

**North Hampton Public Library
Board of Trustees
Monthly Meeting**

**Date: 8 May 2019, 6:30 pm
Location of Session: Town Hall
Meeting Recorded by Channel 22**

Attendees:

Chair: Susan Leonardi
Treasurer: Jacqueline Brandt
Secretary: Kathleen Kilgore
Library Director: Susan Grant
Alternate: Open Position

Disclaimer – These minutes are prepared by the Recording Secretary within five (5) business days as required by NH RSA 91-A:2, II. They will not be finalized until approved by majority vote of the Board of Trustee.

The intent of these minutes is to provide a summary of the essential meeting content and not a transcription.

A recording of the meeting can be found at: http://www.townhallstreams.com/towns/north_hampton_nh, and a DVD recording is available at the North Hampton Town Administrative Offices, 233 Atlantic Avenue, North Hampton, New Hampshire 03862.

Board of Trustees Monthly Board Meeting

1. Administrative

a. Call to Order

The meeting was called to order by Susan Leonardi at 6:34 pm.

b. Approval of Meeting Minutes:

Work Session Minutes – April 25, 2019.

April Regular Meeting of BOT Minutes – April 29, 2019

Motion to amend the minutes to include copy of email resolution from NH Charitable Trust Foundation dated 11-07-2017 made by Susan Leonardi. Seconded by Kathleen Kilgore

Motion to accept both sets of minutes made by Jacqui Brandt. Seconded by Susan Leonardi
Vote: 4-0. Kathleen Kilgore abstained from vote, did not attend meeting.

c. Library Director's Report

Operations:

Debbie Kroner has met with the Library and other Town Department heads about making North Hampton a dementia safe community. We will be scheduling staff training at a future date with Debbie.

Financials:

Monthly financial details provided in monthly reports included in this meeting
Received donations in memory of Barbara Bednarz who recently passed way. She was an avid patron and will be greatly missed.

Statistics

Circulation was up 5% from last month, signed up 16 new patrons, and the number of the people visiting the library by 11% from the previous month. There is an increase in usage of Lyndacom and Mango Languages which could be attributed to the Tech Open House on April 13th. This was an initiative spear headed by Barbara and Liz.

Staff

Liz attended the annual Department of Labor workshop today

Programs

Jean Pepple won the \$ 50 gift certificate from the Book Outlet for the raffle held for National Library Week.

Some of April's programs:

On April 10th Susan attended Gov. Sununu's Advisory Council on Diversity Listening Sessions at the Congregational Church in Hampton. It was a very thoughtful and enjoyable.

Local Author's Day was April 27th – People got to meet local authors.

Birds, Bats & Butterflies was on April 30th with NH Cooperative Extension. It was a good program and we will probably have them back.

May's programs:

Tomorrow – May 9th 6:30 pm Theresa Fersch's program – Sunrise in Spain.

May 14th 6:30 pm "In Your Own Works" put on by the National Alliance on Mental Illness.

May 17th 6:30 pm North Hampton Bird Walk with Steve Hale – Need people to sign up.

May 21st 6:30 pm Inspiration to Love the Home You Are In with interior decorator Cynthia Clark Cheney.

May 23rd 6:30 pm NH Humanities program: Stark Decency: NH's WWII German Prisoner War Camp located in NH.

June 4th 6:30 pm Harmonica Workshop – Harmonicas are free.

Upcoming

July 23rd 6:30 pm Cruising NH History: A Guide to New Hampshire's Roadside Historical Markers by Michael Bruno.

July 31st 2:30 pm Medicare 101 by ServiceLink.

We will be beginning R.E.A.D. to Rover program. Kids will be reading to a dog.

d. Youth Librarian Report – Connie is gearing up for summer reading

Stuffed Animal Sleepover – A dozed children participated

The outdoor gardens have been planted with flowers and herb seeds.

Winnacunet Teen Librarians Coop is now down to two participants, Hampton and North Hampton, each library will cross-invite teens to summer events.

Connie will be going to the school to do presentations about summer reading.

Kindergarteners will be coming to get their first library cards.

The Teen Summer Book Club will begin in June.

Audiofile's SYNC will be giving away (2) audio books a week the summer for teen's only.

Connie is looking for some ideas for programs around this summer's Summer Reading Program based the "space theme."

Gayle Moores picked up the seven boxes of discards to donate to Families First in Portsmouth.

e. Treasurer's Report

Highlights:

We should be 83% of our budget, we are at 81%. That will increase with 1 month left. At the end of this year, there were a lot of programs were paid our non-appropriated account, which will be reimbursed by our operating account that will bring our budget up to where it should be.

We are exactly where we should be on our budget.

Our non-appropriate account has a balance of \$ 87,144, the large part of that is the Hobb's money we get from the Hobb's Foundation.

Annual Audiobooks have increased over what we budgeted. The CD's and DVD's are in high demand.

Susan Grant will consider attending next year the Annual ALA Conference in June.

Motion to accept the Reports the Director's Report, Youth Librarian's, and Treasurer's reports made by Jacqui Brandt. Seconded by Kathleen Kilgore
Vote: 3-0

2. Review progress on Action Items and Directives from March

- a. **Reminder to review the Library's Strategic Plan and keep it in the back of our minds**
Lots of idea with the new addition/renovation project, our population, who we serve, what our goals, what is attainable, what we should work towards in the future, and who is moving to our community.
- b. **Library Alternate Posting** – we have posted to fill the position.
- c. **NHLTA Annual Meeting: May 29, 2019, Doubletree-Hilton, Manchester, NH**
Action Item: We need to register if we are going to attend and we need post a quorum notice if more than one of us is going to attend.

3. Old Business

- a. **Review of contract with Lavelle Brensinger**
Stephen Bennett got back to Susan Leonardi today about the suggested contract. He has suggested several edits. We should send these to Ron for edits and send it back to us for review.
- b. **Authorization to Proceed submitted by Lavelle Bresinger**
The cost proposed is like the costs we have paid Ron in the past. The

board discussed the need to have more detail on the invoices submitted to us.

Motion to accept / sign the Authorization to Proceed Document with the amendment to add more detail to invoices submitted for payment made by Jacqui Brandt. Seconded by Kathleen Kilgore.

Vote: 3-0

With this Authorization to Proceed, Ron will measure up the building, set meetings with staff and friends who want to discuss room layouts and then meet with Bonnett, Page & Stone to discuss project schedule. These meeting will be scheduled soon.

- c. **RSA request** from Larry Miller for a list of bequests transferred and returned. Included will be donation amounts for each bequest. Susan Grant has put this document together. Susan Leonardi will email this out to Mr. Miller.

d. **Communication Plan**

We have a document listing all different Boards, Committee and Organizations. Susan has added to the list. We should review and divide this list up amongst ourselves to be point person to give presentations.

