp. Restricted Cap. Campaign	20,219.04
Net Income	-2,280.78
Total Equity	258,428.29
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>259,803.29</b>

Abbott Library Donation Account  
Statement of Financial Income and Expense  
June 2021

	Jun 21
Ordinary Income/Expense	
Expense	
62100 · Contract Services	
62150 · Outside Contract Services	1,375.00
Total 62100 · Contract Services	1,375.00
Total Expense	1,375.00
Net Ordinary Income	-1,375.00
Net Income	-1,375.00



Abbott Library Donation Account  
Statement of Financial Income and Expense  
July 2021

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	Jul 21
Net Income	0.00

2:19 PM  
08/17/21  
Accrual Basis

**Abbott Library**  
**Operating Account - Profit & Loss Budget vs. Actual**  
January through July 2021

	Jan - Jul 21 Actuals	YTD Budget	\$ Over YTD Budget	% of YTD Budget	Annual Budget	\$ Over Annual Budget	% of Annual Budget
<b>Ordinary Income/Expense</b>							
<b>Income</b>							
46400 · Other Types of Income							
46429 · Interest Operating Acct	227.66	0.00	227.66	100.0%	0.00	227.66	100.0%
Total 46400 · Other Types of Income	227.66	0.00	227.66	100.0%	0.00	227.66	100.0%
1 · Town Funding Contributions							
100 · Town Funding	66,801.56	64,608.25	2,193.31	103.4%	114,517.00	-47,715.44	58.33%
101 · Town Funding Payroll & Benefits	157,122.66	204,124.70	-47,002.04	76.97%	349,928.00	-192,805.34	44.9%
Total 1 · Town Funding Contributions	223,924.22	268,732.95	-44,808.73	83.33%	464,445.00	-240,520.78	48.21%
Total Income	224,151.88	268,732.95	-44,581.07	83.41%	464,445.00	-240,293.12	48.26%
<b>Expense</b>							
2 · Payroll and Benefit Expenses							
207 · Full Time Wages	73,018.34	93,092.45	-20,074.11	78.44%	159,587.00	-86,568.66	45.76%
208 · Part Time Wages	46,716.70	54,362.00	-7,645.30	85.94%	93,192.00	-46,475.30	50.13%
209 · Unused Sick Time	0.00	0.00	0.00	0.0%	3,672.00	-3,672.00	0.0%
210 · Health Insurance	19,848.26	31,164.60	-11,316.34	63.69%	53,425.00	-33,576.74	37.15%
215 · Life & Disability Insurance	1,305.92	1,659.60	-353.68	78.69%	2,845.00	-1,539.08	45.9%
220 · Medicare	1,694.39	2,103.50	-409.11	80.55%	3,606.00	-1,911.61	46.99%
221 · Employer FICA	7,589.67	8,995.60	-1,405.93	84.37%	15,421.00	-7,831.33	49.22%
231 · Retirement Contribution	6,949.38	12,013.75	-5,064.37	57.85%	20,595.00	-13,645.62	33.74%
250 · Unemployment Comp Insurance	0.00	305.10	-305.10	0.0%	523.00	-523.00	0.0%
260 · Workers Compensation Insurance	0.00	362.85	-362.85	0.0%	622.00	-622.00	0.0%
Total 2 · Payroll and Benefit Expenses	157,122.66	204,059.45	-46,936.79	77.0%	353,488.00	-196,365.34	44.45%
3 · Prof. & Tech Services							
341 · Telephone	728.89	820.00	-91.11	88.89%	1,400.00	-671.11	52.08%
341A · Fire Alarm	0.00	400.00	-400.00	0.0%	400.00	-400.00	0.0%
341B · Internet Access	211.85	420.00	-208.15	50.44%	720.00	-508.15	29.42%
342A · Computer Support/Hardware	1,510.00	3,100.00	-1,590.00	48.71%	6,200.00	-4,690.00	24.36%
342B · Copier Lease	756.63	1,350.00	-593.37	56.05%	1,800.00	-1,043.37	42.04%
365 · Equipment Repair	107.80	900.00	-792.20	11.98%	1,800.00	-1,692.20	5.99%
Total 3 · Prof. & Tech Services	3,315.17	6,990.00	-3,674.83	47.43%	12,320.00	-9,004.83	28.91%

