

## Paralibrarian Board Meeting (approved 6/24/2020)

Friday, February 14, 2020, 10:00 AM

Modified Monday, March 30, 2020

Hooksett Public Library

### Attending:

Heather Rainier, Hooksett Public Library. Eileen Gilbert, Belmont Public Library. Julie Spokane, Brookline Public Library. Amanda Alwyn, Laconia Public Library. Cyndi Burnham, Goffstown Public Library. Anne Meyers, Hooksett Public Library.

### Call-ins:

none

Meeting called to order: 10:09 AM.

Approval of December 13 meeting minutes, Julie motioned, Eileen 2<sup>nd</sup>, all approved.

- Introductions
- President's Report
  - New Role descriptions
    - *Webmaster* (copied at the end)
      - Change to a two-year term.
      - Motion to accept as amended by Cyndi. 2<sup>nd</sup> by Julie. All approved. No abstentions. No objections.
    - *General Board Member* (copied at the end)
      - Motion to accept by Amanda. 2<sup>nd</sup> by Cyndi. All approved. No abstentions. No objections.
    - *Inter State Reciprocity Liaison* (copied at the end)
      - Motion to accept as amended by Julie. 2<sup>nd</sup> by Cyndi. All approved. No abstentions. No objections.
  - In the future, Heather would like to clean up the by-laws.
  - Updates from NHLA
    - New section for technical services staff
      - Ad hoc section by Angela Brown, Amherst Public Library
      - This is a group we will be able to work with for future education opportunities
    - NHLA Spring Conference and NELA/NHLA Fall Conference
      - Working on both simultaneously
      - Both want programs from each section
      - With a fall conference, our mini-conference, and then the spring conference our members might not benefit from NHLA or NELA, whose primary focus is directors
        - How do we reach our members?
          - Tailor message to directors of why it's important
        - It also makes for a lot of planning
          - We are a small section, and we will do one each
          - Karen at NELA

- Heather suggests 'how to balance professional staff' for NHLA
- NHLA Conference Committee
  - The conference will be Thursday & Friday, May 6th & 7th, 2021
  - Denise van Zanten, Manchester City Library is the chair
  - Historically, when the Spring conference was annual, it was the vice president who was on the conference committees
    - Cyndi will consider and get back to Heather
  - There will not be a theme this year; the trend is to move away from themes.
  - Each section is being asked:
    - Host 2-3 programs.
      - Programs
        - Follow the same outline as 2019.
          - 32 session & 8 roundtables
          - 4 rooms for programs - 4 simultaneous program offerings
          - 4 sessions each day plus 2 lunch speakers
        - Program proposals are due in September, but if a section has an idea, submit it anytime.
        - If you have a program that was great at NELA or not chosen for NELA, submit it to NHLA. If it was held at NELA, consider tweaking/changing it
      - Donate a raffle prize/basket
        - Basket idea: hand-spun yarn with log-in cards to use training websites (lynda.com, universal class) with a letter about self-directed learning
  - Heather will find data about who attended, and what association they had
  - There is a conference manual
    - *Details from the Conference Manual:*
      - Conference committee planning policy: <http://nhlibrarians.org/wp-content/uploads/2018/12/ConferenceManualNHLA2018-19.pdf>
      - Overview
        - NHLA Hosts a Spring Conference every other year to unite librarians and para-librarians across the state for networking and professional development.
      - Goals
        - Motivate and learn from other library professionals
        - Be introduced to products and ideas to enhance library services