Kathleen shared materials she had received at a seminar she attended the day before on how do go about different ways of community engagement.

Susan is working on power point presentation for these community presentations. Ron will assist with refining this presentation. Included in this presentation:

- What we have now
- The type of space we will have after
- Know now for costs
- What the floor plan looks like now
- The monies we have right now
- BPS timeline
- The number of libraries that are under construction right now

We would like to direct the public to the website of information. Barbara is currently working on the design. What documents should we have posted for public consumption.

Should we send the Fact Sheet out to get information out? Can we send it thru the School's Friday folders? Should we have a sign-up sheet for people to sign up to receive information. Should we use the moving white board to get people's input.

Action Item: Each of us should go into the shared list and choose who we will be the point of contact for communication. We should make the school community a priority to communicate with earlier rather than later.

4. **New Business**

a. **Community Newsletter**

Susan Leonardi wrote brief article for the Community Newsletter. Susan Grant will add a list of upcoming programs.

b. **Discussion of Memorial Day Weekend Staffing**

Susan Grant will inquire if there is anyone willing to work for the Memorial Day and will advise.

c. **Public Library Traffic Sign**

Action Item: Kathleen will investigate how we go about getting signs on Route 1.

d. Lawn Games

Action Item: Susan Grant will dig out the lawn games that have been purchased in the past and we will see what we should obtain.

e. Old Home Day – Saturday, August 10, 2019

Action Item: Susan Grant and Connie will be meeting with Joe Manzi on Friday to discuss on how we can participate.

Public Comment

Cynthia Swank – President of Friend of North Hampton Public Library

- She would like to thank Barbara Bednarz's family for suggesting in her obituary in lieu of flowers suggesting making contributions in her memory to the Friends of North Hampton Public Library. Both Barbara and her husband were wonderful friends of the library.
- The Friends will be paying for the museum passes soon. She wanted to remind everyone that these museum passes are there to use. They are a wonderful gift.
- The Friends are the major sponsor of the summer reading programs
- She suggested that thru our posting for an Alternate Trustee, when we are interviewing candidates that we ask if the candidate can attend the Friends meeting on the 3rd Wednesday at 9:30 am.
- Cynthia and Vicki Jones attended NH Trustees Association hosted a regional meeting in Warner and invited Friends Group to attend. 45 people were in attendance, half were friends and half were trustees. It was a wonderful meeting in sharing what they do, how they raise money, who they get member, etc. The more communication the better among Friends, Foundations and Trustees.

5. Correspondence

We have received a couple correspondence from Larry Miller, we will can add them to our minutes.

Next Meeting: Wednesday, May 22, 2019 6:00 pm at the Library – It is a work session.

6. Adjournment

The meeting was adjourned by Susan Leonardi at 7:38 pm

Appendix of Additional Documents to Meeting Minutes (for reference):

Librarian Report

Youth Librarian Report

Job Description of NHPL Library Trustee Alternate

Wadleigh, Starr & Petters, PLLC – 5/8/2019 Memorandum RE: AIA Document B101-2017

Library Renovations and Addition

Authorization for Proceed

Terri Knowles, Asst Director-Charitable Trusts Unit – Email Confirmation of Resolution NHPL & Cultural Center and Cultural Center Foundation issue dated 11-07-2017

List of Bequests Transferred and Returned (sourced from Annual Town Reports)

Community Economic Development NH – Community Outreach & Engagement

Email received dated 4-17-2019 – Sender: Larry Miller

Email received dated 4-27-2019 – Sender: Larry Miller

Email received dated 5-07-2019 – Sender: Larry Miller

Librarian's Report
May 8, 2019
Susan Grant, Director

Operations

- Debbie Kroner had a meeting with several town department heads about making North Hampton a dementia safe community. We will be doing staff training at a future date with Debbie.

Financial

- Operating Account reconciled ending balance 4/30/2019 TDBank \$52,510.5
- Non-appropriated Funds Account TDBank reconciled ending balance 4/30/2019 \$87,144.06
- Peoples Bank CD#1 142,312.34 (plus any interest accrued)
- Peoples Bank CD#2 \$94,874.90 (plus any interest accrued)
- Peoples Bank Checking Account \$10,057.84 (May statement not received yet)
- Capital Reserve Fund as of 4/30/2019 \$340,490.53

Statistics

- Circulation was up 5% from last month, down 3% from April of last year.
- We signed up 16 new patrons in April.
- The number of people visiting the library increased by 11% last month.
- We saw an increase in usage of Lynda.com and Mango Languages, which could be attributed to the Tech Open House April 13th.

Staff

- Liz attended the annual Department of Labor workshop May 8th.
- Barbara & Liz spearheaded the Tech Open House and did a great job getting handouts and information for staff to share with patrons.

Programs

Jean Pepple won the \$50 gift certificate from the Book Outlet for the raffle held for National Library Week. We had 23 people for the John Perrault & Poets Laureate program on the 16th. It was a wonderful program. The Tech Open House was a success though turnout was smaller than hoped for. We want to thank the Friends for providing refreshments for the Open House and National Library Week.

- April 10th Gov. Sununu's Advisory Council on Diversity Listening session sponsored by SAL was a very thoughtful and enjoyable evening by those who attended.
- The paint party on the 23rd was cancelled due to lack of sign ups.
- April 27th Local Author's day – meet and greet local authors was a fun event for authors, which included a few North Hampton authors.
- April 30th 6:30 pm **Birds, Bats & Butterflies**- Speaking for Wildlife (NH Cooperative Extension)
- May 9th 6:30 pm Theresa Fersch - **Sunrise in Spain** (also her book title) – Hiking the Camino de Santiago

Youth Services Department Report – May 6, 2019

Stuffed Animal Sleepover

The Stuffed Animal Sleepover brought in a dozen excited children and their parents/caregivers. Attendance was similar to last year's. The children talked about their stuffed toys, and then we read picture books and made name tags and paper nightlights. Eileen Zimmerman posed the stuffies later in the evening and photographed their nighttime "antics". The following day the families were provided with a PowerPoint made from the photos.

The outdoor gardens have been planted with flower and herb seeds. We will attempt to engage youth throughout the spring and summer with what's happening in the gardens.

Winnacunnet Teen Librarians Coop now number two (the Seabrook PL and Hampton Falls Free youth librarians have left). Stacy Mazur from Hampton Lane and I met to coordinate several of our action items that we had planned previously. We will cross-invite teens to our summer events. Lane will have the NHPL co-host their Drone Demo, Teen Entrepreneur Workshop, and Escape Room event, and will invite North Hampton teens to attend. I will invite Hampton teens to our Great Water Balloon Duel. Both libraries are hosting Sky Watches and we will cross-invite for those two dates as well.