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08/17/21  
Accrual Basis

**Abbott Library**  
**Operating Account - Profit & Loss Budget vs. Actual**  
January through July 2021

	Jan - Jul 21 Actuals	YTD Budget	\$ Over YTD Budget	% of YTD Budget	Annual Budget	\$ Over Annual Budget	% of Annual Budget
<b>4 - Facilities</b>							
410 - Electricity	4,456.94	5,835.00	-1,378.06	76.38%	10,000.00	-5,543.06	44.57%
411 - Heat	3,227.87	2,100.00	1,127.87	153.71%	4,000.00	-772.13	80.7%
412 - Water	300.00	300.00	0.00	100.0%	600.00	-300.00	50.0%
413 - Sewer	211.00	225.00	-14.00	93.78%	450.00	-239.00	46.89%
430 - Bldg Repair & Maintenance	5,428.58	4,960.00	468.58	109.45%	8,500.00	-3,071.42	63.87%
440 - Outside Maintenance	3,545.97	3,000.00	545.97	118.2%	3,700.00	-154.03	95.84%
<b>Total 4 - Facilities</b>	<b>17,170.36</b>	<b>16,420.00</b>	<b>750.36</b>	<b>104.57%</b>	<b>27,250.00</b>	<b>-10,079.64</b>	<b>63.01%</b>
<b>5 - Other Services</b>							
520 - Insurance	0.00	0.00	0.00	0.0%	3,196.84	-3,196.84	0.0%
540 - Training and Meetings	62.50	850.00	-787.50	7.35%	1,350.00	-1,287.50	4.63%
550 - Programs	0.00	300.00	-300.00	0.0%	500.00	-500.00	0.0%
555 - Advertising	229.50	380.00	-150.50	60.4%	650.00	-420.50	35.31%
560 - Membership	310.00	350.00	-40.00	88.57%	700.00	-390.00	44.29%
<b>Total 5 - Other Services</b>	<b>602.00</b>	<b>1,880.00</b>	<b>-1,278.00</b>	<b>32.02%</b>	<b>6,396.84</b>	<b>-5,794.84</b>	<b>9.41%</b>
<b>6 - Supplies</b>							
610-A - Machine Supplies	139.56	650.00	-510.44	21.47%	900.00	-760.44	15.51%
610-C - Program Supplies	430.79	1,750.00	-1,319.21	24.62%	3,000.00	-2,569.21	14.36%
610 - General Supplies	747.58	1,000.00	-252.42	74.76%	2,000.00	-1,252.42	37.38%
625 - Postage	276.00	200.00	76.00	138.0%	250.00	26.00	110.4%
630 - Office Equipment	44.99	150.00	-105.01	29.99%	325.00	-280.01	13.84%
640 - Custodial Supplies	316.39	642.39	-326.00	49.25%	1,675.62	-1,359.23	18.88%
<b>Total 6 - Supplies</b>	<b>1,955.31</b>	<b>4,392.39</b>	<b>-2,437.08</b>	<b>44.52%</b>	<b>8,150.62</b>	<b>-6,195.31</b>	<b>23.99%</b>
<b>62100 - Contract Services</b>							
62110 - Accounting Fees	0.00	1,285.00	-1,285.00	0.0%	2,200.00	-2,200.00	0.0%
62140 - Legal Fees	180.00	2,500.00	-2,320.00	7.2%	5,000.00	-4,820.00	3.6%
62150 - Outside Contract Services	7,950.00	2,100.00	5,850.00	378.57%	3,600.00	4,350.00	220.83%
<b>Total 62100 - Contract Services</b>	<b>8,130.00</b>	<b>5,885.00</b>	<b>2,245.00</b>	<b>138.15%</b>	<b>10,800.00</b>	<b>-2,670.00</b>	<b>75.28%</b>
<b>7 - Capital Outlay</b>							
750 - Furniture and Fixtures	0.00	0.00	0.00	0.0%	300.00	-300.00	0.0%
<b>Total 7 - Capital Outlay</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>300.00</b>	<b>-300.00</b>	<b>0.0%</b>