- Programs: The venue and current trends will drive program planning. The final selection lays with the Conference Co-Chairs.
  - Section Representatives
    - The Conference Committee consists of a representative from each section of NHLA. This can be the chair or another member of the section who volunteers with the approval of the chair.
    - Section Representatives assist with program proposals that would meet the interest of their section members but must keep in mind the overall library world.
    - They will also serve as volunteers/helpers to oversee that programs run smoothly.
- NHLA / NELA Conference
  - NELA 2020 is a co-hosted conference, Denise's goal is to be prepared for NHLA before we hit the October NELA conference.
  - The conference will be in Manchester October Sunday 25 – Tuesday 27, 2020
  - The theme of the conference is "Creativity Takes Courage". Laura Horwood-Benton is working on colorful Matisse-informed designs to save the date postcards and logos.
    - NELA wants to honor a librarian from each state for their courage. Amber would love to hear from everyone who they think might be a good candidate for this.
  - The conference will start on Sunday at 12:30 with the keynote. There will be three additional session time slots on Sunday after the keynote but before the banquet.
  - NHLA is responsible for 30 programs
    - Each section is being asked to present 1-3 programs. If we are unable to come up with that many, it's okay, NELA will fill in the rest, they are aware of wanting to make sure NH has a chance to address anything we need as the co-host.
    - Send proposal blurb to Denise & Amber for review as the liaisons.
    - Submit the proposal online to NELA - in the comment box note NHLA.
    - There is no upper limit on how many programs each section can submit, should they choose to do so. If you have an idea, submit! Sections should use this form to submit their proposals - <http://conference2020.nelib.org/2020-program-proposal-form/> - and note in the "additional comments" area which section submitted that program.
    - The deadline for submissions is March 31st, and proposals are decidedly not guaranteed until we hear back from the conference committee chair.

- Guidelines for presenter compensation are as follows
  - Librarians inside New England will be given a 20% discount on registration unless they are a New England librarian of national prominence, in which case they may be compensated.
  - Librarians outside New England and non-librarians can be compensated for travel, lodging and speaker fees.
  - The conference committee had given a guideline of \$250 for a suggested speaker fee but stressed the importance of negotiation for the lowest cost.
  - There is a limited programming budget
  - That said, don't NOT submit a great speaker idea because you think they cost too much.
  - NELA is trying to be conservative with their very limited programming budget but still wants great and inspiring session ideas.
  - They are interested in proposals featuring folks outside of New England.
- Speaker
  - Are we funding the speaker? Or do we just find the speaker?
  - Heather will ask the committee and get it in writing for clarification.
  - If NHLA member, or NH Librarian, they are not getting paid but may get discount on admission
    - 20% discount for speakers
  - Karen Horn's program suggestion – promotes continuing education to a larger audience
    - Cyndi will contact Karen
- NHLA will host an annual meeting breakfast - NHLA is inviting any sections who need to hold an annual meeting in person to attend, need to let them know how much time we will need.
  - Because there is no fall business meeting, NHLA will host the breakfast
    - Breakfast is at 8 am Monday of the NELA/NHLA conference, it will be a chance to be there and stand up as a representation of our section
    - We need at least 10% of our section for a quorum
      - 10% of 50 is 5 – having the board there will cover us (per Julie)
    - In our by-laws, do we have to have an annual meeting? We usually have it covered by our bi-monthly meeting
      - In the beginning, we tried to have an annual meeting but didn't have the support

- Heather would like as many of the board there as possible
  - The annual meeting is open to any member
    - They announce the election results
    - Approve changes to by-laws
    - Approve Minutes from the last annual meeting
  - Heather will verify the procedure of annual meetings concerning our section.
    - We have our president's report
- Wild Apricot training with Lisa Jose
  - Wild Apricot Database Training coming in March 2020 with Lisa Jose
  - General training for Section/Committee members involved in the following:
    - event planning
    - processing of incoming funds or refunds
    - sending of newsletters/emails
  - Dates are TBD
    - May separate into 2 different parts of training
      - one for events/registration
      - the other for newsletters/emails
    - It would be nice to have it all in one day for logistics to coordinate across functions on the board – Heather will make the suggestion
  - Section Chairs & Committee Presidents, please contact me with:
    - The names of expected attendees from your Section/Committee
    - What their current roles are (to ensure admin settings are activated)
    - If you have any other specific topics you want to be covered
    - Julie and Eileen will attend together
- NHLA will present their budget at their April meeting; we need to submit our budget in advance of that date.
- New refund policy is being worked on
  - Cancellation policy: <http://nhlibrarians.org/wp-content/uploads/2017/03/NHLA-Cancellation-Policy.pdf>
  - Essentially, people have to pay before attending the class
    - Especially with invoices that contradict what's in the class, and what section it went to
    - Cannot remove an invoice if someone doesn't pay. Can't delete.
    - It's not just a problem of recording events properly in Wild Apricot, but also library towns having an NHLA payee in their software and sending it to membership person, and also the NHLA bookkeeper can't always process combined checks
      - Brenda was good about sending breakdown but hasn't lately. Julie will email.
- Appointment of general board members