Summer Reading Program and other summer programs

I am connecting with nine area businesses requesting donations for the summer reading program incentives and the final gift basket raffles. So far we have gift certificates donated by The Airfield Café, Atlantic Karate, The Beach Plum and Luv2Play.

I am scheduling SRP presentations for all the grades at the NH School. The Kindergarten classes and Grades 6, 7 and 8 will come to the NHPL. Kindergarteners will receive their first library cards. Grades 6 to 8 will be asked to update our records with dates of birth and current emails. These children are at an age when their existing library card may be expiring or already has expired, and are beginning to get their own personal email accounts independent of their parents'.

I have made additions to the NHPL web pages, sent flyers to the SAU to post in the schools prior to end of the school year, and the press release is ready to go out later in May.

Teens:

1. The Teen Summer Book Club will return in June.

JOB DESCRIPTION OF A NHPL LIBRARY TRUSTEE ALTERNATE

ALTERNATES TO THE BOARD:

RSA 202-A:10 provides that every board of trustees may recommend to the appointing authority (select board, councilors, aldermen, mayor) the names of up to 3 people to serve as alternate members of the board when elected members are unable to attend a meeting. The alternates are appointed for a one-year term and have voting rights only when filling in for an absent trustee. Because an ongoing awareness and knowledge of the library's business are required, the NHLTA does not recommend that alternates assume the roles of the chair or treasurer except in extraordinary circumstances. Alternates should attend and participate at every meeting and have the same concerns for the library as the regular trustees.
[-NHLTA Trustees Manual](#)

QUALIFICATIONS:

- A resident of North Hampton, New Hampshire
- Interest in the learning more about the services and resources provided by North Hampton Public Library
- Strong commitment to the library's mission statement
- Desire to learn more about the community's social, educational and political structure
- Open to both the needs of both the library and its community
- Ability to work well with others, listen effectively, and desire to help plan for future
- Willingness to devote time and effort to the assist the NHPL Board of Trustees with assigned duties and goals for the library

ESSENTIAL RESPONSIBILITIES OF THE TRUSTEE ALTERNATE:

- Opportunity to help the NHPL Board of Trustees with improving library services, programming, policies and procedures
- Assist with the board's own transactions of business in the governance of the library.
- Help create opportunities to support the library's mission statement and contribute to the development of short and long-term goals for the library.
- Actively participate in and contribute to the meetings and work of the Library Board of Trustees
- Utilize the Library Trustee Manual and acquire a working knowledge or awareness of local, state and federal laws pertaining to the governance of a public library

WADLEIGH, STARR & PETERS, P.L.L.C.

WILLIAM C. TUCKER
EUGENE M. VAN LOAN III, Of Counsel
JOHN E. FRIBERG, Sr.
JAMES C. WHEAT
RONALD J. LAJOIE
JEFFREY H. KARLIN
MARC R. SCHEER
GREGORY G. PETERS
FRANK P. SPINELLA, Jr.
DEAN B. EGGERT
MICHAEL R. MORTIMER
KATHLEEN C. PEHL
RICHARD THORNER
CHARLES F. CLEARY
CHRISTINE GORDON

Attorneys At Law
95 Market Street
Manchester, New Hampshire 03101
Telephone (603) 669-4140
Facsimile (603) 669-6018

WWW.WADLEIGHLAW.COM

Serving New Hampshire since 1899

TODD J. HATHAWAY
STEPHEN J. JUDGE
ALISON M. MINUTELLI
MICHAEL J. TIERNEY
PIERRE A. CHABOT
DONNA J. BROWN
JOSEPH G. MATTSOON
CHRISTOPHER P. MCGOWN
ABBY TUCKER
STEPHEN M. BENNETT, Of Counsel
ALLISON M. FUSCO
STEPHEN N. ZAHARIAS
ALYSIA M. CASSOTIS
ELIZABETH E. EWING
ROBIN D. MELONE

Direct Dial: (603) 206-7283
sbennett@wadleighlaw.com

May 8, 2019

MEMORANDUM

To: Ms. Susan Leonardi
North Hampton Public Library Trustees

From: Stephen M. Bennett

Re: AIA Document B101 - 2017
Library Renovations and Addition

I have reviewed the above-captioned document and make the following comments and recommendations:

Page 1 under section entitled "For the following Project": Add the following sentence to the end of the first paragraph:

"Library will be provided with at least ___ days of written notice of any required closures."

Page 2 under sectioned entitled "Phase I 1, second paragraph: Add "on or before _____, 2019" after the word "Owner".

§ 1.1.5: I am unsure what "Construction Management at Risk" means. My understanding is that the Project will be put out for competitive bidding.

§ 1.1.12B: Add "reasonable" after "make" in sentence number 3:

§ 2.4: Add "written" before "consent."

WADLEIGH, STARR & PETERS, P.L.L.C.

Ms. Susan Leonardi
May 8, 2019
Page 2

§ 3.4.3: Add “shall” before “review” in the second sentence:

§ 3.5.1: In section “(1)” delete the word “either” and “or negotiated proposals.” This will make this section consistent with §3.5.3.

§ 3.6.6.1: The architect has substituted “on-site reviews” for “inspections.” I assume that inspections are more thorough than on-site reviews and would recommend that the architect be required to conduct inspections at these stages.

§ 3.6.6.2: Same issue as noted in § 3.6.6.1.

§ 7.2: In the second sentence add “, as required by law,” after “requirements.”

§ 10.2: The end of the sentence should read “as modified by the parties.”

§ 10.11: This is the architect’s attempt to limit its exposure for any negligence to the amount of its contract fee. I recommend that this section be deleted.

The second § 10.11: This paragraph limits the architect’s responsibility for any safety design issues. I would add the following sentence to this section: “Architect is responsible for incorporating safety features/precautions generally recognized by the industry to be necessary to ensure safety of end users, including, but not limited to, those safety features/precautions required by federal and state laws, codes and regulations.”

§ 11.4: The architect includes a 20% mark-up for certain supplemental and additional services. It is my understanding that industry mark-ups range anywhere from 5% to 20%. This would be at the high end.

§ 11.8.2: The architect adds a 20% mark-up for reimbursable expenses. See comments to §11.4.

§ 11.10.2.1: This section requires that invoices be paid within 30 days after the invoice date to avoid interest. Depending on the Town’s payment process, it may be appropriate to extend the period for payment to 45 or 60 days.