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08/17/21  
Accrual Basis

**Abbott Library**  
**Operating Account - Profit & Loss Budget vs. Actual**  
January through July 2021

	Jan - Jul 21 Actuals	YTD Budget	\$ Over YTD Budget	% of YTD Budget	Annual Budget	\$ Over Annual Budget	% of Annual Budget
<b>8 - Library Materials</b>							
<b>802-A - Books</b>	10,987.98	17,500.00	-6,532.02	62.67%	30,000.00	-19,032.02	36.56%
<b>802-B - Subscriptions</b>	5.38	600.00	-594.62	0.9%	4,300.00	-4,294.62	0.13%
<b>802-C - Non-Print</b>	2,922.03	2,975.00	-52.97	98.22%	5,100.00	-2,177.97	57.3%
<b>802-F - Software</b>	1,527.70	2,200.00	-672.30	69.44%	6,500.00	-4,972.30	23.5%
<b>802-G - Collection Supplies</b>	142.06	1,110.00	-967.94	12.8%	1,900.00	-1,757.94	7.48%
<b>802-H - E-Content</b>	1,823.58	1,000.00	823.58	182.36%	2,000.00	-176.42	91.18%
<b>Total 8 - Library Materials</b>	17,388.73	25,385.00	-7,996.27	68.5%	49,800.00	-32,411.27	34.92%
<b>Total Expense</b>	205,684.23	265,011.84	-59,327.61	77.61%	468,505.46	-262,821.23	43.9%
<b>Net Ordinary Income</b>	18,467.65	3,721.11	14,746.54	496.29%	-4,060.46	22,528.11	-454.82%
<b>Net Income</b>	<b>18,467.65</b>	<b>3,721.11</b>	<b>14,746.54</b>	<b>496.29%</b>	<b>-4,060.46</b>	<b>22,528.11</b>	<b>-454.82%</b>

## Abbott Library

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**From:** Carol Brudnicki <Carol@Brudnicki.com>  
**Sent:** Monday, August 16, 2021 10:31 AM  
**To:** Alyson Stark; T Eliassen; Abbott Library Director; Betsy Bowan; Beverly Bjorklund; BoardArchive; Jane Frawley; Jim Harrison; Jon Reed; Michael Parker; Nancy Berger; Susi Churchill; Suzanne Tether  
**Subject:** Abbott Library Meeting - Thursday, Aug 19  
**Attachments:** 2021.8.19 Agenda.docx

Chairs report – June 17<sup>th</sup>

As we are no longer in a State of Emergency all meetings will be in person. This month we will be meeting under the tent in the parking lot starting at 6:30.

At the June 28<sup>th</sup> selectmen's meeting Jon Reed was reappointed as Trustee Alternate. We appreciate Jon's continual involvement as a Library Trustee Alternate.

We will be starting the meeting off with a presentation from Jackie Smith & Phil Montanagro (Kimball Union Academy Teacher) concerning artistic concept for Abbott Library.

The applications for Mindy to be named Library Director of the year and The Friends of Abbott Library for the Sue Palmer award have been submitted to the NHLTA.

We will be having a Non-public session as a follow up on June's discussion.

We are slowly moving into phase 5 of the Covid 19 policy. We have returned to regularly scheduled open hours and all employees are working regularly scheduled hours in the library. We need to discuss face covering requirements when in the library or on its property and opening the library for group meetings.

The agenda for Thursday's meeting is attached.

Carol

## ***Abbott Library Trustee Meeting Agenda***

Thursday August 19, 2021 6:30 pm

Abbott Library Tent

- I. Chair's Remarks**
- II. Jackie Smith & Phil Montanagro (Kimball Union Academy teacher) –**
- III. Approval of Minutes**
- IV. Treasurer Report**
- V. Directors Report**
- VI. Abbott Library Friends**
- VII. Abbott Library Foundation**
- VIII. Strategic Planning Progress Report /ESC -**
  - 1a. Communication within the community
  - 1b. Communication with partners
  - 2 Role & responsibilities of Trustees
  - 3. Learning opportunities
  - 4. Volunteerism
  - 5. Multi-purpose space
- IX. Chair's Report**
- IX. Old Business/Other Business**
- X. Public Comment**
- XI. Non- Public Session**
- XII. Next meeting September 16 - Adjournment**

### **Calendar:**

September 16, 2021	Thursday – Trustee Meeting	6:30 pm
October 21, 2021	Thursday – Trustee Meeting	6:30pm
November 18, 2021	Thursday – Trustee Meeting	6:30 pm
December 16, 2021	Thursday – Trustee Meeting	6:30 pm

**Director's Report  
August 19, 2021**

**Public Relations and Advocacy**

- On June 30<sup>th</sup>, I attended last New Hampshire Emergency Operations Center weekly call for the COVID-19 state of emergency.
- Continue to participate in monthly New Hampshire State Library (NHSL) Director's Calls
- Drafted nomination for the Friends of the Abbott Library's application for the NHLTA Sue Palmatier Award
- Attended Town of Sunapee COVID-19 debriefing
  - The Town of Sunapee will be updating its emergency operations plan and the Emergency Director, Howard Sargent, has asked for the library director to participate in the process.
- On August 4, I spoke to residents at Sunapee Cove about the services the library can offer to them.
- Attended Summer Town Meeting on August 15, 2021
- The Sunapee Central Elementary School will host a back-to-school night on August 25<sup>th</sup>. I have arranged for Neolani and Bev to attend and promote the library and library card sign up.