- Agatha had to resign from her library job
    - Currently have no members at large, this is an opportunity to recruit
  - Heather would like a meeting to talk about membership recruitment
  - Resignation of Membership Chair
    - Sarah Cornell has resigned as membership chair
    - Heather offered for her to stay on as a member at large
    - Potential new chair?
      - Julie Perrin? Or one of her staff members?
      - Reach out for Corinne Chronopoulos in Peterborough?
      - Maybe Sarah C. knows someone in Portsmouth?
      - Someone from Milford?
- Past President's report
  - Lisa was unable to attend
- Treasurer's report
  - Proposed budget (copied at the end)
  - Vote with the caveat that we might have to amend if we need to pay speakers as a preliminary budget
  - Will wait to vote for approval of minutes at our next meeting
- Webmaster's report
  - Updated the section brochure and sent it to Julie for distribution. The new version is uploaded to the website on the downloadables page.
  - A welcome landing page is up. Feedback appreciated.
  - Minutes added to the website. (12/14/18 – 10/11/19)
    - Paper copies of minutes going back to 11/15/14 can be added
      - Are there already digital copies of these available?
        - Heather will send the ones from dropbox
  - FAQ page started. More questions appreciated.
  - Sent out a blog post of approved certificate holders and added their names to the list on the site.
    - Azra has given Amanda posting privileges to the NHLA Facebook page so that we can post a graphic to congratulate our new certificate holders.
  - Updated committee contact list with 2020 changes.
  - Outstanding:
    - Announcements or a subscription option for blog posts to membership
      - Tried 4 plug-ins for subscription, but they didn't work.
        - One, sign up worked but the test email didn't go through – and neither have any blog posts since. We do have two other people signed up, so the form works.
          - I have saved these email addresses, just in case we can import to a new service
        - Another, we don't have a proper type of email address domain set up
        - Two others weren't the right features that we were looking for
      - Marina suggests we try MailChimp or Mailerlight, but I'm not sure if the free version supports what we're asking it to do.
        - It means creating a newsletter each time I create a blog post, and also maintaining a separate email subscription list.

- There's also Wild Apricot, and I think I've been given permissions from Lisa Jose to send out messages – but I'm not entirely sure, and I've also never used it before. There is training, and I am willing to learn it.
      - However, Heather suggests that since Sarah Cornell is already familiar with Wild Apricot, and has access to all of the membership already as Membership Chair. I could send her an email with each new blog post to forward to the membership.
        - With Sarah's resignation, this may be on hold until a new Membership Chair takes on the role
      - They wouldn't be able to opt-in though, it would go out to all members.
      - With Sarah's resignation, this part is on hold. Julie will ask for training on how to send out an email to the section.
      - Heather suggests that the new membership chair become responsible for a regular newsletter-type email if possible
    - Another option is to create a step-by-step how-to graphic for signing up for the NHLA blog.
    - If there's anyone with suggestions we could try, please share.
- Membership Chair's report
  - Welcome packets to new members
    - Julie might be able to pull a list of membership from Wild Apricot
    - Will send an updated brochure and a welcome letter
  - Invitation to renewing members to join the Board?
    - Julie will contact Lisa for a list so that we can move forward
  - Future Membership Chair task: Create a document of Certified Para's for contact and whether we have asked them to join, and if they are still active
    - Membership recruitment: you don't have to come to Hooksett each time, you can join remotely
- Education Chair's report
  - Upcoming classes
    - There are 3 ideas for classes in the spring, no firm dates yet
    - Spring – how to prepare your certification class
      - Early June?
      - Jaffrey, Peterborough, Keene
    - 1 – workplace safety and public harassment
      - NHLA isn't a member of Primex
      - Eileen emailed the department of labor for information on someone who could be a presenter – no response yet
      - Does anyone know someone?
      - The location will be determined by the presenter
      - Primex doesn't count for points anymore
      - Active shooter, Cyndi had Goffstown PD presenter
      - What is the program category? Admin/management?
      - Are there adjacent topics that are more applicable to Paras at levels 1 and 2?
        - This is a difficult training for Directors to justify sending paras to
    - How to deal with angry patrons might have the broadest appeal