LAVALLEE | BRENSINGER ARCHITECTS

April 30, 2019

North Hampton Public Library Board of Trustees
North Hampton Public Library
237A Atlantic Avenue
North Hampton, NH 03862

**Re: Authorization to Proceed for Architectural and Engineering Services
North Hampton Public Library Addition and Renovation
LBA Project Number 13-020-00**

Dear Susan, Jacquie, and Kathy:

Thank you for selecting Lavallee Brensinger Architects for the North Hampton Public Library Addition and Renovation at 237A Atlantic Avenue, North Hampton, NH 03862. We are excited about working with you and your team on this very important project.

This letter shall serve as an Authorization to Proceed provided by the North Hampton Public Library Board of Trustees for Lavallee Brensinger Architects and our team to begin providing professional Architectural and Engineering services on your project while a formal Owner / Architect agreement is drafted and executed.

During the period between the date of this Authorization to Proceed and the date of the executed Owner / Architectural agreement, we shall be entitled to compensation for the work performed up to Forty Thousand Dollars (\$40,000.00); which represents 15% of the Total Basic Services compensation, plus \$2,500.00 for reimbursables. Such work shall be credited towards the total fees agreed to as part of the Owner / Architect agreement. In the event that the project is terminated and/or an Owner / Architect agreement is not executed, you shall provide written notice to Lavallee Brensinger Architects and we shall be fully compensated for services performed to the date of such notice, together with Reimbursable Expenses then due.

Beginning in the month following the execution of this Authorization to Proceed and the start of services, Lavallee Brensinger Architects shall invoice services on a monthly basis based on a percent complete of the above amounts. Payment for such services shall be due net 30 days from the date of invoice.

A SL to have Ron add require more detail on invoices

Please sign below as an indication of your acceptance of this Authorization to Proceed. The Trustees signing below hereby represents and warrants that they are duly authorized to execute and deliver this Agreement and that this Agreement is binding in accordance with its terms

_____	_____	_____
Trustee Signature	Trustee Signature	Trustee Signature
_____	_____	_____
Trustee Printed Name	Trustee Printed Name	Trustee Printed Name
_____	_____	_____
Date	Date	Date

Susan G to scan and send to Ron (signed contract)

*Motion JB - Made
KK - 2nd
3-0*

Authorization to Proceed
April 30, 2019

Page 2 of 2



Architect: Signature

Ron Lamarre, Design Principal

Architect: Printed Name & Title

Date

cc: Chris Drobat, President, Lavallee Brensinger Architects

Community Economic Development

NEW HAMPSHIRE

Information Brief #6, April 2018

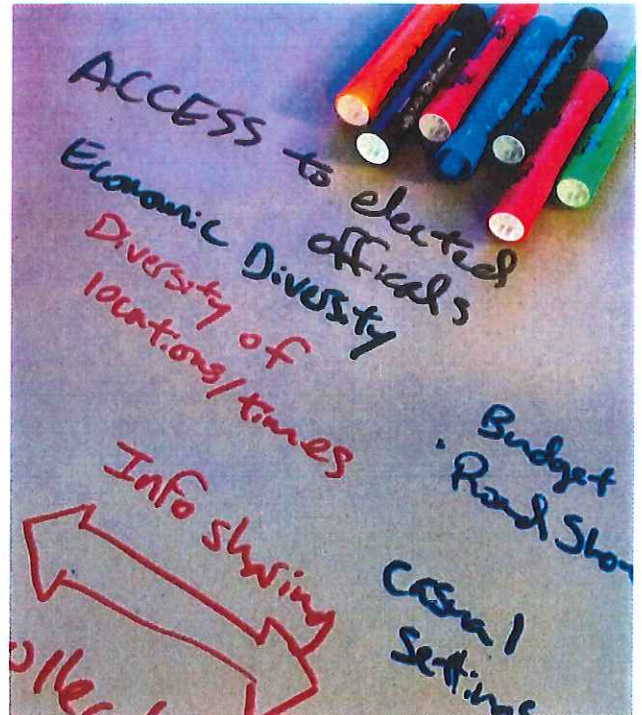
Community Outreach & Engagement

Molly E. Donovan
 University of New Hampshire Cooperative Extension

Why reach out and engage your local community?

Healthy communities have an active and engaged citizenry. There are many ways to engage. Civic engagement is a broad term used for the many ways community members are involved in civic life, from volunteering on a town committee to coaching youth hockey, taking care of local trails, or joining the garden club. All of these activities add to the health of the community and create strong social connections or social capital. Public engagement is involvement in local decision-making – decisions that have an impact on the whole community.

Most people associate public engagement with local governance. New Hampshire has a strong tradition of local governance and citizen participation. Most towns generally operate with the town meeting form of government, where the registered voters in the town act as the town legislature, and a board of selectmen acts as the executive of the town. The community is invited to gather and decisions are made at the annual town meeting.



Communities also deliberate and make decisions about community issues such as planning for a new development project, school-related topics, and local budgets outside of the annual town meeting. Community members must have an opportunity to participate in the discussion and decision-making, and community leaders have a responsibility to reach out and engage their citizens. Residents often have personal knowledge or experience with a community issue; ideas, alternate plans, or solutions not previously considered; suggestions for resources; or offers to lend their skills to projects and tasks. Community interest, understanding, and support for an issue, project or program will increase with engagement of citizens.

What is outreach?

Outreach and engagement are two distinct ways to connect with your community. Outreach is one-way communication that tells community members about an issue, problem, opportunity, or decision. Outreach can be postcards sent to homeowners, fliers placed throughout a community, website postings, and meeting announcements, for example. Community leaders inform the public of an upcoming discussion and invite them in to comment or participate. Many communities require this important step in working closely with residents. Only doing outreach for community decision-making is yielding very limited results. There is often low turnout at public and community meetings – even those where there has been robust outreach. Community members have many obligations and are increasingly unlikely to go to a traditional evening meeting. Outreach paired with other engagement strategies will bring many more voices and ideas into the decision-making process.

Benefits of Outreach and Engagement

- Increases public understanding and support for an issue
- Local decisions reflect the interests of the community
- Allows different perspectives to be represented
- Builds accountability and trust
- Identifies shared community concerns, interests, and goals
- Creates strong, healthy, vibrant places to live, work, learn, and plan
- Allows for creative problem-solving
- Increases social capital
- Develops new community leaders
- Helps in the discovery of community assets, skills, and resources



What is engagement?

Community leaders often look for ways to broaden public participation. Public engagement can lead to broader participation and wider community input in decision-making. Through deliberate, well-planned public engagement, community members become informed about, participate in, and influence public decisions. Community members go beyond just knowing about a pending decision to participating in the decision-making process—they become a part of the community change. The engagement process includes listening, discussion, deliberation, and decision-making. Successful community engagement builds relationships in the community, which, ultimately, strengthens the community's social fabric and develops new leaders.