**Professional Development**

- I have been nominated to run for a second term as the New Hampshire Library Association (NHLA) Secretary

**Financial Management**

- I have submitted all of the necessary paperwork to the New Hampshire State Library so that the library will receive reimbursement for cleaning through the ARPA grant program.

**Strategic Planning**

- Met with Susi and Scott about Goal 5
- Met with Caitlin Clapp about Goal 3

**Collection Management**

- We have begun an in-depth evaluation and weeding of the adult non-fiction section. Allisen and Barbara are working together and along with input from me, we hope to completely review and update the non-fiction section. The Abbott Library is fortunate to have the capacity to have three people with Masters in Library Science working on this project. To my knowledge, it has been at least eight years since this part of the collection has been so carefully examined.
- In the past we have contracted with RBDigital to offer our Great Courses content. RBDigital recently sold its rights to the Great Courses to OverDrive and the transition has not been a smooth one. To date we are not able to link to the Great Courses content through OverDrive but I am continuing to troubleshoot the situation.

**Buildings and Grounds Management**

- I have drafted a Request for Proposal (RFP) for landscaping. I will send this to our current landscaping company, Kennedy Landscaping, and will advertise it in the Kearsarge Shopper.
- The tent will remain in the upper lot at least through the end of September.

## Staff Management

- The New Hampshire Library Association plans to ask Deborah Caldwell-Stone of the ALA Office for Intellectual Freedom to speak about “divisive concepts” legislation both in New Hampshire and across the country. I have decided to postpone the library staff training with the Anti-Defamation League until after I have heard her speak.
- Annual reviews for Liz, Allisen and Ruane have been completed.
- We have received 10 applications for the Children’s Library Aide position. I have interviewed two applicants and plan to make an offer at the end of August.
- There is a lot of conversation about staff retention as it relates to working from home. I have attached an article from the Summer 2021 issue of the NHLTA newsletter that touches on a number of relevant points about library workers at this moment in time.

For discussion: Does the Board want to discuss creating any new policies or procedures that could contribute to staff retention?

## Planning and Development

- I continue to work on exploring the idea of a shared catalog between Abbott Library and the Sunapee Elementary and Middle/High School.
- The Selectboard has adopted a new personnel policy about workplace bullying. As the library follows the Town’s personnel policies, I have attached a copy of the policy for your reference. All employees are required to sign the policy, in acknowledgement that they have received a copy and read it.
- I have attached an expanded statistics report for the Board to review. We have seen an increase in circulation of library items and patron visits this July as compared to last year. What is noteworthy is that while circulation of library items is up by 28%, patron visits are only up by 9%. That suggests that patrons are visiting the library less frequently and “stocking up” when they do visit. Year-to-date statistics for 2021 still lag behind the pre-pandemic year-to-date statistics of 2019 but that is to be expected given the fact that we have only been fully re-opened for two months and that many people are still choosing to limit the amount of time they spend in public.
- The Town of Sunapee is beginning the process of creating a Master Plan. I have attached a draft of the questionnaire that will be sent to the community. There is currently no mention of anything related to the library.

For discussion: What are ways that the Board can advocate for the inclusion of the library in this important planning process?

## Program Management

- Please find attached a summary of the Summer Reading Program from Neolani.
- Story hour under the tent will continue for as long as the tent is up.

## Technology Management

- I am attending weekly meetings/trainings about the transition to Aspen Discovery for the public catalog.

## State of Libraries in the Time of COVID-19



- On Tuesday, August 10<sup>th</sup>, Dr. Chan of DHHS met with New Hampshire education administrators via conference call. On that call, Dr. Chan shared that the recommendation of New Hampshire DHHS is that in communities with substantial spread, it is recommended that schools require masks in school.
- I will attend the school board meeting on Wednesday, August 18 to learn if there is any change to the school's plan regarding masking.
- We have been allowing up to four people to use the Activities Room as a place for quiet study. To date, we have not had more than four people looking to use the room at the same time.
- The Emergency Director has notified me that the state of New Hampshire is offering some PPE and other COVID19-related supplies such as gloves, masks, disinfectant wipes and disinfectant cleaning solvent free of cost to municipalities. The library's needs will be included in the town's order.
- The Town of Sunapee is forming a committee to review the Emergency Operations Plan and the Emergency Director has asked for the director of the Abbott Library to join the committee. This is an excellent opportunity for the library to both serve the community and further integrate the library into the town's services.

Library Use:		July 2021	July 2020	July % change 2021 to 2020	YTD 2021	YTD 2020	YTD % Change 2020 to 2021
Library Items		3,752	2157	74%	18,698	14,594	28%
Downloaded Audiobooks		270	246	10%	1,932	1,845	5%
Downloaded E Books - Overdrive and							
Freeding		182	244	-25%	1,361	1,634	-17%
Music Downloaded - Freegal		62	94	-34%	508	627	-19%
Music Streamed - Freegal		167	72	132%	1,274	2,700	-53%
Local Use		64	21	205%	155	346	-55%
Online Tools Total		133	125	6%	1,026	1,884	-46%
Breakdown of Online Tools							
Ancestry		0	0		0	5	-100%
Kanopy (videos)		68	54	26%	487	558	-13%
EBSCO		9	10	-10%	20	74	-73%
Mango		3	0	300%	21	21	0%
New York Times		53	57	-7%	496	1,151	-57%
Great Courses		0	4	-100%	2	75	-97%
Total Circulation		4,630	2959	56%	24,954	23,630	6%
Patron Visits		2,064	594	247%	7,054	6,468	9%
New Registrations		36	11	227%	113	56	102%
Internet Sessions (public computers)		159	27	489%	555	622	-11%
Wireless Usage		424	261	62%	2,050	2,274	-10%
Program Questions		83	2	4050%	257	179	44%
Similar Reference		135	24	463%	685	411	67%
Extended Reference		5	0	500%	35	41	-15%
Readers' Advisory		64	13	392%	226	151	50%
Tech Help		86	17	406%	335	229	46%
Extended Tech Help		7	3	133%	26	35	-26%
Total Reference		380	59	544%	1,564	1,046	50%
Website		July 2021	July 2020		YTD 2021	YTD 2020	% Change
Visits		1,644	1607	2%	9,866	9,247	7%
Unique Visitors		1,181	999	18%			
Avg Visits per Day		53.0	52	2%			
Programs This Month		Adult	Adult		Child	Adult YTD	Child YTD
Number of Programs		6	6		8	21	47
Number of Attendees		22	26		200	279	785
Activities /							
Meeting Room Usage in Hours		Tent	Activities		Conference	Activ YTD	Conf YTD
		15	0		0	20	0
Volunteer Hours		July 2021	July 2020		YTD 2021		
		149.25	43		723.8		
Web Chats		July 2021	July 2020		YTD 2021		
			19		59		

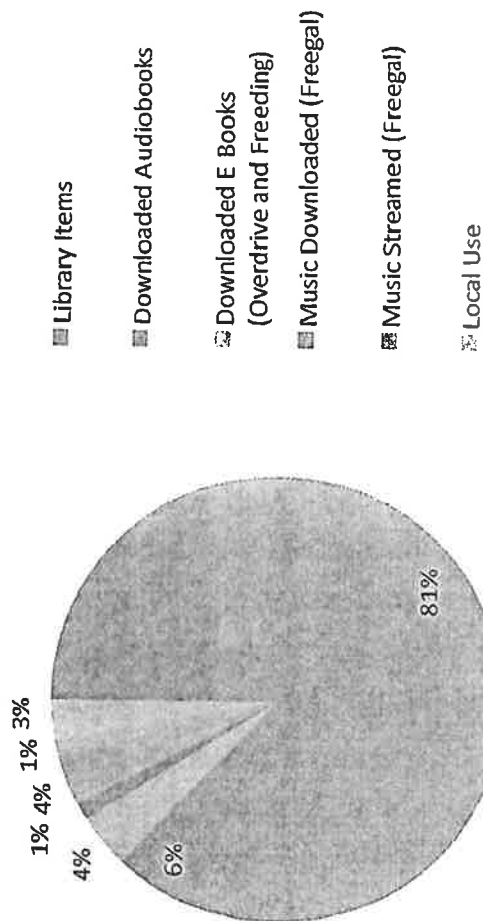
July 2021

Circulation	
Library Items	3,752
Downloaded Audiobooks	270
Downloaded E Books (Overdrive and Freeding)	182
Music Downloaded (Freegal)	62
Music Streamed (Freegal)	167
Local Use	64
Online Access	133
<b>Total Circulation</b>	<b>4,630</b>