Expanding who participates in community decisions

Inviting the public to community discussion and decision-making can be challenging because, ideally, you should include everyone. So, where do you start to engage everyone in your community? Consider who may be affected by or interested in your issue. Think about all of the civic infrastructure that makes up your community such as schools, businesses, hospitals, nonprofit organizations, civic groups, service organizations, senior center, faith-based organizations, library, town boards, boy and girl scouts, 4-H, recreation organizations, and others. Invite a contact from each organization to the discussion. Also, ask them to encourage their respective networks to participate. Your outreach and engagement effort should reach out to all of these groups but remember to reach out (send postcard, flier etc.) *and* engage (ask them directly) for the greatest success.



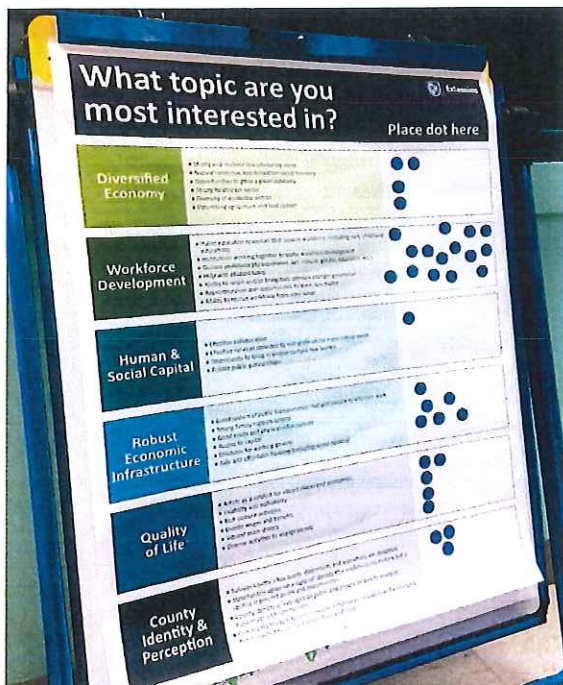
Some community members may have never participated in community discussions before and may be underrepresented in decision-making. Underrepresented community members may include youth, seniors, minorities, veterans, limited income populations, and residents with disabilities. The list may be different in your community. Make a special effort to include all community members. Make an effort to go to them to talk at a time and location convenient and comfortable for them. An organization or leader with experience connecting with the community may be your best first contact, as you may find a greater level of trust. Take the time and do the planning to build these important new relationships. Underrepresented populations have ideas, concerns, and insights of great value.

Ways to engage

Engagement should be neutral – it is not advocacy work or advocating for a certain view. It opens up the discussion and encourages broad participation. Consider the format for engagement—the methods you choose should reflect your purposes and engagement goals. Do you want your community to dive deeply into a complex issue or just gauge their reaction to a pending change, issue, or idea? Be sure to fit the process to your participants and your goal. All methods have value as long as they help you build relationships and allow the public to share their thoughts.

Traditional Engagement – bringing people together in a meeting format

Engagement processes abound: visioning session, forums, charrettes, issues open houses, world café, and study circles to name a few. All foster broad public participation but each has a unique format and purpose. Within the format, you can use a variety of tools such as live polling, deliberation, asset mapping or dot voting. All, however, require planning, knowledge of the format, and a facilitator.



Engaging Community members in new and different ways

There are other forms of engagement beyond the public or community meeting, most of which involve going to community members to gather information, ideas and feedback. Many communities have used surveys as a tool. Surveys are helpful but can be costly to develop and administer and may have low response rates.

Communities are increasingly using faster, less expensive and often volunteer driven engagement techniques to reach a broader, often more diverse audience. Communities can use dot voting on posters distributed throughout the town to gauge what people are thinking on a topic. Storytelling circles will yield a great deal of information. By sharing stories about a topic, a relationship is built between those participating and those seeking the input. Crowd sourced story maps allow people to add a photo with comments to a map to share information about locations in a community. Engaging school children through art and drawing will gather the ideas of this often-underrepresented group.

The most representative and well-supported local decision-making includes outreach, traditional and new engagement techniques. When combined, there are more voices and differing points of view represented in decisions. This also leads to broader community support on ideas to improve communities.

Tips for Success at Engagement Events

- Select the right location – it should be neutral and easy to access
- Use a trained facilitator to manage the event
- Use ground rules such taking turns talking, active listening, being respectful
- Share the agenda and be clear on what you want to accomplish
- Use data and reliable information to inform your participants
- Develop clear and concise questions using plain language – no jargon
- Have a snack and refreshments available
- Tell them how you will use what you have heard



Next steps after you have engaged your community

After your engagement efforts, continue to engage with your participants and the wider community. First, be committed to using the insights, ideas, and input from the session in your planning and decision-making. Thank participants and ask them to stay involved by joining an action group or following up on their recommendations. Those who participated will want to know how things will change or what the result of their participation is. Share your report, publicize your decision, and demonstrate how you used what you learned – show participants the impact they have had.

Tips for Engaging after your Public Session

- Keep working to build these community relationships.
- Ask participants to sign up for email updates or to follow you on social media.
- Ask participants to share their experience with others.
- Ask participants to engage again – even on different topic.
- Suggest participants take on a new role in the community such as leading a group or joining a board.
- Set up action committees immediately so participants have a role.



For more information: **Molly Donovan**
UNH Cooperative Extension
Community and Economic Development
Molly.Donovan@unh.edu
603 862 5046



Community Engagement Tools

Thick Engagement

Community Visioning

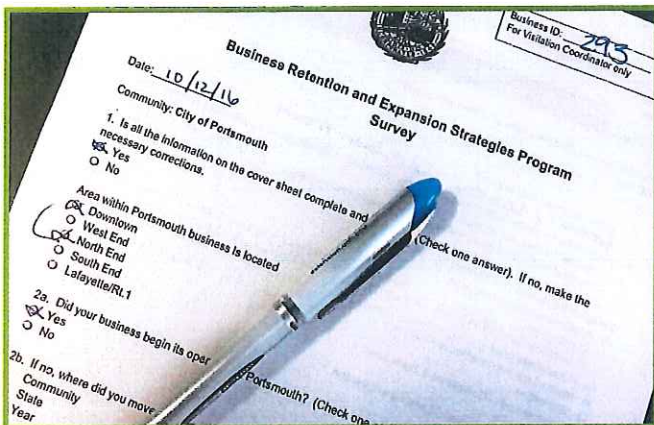
One process to help a group move from vision to action is community visioning. This process entails engaging the community to develop Vision, Mission, Objectives, Strategies, and Action Plans. <https://ctb.ku.edu/en/table-of-contents/structure/strategic-planning/vmosa/>

Community Forums

Community forums are meetings open to the public that involve residents to provide input on projects, issues, problems, and needs. http://ctb.ku.edu/en/tablecontents/sub_section_main_1021.aspx

World Café

World Café is a structured conversational process in which groups of people discuss a topic at several tables, with individuals switching tables periodically and getting introduced to the previous discussion. <http://theworldcafe.com/method.html>



Community Surveys

Community surveys help one to gather info about local attitudes regarding precisely defined issues, problems or opportunities. Surveys may be open ended or multiple choice.