**Toatal Reference** 380

**Patron Visits** 2,064

## Circulation



# Library Trustee

The Newsletter of the New Hampshire Library Trustees Association

www.NHLTA.org

## Staffing Challenges During COVID-19: Strategies for Retention and Advocacy

By Lara Berry, NHLTA Board of Directors,  
Education Committee Chair

This spring as COVID-19 numbers drop and New Hampshire businesses reopen and more jobs are become available, unemployment figures are still higher than before last year's closures. Governor Sununu hopes ending NH's participation in the federal \$300 per week pandemic unemployment assistance, and providing incentives to those who return to work for a minimum of eight consecutive weeks (eligible to those who make less than \$25 an hour), will help remedy this situation.

However, the weekly federal unemployment benefit is only one contributing factor in why NH workers may not return to work. NH employers now face stiff competition from out-of-state companies in the information technology industry, who offer good pay and benefits as well as opportunities to work remotely. According to Brian Gottlob of NH Employment Security, despite not having an office in NH, Facebook is one of the top three employers recruiting IT professionals in NH.

Public service employers have been hit particularly hard by the pandemic, and public libraries are no exception. In many NH towns, libraries that furloughed or laid off staff must compete with the new opportunities now available to workers. Mary Cronin, library director at the Cook Memorial Library in Tamworth, reports that the Settlers Green retail outlets in North Conway are offering \$1500 signing bonuses for part time workers. During the pandemic, library budgets have flat-lined or decreased, leaving them without means to provide comparable incentives to returning employees.

Libraries lost staff during the pandemic in other ways. Marta Smith, Fiske Free Library in Claremont, is retiring this year, citing a change in life priorities as the primary reason. "I... find myself leaving for retirement a bit sooner than I might have mostly because after the Covid scare I [want] to leave while I am still healthy enough to enjoy my retirement... I have seen how quickly life can end and I don't want to miss out." She attributes the recent increase in NH library job openings to other employees retiring, or having a similar change in priorities. "We are at the tail end of the 'Baby Boomer' generation so we will see more of our colleagues retiring than in previous years... people who are leaving are either retiring or have decided they can get by with less money if they get to spend more time with their families."

Additionally, libraries are further affected because of our predominantly female workforce. It's been well-documented that women workers have been affected the most by the pandemic, and according to NPR, women are now at the lowest workforce participation level since 1988. What would help these women return to the workforce? More flexibility in scheduling, better child care/caregiving support, short-term sabbaticals and mental health resources.

Applying these solutions in NH libraries post-pandemic will be challenging. Laura Clerkin, Bethlehem Public Library Director, had to furlough staff during the pandemic. As they return, they are requesting greater flexibility in order to pursue other commitments. She is struggling to rework the schedule and still reopen the library to

Public service employers have been hit particularly hard by the pandemic, and public libraries are no exception.

### INSIDE

- 2 Letter from the President  
United Libraries Membership for All
- 3 Still Time! Annual Awards Deadline
- 4 IMLS American Rescue Plan Funds Available
- 5 Virtual Conference 2021
- 6 Legal Q&A: Reopening, Masks, and Vaccines
- 7 Mildred McKay Scholarship Fund

*Continued on page three*

## Staffing Challenges: Retention and Advocacy

*continued from page one*

days a week. She would like to add a library clerk to fill the gaps, but has trepidation about attempting to hire right now, citing signing bonuses as one stumbling block: "I'm hearing companies are having a terrible time hiring people. The Littleton Burger King is offering a \$200 signing bonus!"

Lichen Rancourt, Jackson Public Library Director, cites providing staff flexibility and the option of bringing small children with them to work as strategies she has used to effectively retain her staff during the pandemic. On site and/or affordable child care for library workers with young children, or children learning remotely, could be invaluable in retaining female library workers, but it's a benefit few public libraries can provide.

There is also ambivalence regarding support for working from home. One NH library director cited challenges from the board of trustees when creating a work-from-home policy during the Governor's Stay at Home order. The perception that employees might abuse the privilege created tension and compromised the service the library was able to provide. "I don't think anyone understands how hard it is to do what we do. There's a lot to it and I don't think people get it." Visibly simple tasks like checking out and shelving books can obscure complex and demanding operations even at the best of times, but even more so during the pandemic. Another NH library director confided, "I think everyone is near their ends, overwhelmed with no relief in sight."