Focus Groups

The focus group is a way to gather the opinions/ideas from a small, targeted group of citizens. The intention of focus groups is perhaps more to build a synergy of thoughts and ideas than it is to make projections about the community. http://ctb.ku.edu/en/tablecontents/sub_section_main_1018.aspx

Storytelling Circles

Storytelling Circles provide an opportunity for individuals to share their stories or ideas based on a theme or prompt in a group setting. Ideally, groups are composed so that a diversity of perspectives participate so information is as representative as possible.

Key Interviews

An interview is a conversation with a purpose, designed to help you gather information about peoples' assumptions/perceptions of community needs or activities. They are useful when looking for in-depth information on a particular topic. http://ctb.ku.edu/en/tablecontents/sub_section_main_1047.aspx

Asset Mapping

Asset mapping is a technique for cataloguing community assets/resources to meet community objectives. The goal is to identify and use assets to improve community rather than focus on problems/needs.



Community Engagement Tools

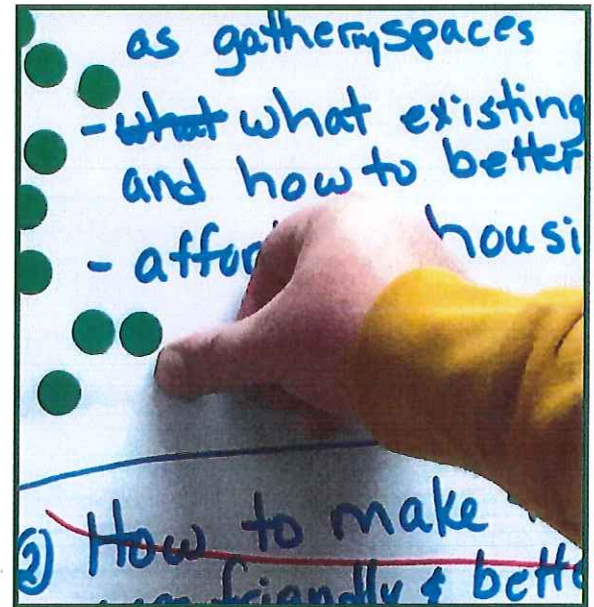
Thin Engagement

Story Maps

Story Maps are a free online mapping tool powered by ESRI ArcGIS online. Ask community members to provide a photo of their favorite place and share why they love that place (or a memory, story, or a wish for the future). Photos are uploaded to ArcGIS online and geotagged on a map that can be shared online. Story maps can also be used to document tours. <http://storymaps.arcgis.com/en/>

Posters & Chalkboards

These can be posted in high traffic areas asking questions to elicit responses from community members. It is helpful if there is a volunteer present to encourage people to participate. Possible locations include the library, town hall, recreation center, coffee shops, banks, etc. Or, use mini chalkboards to invite community members to respond and take a photo holding their idea. <https://www.youtube.com/watch?v=uebXllrosiMT>



Rich Pictures

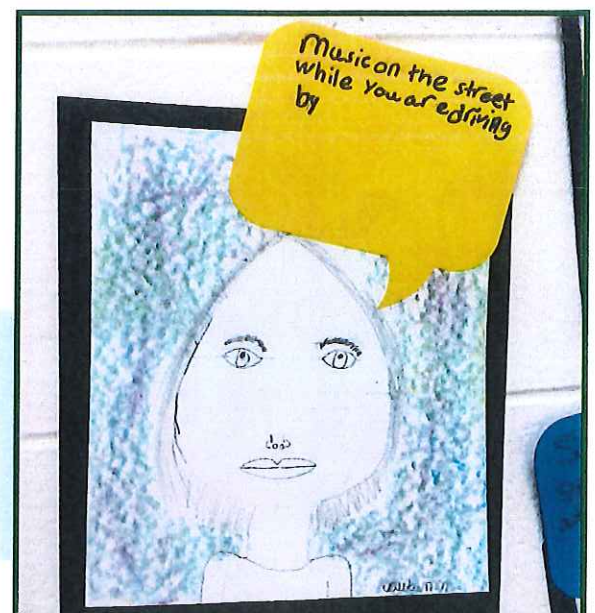
A Rich Picture is a visual representation of a system that depicts all the elements and how they interact. You don't have to be an artist to do this; in fact, some of the most effective Rich Pictures consist of line drawings, stick figures and arrows. Use cartoons, labels, arrows.

Post-It Note Flash Mob

This technique simply enables passers-by to post their thoughts about a particular place, building, or community issue on that structure or place in question using post-it notes. Stickers asking a specific question can also be used. <http://candychang.com/i-wish-this-was/>

Children's Artwork

Engaging children through artwork can also be a tool to engage the community. Partner with a school or recreation center to ask children to answer a question and draw a corresponding picture. Use the artwork to decorate places people frequent: town offices, post office, banks, etc.



More Information:

Molly.Donovan@unh.edu

<http://bit.ly/UNHExtensionCED>

Tips to increase equity and inclusion in engagement work

- Be aware of who is in your community who may not typically show up or have a voice. Plan ahead to ensure that engagement is as representative of the total community as possible. (Example: think about young families, older residents, community members with disabilities, people of color, limited resource individuals, and teens.) How do you ensure that all community members can have a voice?
- Listen to understand and learn other perspectives.
- Work to build trust and relationships, not one shot meetings.
- Make sure members of affected audiences are included early in the process to discuss what the problem is, how to approach it, and what a solution might look like (example: if you are discussing issues that involve immigrants in your community, make sure members of the immigrant community are present to discuss needs, guide the work and determine solutions).
- Respect other opinions and ideas.
- If some group members are taking time from work to be present, consider paying them, especially if others are there as part of their work.
- Allow for anger or frustration that maintains respect for all.
- Communicate clearly and upfront about the purpose of the work, the process to be followed, and how input will be used after it's gathered.
- Hold events in places where people live or can get to easily (example: be aware of transportation limits to get to meetings).
- Hold events at times that community members can come (example: if you want older folks to attend, it may be difficult for them to drive at night).
- Use accessible spaces (example: ensure wheel chair access and spaces that are easy to get in and out of for anyone).

- Develop partnerships with organizations that work with under-represented community members (example: you may reach Section 8 housing residents through a property manager).
- Be aware of what buildings may represent (example: people may not feel comfortable in schools or churches because of past experiences).
- Be sensitive to terminology or activities that may make some feel less valued than others (example: if you want to include teens in a community project, make sure to offer them the opportunity to make a meaningful contribution equal to what you would offer an adult member of the committee).
- Determine and be aware of communication needs; communicate accordingly (example: if you are communicating with folks for whom English is not their first language and they are not fluent in English, use a language interpreter).
- Remember the fun!



Extension

Outreach & Engagement Planning Chart

	OBJECTIVE	Groups/Places that represent these populations	OUTREACH	ENGAGE
Populations that have a stake in your work	inform, consult, involve, collaborate, empower	Groups/Places that represent these populations	How to reach out with one way communication: mail, email, flier, postcard, social media	How to engage: Visit, presentation, call, go to! Use tools such as forum, focus groups, storytelling, interviews, World Café, story maps, art, post it note flash mob or other
General Public				
Project Partners				
Stakeholders				
Neighbors				
Community Leaders				
Seniors				
Businesses				
Youth (under 18)				
College students				
Young Adults (18-30 yrs.)				
Disabled				
Veterans				
Minority populations				
Immigrants				

Populations that have a stake in your work	OBJECTIVE	Groups/Places that represent these populations	OUTREACH	ENGAGE
Refugees				
Homeowners				
Renters				
Visitors				
Other				



Key Informant Interviews



Key Informants

- Community residents (sometimes leaders) who are in a position to know the community, have wide contacts in the community and community members look to them for answers on community issues. The interview often provides opportunity to build trust. This is often the first step in relationship building for future program or project.
- First-hand knowledge about community, residents, issues, problems and may want to learn more about them.
- Personal knowledge or experience with the issue and able to express themselves.
- Able to express thoughts, feels, opinions, experiences, perspectives.
- Professional person who works with group or target audience
- Look for diversity for a broad range of perspectives. Think about key informants of different age, ethnic background, religion, education, roles in the community etc.
- May refer you to others to be interviewed

Key Informant Interviews



- Use a small set of questions (5-8 questions)
- Should last 20 – 30 minutes but may go longer if interviewee is interested
- Conversational and loosely structured
- One respondent and one interviewer
- Interviewer is flexible and able to add questions as they go
- Setting up the interview takes the most time -be persistent!
- Questions are open-ended such as –

What do you think about...
 What is your experience with...
 Can you tell me about...
 What are some examples of...



Who is a key informant for your project?

1.)

2.)

3.)

4.)

5.)

What are the key questions?

1.)

2.)

3.)

4.)

5.)

Engaging Communities with Story Maps

What are Story Maps?

Story maps combine maps with text, photos, and videos. The result is an interactive map that uses geography to communicate a story in a compelling and powerful way.

Using Story Maps for Community Engagement:

Gathering information:

Certain types of story maps, like the crowdsource story map, can be used to collect information from people. For example, UNH Cooperative Extension created a map to solicit peoples' favorite places in NH. See the map here: <http://bit.ly/favoriteplacenh>

Mapping community assets:

Story maps can be used to display community assets. For example, the UNH Cooperative Extension First Impressions program is a downtown assessment program that utilizes the mobile data collection application, Collector for ArcGIS to help volunteers map community assets and opportunities for improvement. The mobile application allows for easy data collection and automatically populates points on a map, helping the community identify their assets and where there is opportunity for improvement. See an example map here: <https://arcg.is/19iKa5>

Sharing information:

Story maps can display information spatially using images and text. For example, the UNH Cooperative Extension Community and Economic Development team created a map to show our impacts in the state of New Hampshire. Learn more about our work by visiting the map here: <https://arcg.is/0PrCbz>



UNH Cooperative Extension Community & Economic Development Successes

The Community and Economic Development team at UNH Cooperative Extension works with community members, leaders, and local, regional and state-wide partners to build their knowledge, skills and capacity for needs assessment, community engagement, decision-making and action. Here are some of the team's successes in NH communities over the past few years.



The Franklin for a Lifetime project was successful in enriching the business climate in Franklin. Following the project, several businesses opened, including a candy store, outdoor recreation store, and a community cafe. Jo Brown, owner of The Franklin Studio, who was a member of the Franklin for a Lifetime steering committee, always knew that she wanted to open a community cafe, but decided that the time was right directly following the Franklin for a Lifetime project.



To learn more about Story Maps, visit: <https://storymaps.arcgis.com/en/>

Contact: Casey.Porter@unh.edu

 Four recent requests

Ray Miller <rmiller@northerncomposites.com>

Wed, Apr 17, 2019 at 12:43 PM

To: Jacqueline Brandt <brandtdev@comcast.net>

Cc: "kkilgore@northhampton-nh.gov" <kkilgore@northhampton-nh.gov>, Susan Leonardi <msialeonardi@gmail.com>

Jackie,

I respectfully disagree.

I can prove this by asking you-

When the funds were transferred from the Library to the Foundation what were the bequests transferred and what \$ amount for each bequest?


You either do not know or do know and do not wish to answer.

Either is not acceptable.

The same info was requested for the funds returned which was a reduced \$ amount.

This information has not been supplied. Period. It's a simple request.

I suggest the Trustees gather this info in detain and produce the accounting requested.

 It will probably fit on 1 piece of paper.

The public deserves to know.

This issue is not going away until the Trustees answer completely and truthfully.

Again, this is info you should have already. I believe you do not know and don't want to do the work to find because you don't want to know or it's not important.

The sooner you get in front of this issue, the sooner you will be able to ask citizen's for donations and expect them to take you seriously.

Larry Miller


From: Jacqueline Brandt <brandtdev@comcast.net>

Sent: Tuesday, April 16, 2019 8:44 PM

To: Ray Miller <rmiller@northerncomposites.com>

Subject: Your recent requests

Dear Mr. Miller,

 At the request of the Chair of the North Hampton Library Board of Trustees, Susan Leonardi, I am replying to your most recent e-mail correspondence. During our last regular meeting we complied with your request to have your e-mail correspondence read into the official meeting minutes. Additionally, the Board has asked

APR-2019 Meeting Minutes - Draft

Ray Miller <rmiller@northerncomposites.com>

Sat, Apr 27, 2019 at 10:33 AM

To: Susan Leonardi <msialeonardi@gmail.com>, Jacqueline Brandt <brandtdev@comcast.net>, "kkilgore@northhampton-nh.gov" <kkilgore@northhampton-nh.gov>

TO ALL,

In your section of Public Comment, you cite the correspondence from Terry Knowles as being the definitive statement closing the issue of incorrect transference of funds.

It is my suggestion and request that the Trustees, at their next meeting, attach such correspondence, in it's entirety, to the(as yet) unapproved minutes of April 9, 2019, in which they are cited.