All of these challenges culminate in an unprecedented changing landscape for NH library employment. Libraries that managed to weather the storm of the pandemic without losing valued employees may still feel the strain of these circumstances in the near future,

as librarians retire, and younger workers seek positions or professions that provide them with more time, benefits and money. Schedule flexibility, child care/care-giving support, sabbaticals and mental health support are known to be successful retention strategies for women. However, for public libraries, the immediate and obvious answer to the question of how to retain employees is "pay them more money." Directors agree. "We are not paying people what they need to make, to live where they work," one said. "We don't pay our staff commensurate with what they do," from another. "I am the highest educated but the least paid department head in my town," another said. Mary Cronin specifically identified pay for part-time workers as an imperative. "We need a competitive wage for part-time workers." Another director identified directors as needing special recognition: "Recognize your directors. This year more than ever. Give them a minimum of a two percent raise. At minimum." Multiple directors acknowledged that while library workers love where they work, that is often not enough. Challenges arising during the pandemic created tensions between trustees and directors, directors and staff, and staff and the public that undermine work satisfaction in a number of libraries, and may persist indefinitely as COVID-19's reach persists.

Many or all of the strategies discussed in this article face logistical and financial challenges to implement. However, "If you're thinking about retention, you're halfway there." A successful approach will be individual to your library. Ask the staff what they want, and then make it happen or advocate for it. If it's a financial need, prepare proactively by educating your community before, not just during, your next budget season, by articulating just how much your employees have been

doing, and how they have risen to the challenges. If you encounter resistance, work to dispel illusions that underestimate the value of labor in libraries. Convey to your community that valuing libraries is commensurate with valuing library staff, and that methods to retain will be more cost-effective and successful in the current environment than will attempts to rehire. In the meantime, don't forget to express your appreciation in ways that cost little or nothing. Verbalize appreciation, encourage the use of vacation time, respond to mistakes with compassion, sponsor a complementary group meal or meals, acknowledge life events with appropriate cards and/or gifts, speak highly of the library to both employees and others, and above all, express gratitude. One director told me, "For the first time since the beginning of the pandemic, my board of trustees finally told me, 'You have worked so hard.' It meant so much. Feeling appreciated and valued—money can't buy that."

*Direct comments and responses to:*

*l.berry@nhlta.org*

*Please include permission whether you may be quoted in future articles, anonymously or otherwise.*

## There's still time!

Each year NHLTA is pleased to recognize the individuals and groups who have contributed to the excellence of New Hampshire public libraries.

Email nominations to [nhlibrarytrustees@nhmunicipal.org](mailto:nhlibrarytrustees@nhmunicipal.org). Instruction, all criteria and a description of the awards can be found at [www.NHLTA.org](http://www.NHLTA.org).

**2021  
Annual  
Awards  
submission  
deadline is  
July 31!**

Town of Sunapee  
Master Plan Survey  
Draft – June 2021

1 . Which of the following best describes your residency:

- ☐ Permanent Resident
- ☐ Seasonal/Part-Time Resident
- ☐ Non-Resident Property Owner
- ☐ Other

2. Refer to the map on the back side of this page and indicate which part of Sunapee you live in.

- ☐ Sunapee Village
- ☐ Georges Mills Village
- ☐ Shorefront Areas
- ☐ Remainder of Sunapee

3. How many years have you owned land or lived in Sunapee?

- ☐ Less than a year
- ☐ More than 1 year and less than 5 years
- ☐ More than 5 years and less than 15 years
- ☐ More than 15 years and less than 30 years
- ☐ More than 30 years

4. What age range best describes the head(s) of household?

- ☐ 35 & Under
- ☐ 36 to 59
- ☐ 60+

5. What do you like most about the Town of Sunapee? Please put an "X" next to your top three choices.

- ☐ Small town atmosphere
- ☐ Uncrowded living conditions
- ☐ Peace & quiet
- ☐ Outdoor recreation activities
- ☐ School system
- ☐ Safe Environment
- ☐ Unpolluted Natural Environment



## TOWN OF SUNAPEE

23 Edgemont Road  
Sunapee, New Hampshire 03782  
Phone: (603) 763-2212

# Workplace Bullying Policy

## Objective

The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives, that Town of Sunapee will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

## Definition

Town of Sunapee defines bullying as repeated, health-harming mistreatment of one or more people by one or more perpetrators. It is abusive conduct that includes:

- Threatening, humiliating, or intimidating behaviors.
- Work interference/sabotage that prevents work from getting done.
- Verbal abuse.

Such behavior violates Town of Sunapee's Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

## Examples

Town of Sunapee considers the following types of behavior examples of bullying:

- Verbal bullying. Slandering, ridiculing, or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying. Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.
- Gesture bullying. Nonverbal gestures that can convey threatening messages.
- Exclusion. Socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person.
- Shouting or raising one's voice at an individual in public or in private.

- Using obscene or intimidating gestures.
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with mail and other communications.
- Spreading rumors and gossip regarding individuals.
- Encouraging others to disregard a supervisor's instructions.
- Manipulating the ability of someone to do his or her work (e.g., overloading, underloading, withholding information, setting deadlines that cannot be met, giving deliberately ambiguous instructions).
- Assigning menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.
- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings.
- Unwanted physical contact, physical abuse, or threats of abuse to an individual or an individual's property (defacing or marking up property).

Individuals who feel they have experienced bullying should report this to their supervisor or to Human Resources before the conduct becomes severe or pervasive. All employees are strongly encouraged to report any bullying conduct they experience or witness as soon as possible to allow Town of Sunapee to take appropriate action.

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Employee Signature

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Date

Approved and Adopted by the Board of Selectmen on 08/09/2021



Abbott Library

## Summer Reading Program Report

August, 2021

The information regarding the Abbott Library Summer Reading Program was publicized in late May, 2011. Event advertisements were posted within the second week of June. Patrons began registering their children for the Summer Reading Program within the first week of June. There were forty-one youth participants registered for the program overall. Of those forty-one participants, thirty-four were from grades pre-kindergarten through third grade; five participants were going into fourth grade and two participants were going into fifth and sixth grade. Additionally, there were eight requests regarding summer reading program activities and prizes for students 7<sup>th</sup> grade through 10<sup>th</sup>. No questions were given for the higher grades.

Each participant was given a total of five bingo sheets. For every completed bingo sheet, they received a \$5 gift certificate to their choice of Morgan Hill Bookstore, Sanctuary Dairy and Pizza Chef, as well as a bonus from the "treasure chest". The most popular gift certificate choice this year was Morgan Hill Bookstore. The most popular bonuses from the treasure chest were stickers and fidget toys. For each completed row on the bingo sheet, participants received a raffle ticket to be entered for their choice of prize. Each square on the bingo sheet included theme-relevant learning activities. Of the potential 205 bingo sheets that could be turned into the Library, 163 were turned in.

This summer, Abbott Library held five events for the Summer Reading Program, each Tuesday evening, at two different times to ensure reserved seating. Due to the Covid-19 pandemic restrictions, all events followed the twenty-persons per event time guidelines, and four out of five events were held outdoors under the tent. This created a waitlist for each event, and should any family need to cancel, so that we could give the next family on the list the opportunity to attend. The indoor event was the Scavenger Hunt Wrap-Up Party, which was held over a period of an hour and a half, to follow the same guidelines.

The five events of this summer were Build Your Own Safari Book Buddy, Animals With Bad Reputations with Squam Lake Science Center, Craft-Along with Statia, Facts and Crafts with the LSPA, and the Scavenger Hunt and Wrap-Up Party. The event with the lowest turn out was the LSPA event, however, that was likely due to the initial tent date being rained out, and families being unable to attend the rain date. The events with the longest wait lists were Animals with Bad Reputations and the LSPA. The most attended events were Build Your Own Safari Animal Book Buddy and the Scavenger Hunt Wrap Up Party. Each event had party favors for the youth participants. The most well received ones were the bubbles, the fake safari animal

tattoos, the animal masks and the freeze pops, two of which were at the Scavenger Hunt Wrap Up Party.

This summer Abbott Library gave out eight raffle prizes at the end of the Summer Reading Program. Half of those raffle prizes were inflatable animals, and all prizes were theme relevant. The most popular prizes were the inflatable zebra (possibly for being the largest inflatable prize), the lego set, and the crocodile sleepsack. The least popular prizes were the smallest two inflatable animals. Parent reviews included happiness about the Book Buddies, excitement about the Squam Lake Science Center event, and how the Scavenger Hunt event was delivered. Multiple families reported their children being excited to participate in one or more of the SRP bingo squares each day to be part of their day's plan. The ways that I noticed we could improve for next year include keeping track of how many youth request what gift certificates so that we don't run low, having a pre-planned rain date for any potential rain dates, and potentially adding a second summer reading program for youths going into grades five through ten, to give them age appropriate activities and prizes. Overall, this year's Summer Reading Program was a success.