Such correspondence has not been made yet a record of the Library Trustees.






Certainly, in the effort of transparency, the Trustees would want to do inform the public as a function of their sworn duty.

I look forward to your next meeting

Larry Miller

This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please notify the sender immediately and delete the original. Any other use of the email by you is prohibited.

5 attachments

-  **NHPL 2019 APR Board Meeting Minutes - Draft.docx**
38K
-  **NHPL - APR-19 Librarian Report.docx**
18K
-  **NHPL-APR-19 Youth Librarian Report.pdf**
81K
-  **NHPL 91-A_4 Request L Miller 4-09-2019-Kathleen Kilgore.pdf**
163K
-  **NHPL-Resignation Communitcation 4-09-2019.pdf**
125K

Minutes are Public Records

Ray Miller <rmiller@northerncomposites.com>

Tue, May 7, 2019 at 3:47 PM

To: Susan Leonardi <msialeonardi@gmail.com>, Jacqueline Brandt <brandtdev@comcast.net>, "kkilgore@northhampton-nh.gov" <kkilgore@northhampton-nh.gov>

Trustees,

I am forwarding a paper written by our Town Council's firm.

I asked you to attach the AG letter referred to in your present draft minutes, so they become a part of the public record.

If you read this missive thoroughly, it will convince you of your obligation to make it a recognized, complete and available document for public use.

Attached to the meeting minutes, it will be so.

Regards,

Larry Miller

I would be most honored if this message were read as correspondence in your meeting tomorrow.

This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please notify the sender immediately and delete the original. Any other use of the email by you is prohibited.

 **Access-to-Public-Records-NH-RSA-91-A.pdf**
447K

2013	interest earned		\$	1,233.76		
	expenditures (fundraising expenses)		\$	(13,415.00)		
					\$	279,115.71
						Total
2014	interest earned		\$	1,362.63		
	donations		\$	1,300.00		
					\$50 William Creighton, \$300 Page/Rideout, \$1000 Lode, \$500 Day/Miller,	
	Transfer of funds into Library Foundation		\$	(7,262.90)		\$100 Jane Palmer, \$2895.90 Invested funds
	Lavallee Brensinger fees		\$	(9,000.00)		
	Opus Advisors feasibility study & fundraising fees		\$	(28,237.50)		
	interest on capital reserve fund held by town		\$	(469.82)		
					\$	236,808.12
						Total
2015	interest earned		\$	185.08		
	expenses		\$	(3,862.50)		
	interest held by town		\$	(163.22)		
	Transferred to NHPL &CC Foundation		\$	(213,530.50)		
	NHPL & CC Foundation		\$	283,789.99		
					\$	303,226.97
						Total
2016	interest earned		\$	1.55		
	Invested funds held by library		\$	19,116.98		
	NHPL&CC Foundation		\$	293,178.00		
2017	Invested funds held by library		\$	19,118.53		\$
	interest earned		\$	1.55		
	Funds held by NHPLCC Foundation	plus interest	\$	240,793.40	\$	240,793.40
2018	Invested funds held by library		\$	19,120.08		
			\$	(17,602.94)		
			\$	(1,517.81)		
			\$	237,187.24		
			\$	10,000.00		
		interest	\$	6.59	\$	247,193.16
2018	Capital Reserve Fund held by town		\$	258,817.56		
			\$	2,139.55		
		Warrant article passed March 2017	\$	75,000.00		

Year	Name	Amount	
1984	John Ross Erwin	\$ 2,000.00	Non-fiction books relating to New England
1989	Vernon W. Colby	\$ 670.00	Seacoast related books
1996	Jo-Anne L. Finke	\$ 50.00	
		\$ 25.00	
		\$ 20.00	
		\$ 20.00	
		\$ 50.00	
		\$ 50.00	
		\$ 100.00	
		\$ 50.00	
		\$ 100.00	
		\$ 500.00	
		\$ 50.00	
		\$ 50.00	
		\$ 50.00	
	Total Finke	\$ 1,115.00	Bench outside?
1996	Marion Mattoon	\$ 82,114.00	Library services - operating costs etc.
1999-2000	Anita Sullivan	?	Reading area
2000	Mabel Tillinghast	\$11000+	trust with yearly checks for use of interest?
2003	Kathryn Wheeler	\$ 330.73	materials
2006	Ed Veale	\$ 6,137.00	expansion
2002	Donald B. Warren Trust	\$ 106,312.50	General Purposes
2003	Donald B. Warren Trust	\$ 34,456.85	General Purposes
			33 Atlantic Ave.
1996	Mattoon	\$ 82,114.00	
2000	Tillinghast	\$ 11,000.00	
2006	Veale	\$ 6,137.00	
2002	Warren	\$ 106,312.50	
2003	Warren	\$ 34,456.85	
2004	Lois Moore	\$ 2,500.00	
2007	O'Kane	\$ 2,942.05	
2016	Sally Marcotte	\$ 20,000.00	
	Total	\$ 265,462.40	
held by town	Edwin Marston Fund(held by Town)	\$ 500.00	not sure date donated-accruing interest
held by town	Otis S. Brown (held by Town)	\$ 500.00	not sure date donated-accruing interest

Invested Funds 2007-08

Invested Funds 2007-08		
Opening Balance	\$ 206,297.42	balance in NHPDIP
withdrawal NHPDIP to CD	\$ (50,000.00)	
July income earned	\$ 859.83	NHPDIP
August interest	\$ 676.13	NHPDIP
Citizens Bank CD opened	\$ 50,000.00	
Citizens Bank CD Matured 8/3/2007	\$ 52,650.00	
September interest	\$ 689.74	NHPDIP
October interest	\$ 670.97	NHPDIP
November interest	\$ 609.72	NHPDIP
December interest	\$ 650.29	NHPDIP
January interest	\$ 603.24	NHPDIP
February interest	\$ 451.47	NHPDIP
February NHPDIP Investment contribution	\$ 7,108.30	2 checks from Hobbs Fund
Feb NHPDIP Building Fund contributions	\$ 520.00	private donations
March interest	\$ 430.14	NHPDIP
April interest	\$ 336.47	FYTD Income NHPDIP \$5978
April NHPDIP Transfer to Citizens Bank	\$ (169,903.72)	NHPDIP closed
Citizens Bank Invested Funds Transfer	\$ 161,792.32	
Citizens Bank Building Fund transfer	\$ 8,111.40	
Citizens Bank April interest	\$ 21.59	
Citizens Bank May interest	\$ 187.08	
Citizens Bank check order fee	\$ (26.19)	
Citizens Bank June interest	\$ 167.02	
Town report total	\$ 272,903.22	Total