- De-escalation, sympathy, empathy
      - Heather will ask on NHAIS to see if anyone knows someone
    - Ryan Dowd, Homeless training – is at the national level
      - Is there someone local?
      - Social workers?
      - Riverbend?
    - If our top priority is recruiting, the best way to recruit is through classes
  - 2 – book discussion group model
    - Book, “Educated” by Tara Westover
      - Read the book, come to talk about the book
      - Discuss book groups and how they operate
      - Model a book club in the session
      - Eileen will run
      - Possibly have ones for different age groups?
        - Parent/child
        - Great Stone Face
    - What is the program category? Programming? Reaching Community readers?
  - 3 – Bobbi will teach librarians everything about Overdrive and the Libby app
    - At Hooksett Library, with remote attendance option
      - Mark Glisson has agreed to help with the tech set up
    - Technology category
  - Are there more beginning classes?
  - Fall classes
    - Cataloging (technical services)
    - Reference interview (reference)
  - Have we been collating past evaluations?
    - Most survey results are on the para Gmail/google drive
  - Class management assistance in advance of classes
  - Remote access to attendance options
    - NHLA is exploring Go to Webinar
  - Education is a big task for one person
    - As we recruit we may want to add help
      - “join the education committee”
  - Lori Fisher or Michal York are willing to help
    - Lori might have a contact for help with a presenter for an “angry patron” class
- Review Chair’s report
  - Pending certifications/Certification recommendations
    - 6 applications currently, mostly level 1 and 2
    - April 10 is the next review board meeting
- New Business
  - Bring together a representative from all sections to talk about continuing education goals, and discuss the needs of all sections
    - Once a year
    - What are they doing, and where are the gaps?



- Heather will ask if we can use the NHLA Wild Apricot list to quarterly advertise certificate members
  - Also, possibly use it for advance notice for classes, or a quarterly newsletter with classes in it

*Motion to adjourn by Heather at 12:27, Julie 2nds, all in favor.*

**Next Meeting: Friday, April 10, 2020 - 10:00 am - Hooksett Public Library**

### General Board Member, NH Paralibrarian Section

The Paralibrarian Executive Board has (4) General Board Member positions that are appointed by the Paralibrarian President. To be appointed a candidate for General Board Member must be a current, paid member of NHLA and the Paralibrarian Section.

An appointed General Board Member becomes an active voting member of the Executive Board once appointed and after having attended two Paralibrarian Executive Board regular meetings.

The General Board Member shall serve for a period of two years. The appointment shall be made by the President following the annual election. The four positions shall alternate years for an appointment. Unfilled seats may be filled at any time; the member shall serve the length of the remaining term period. There shall be no term limit in place for the number of terms a general member can serve.

A General Board Member may be asked to step down by the Paralibrarian President once they have missed three consecutive regular board meetings.

A General Board Member may in addition to being a member of the Paralibrarian Section Executive Board also serve on any of the positions available on Paralibrarian Committees.

### Inter State Reciprocity Liaison, NH Paralibrarian Section

The Reciprocity Liaison is part of the Paralibrarian Section Executive Board. The Reciprocity Liaison is an appointed position is appointed by the current President. The Reciprocity Liaison shall serve for a period of two years. The appointment shall be made by the President following the annual election. If empty, the position may be filled at any time and the member shall serve the length of the remaining term period. There shall be no term limit in place for the number of terms a general member can serve.

Responsibilities include:

- Provide letters of New Hampshire's reciprocity to Paralibrarians in states of approved reciprocity upon request by the certificate holder.
- Annual meeting with states we currently share reciprocity with to review changes in guidelines or challenges that may arise.
- Act as liaison for potential states for future reciprocity.

### Webmaster, NH Paralibrarian Section

The Webmaster is a voting member of the Paralibrarian Executive Board. The Webmaster is appointed by the current President. The Webmaster shall serve for a period of two years. The appointment shall be made by the President following the annual election. If empty, the position may be filled at any time and the member shall serve the length of the remaining term

period. There shall be no term limit in place for the number of terms a general member can serve.

Responsibilities include:

- Maintains the Paralibrarian website, including keeping the bylaws, role descriptions, certificate holders, minutes, and board contact information up to date.
- Maintains the Paralibrarian blog with updates about class offerings, election results, certificate achievements, board meetings, and related section updates.
- Works with the Paralibrarian Membership Chair to communicate with the membership.
- Coordinates with other NHLA sections and the NH State Library to disseminate learning opportunities to the membership via the blog or the Paralibrarian calendar.
- Collaborates with NHLA Social Media Coordinator and NHLA Website Coordinator as needed.

				<b>BUDGET VS. ACTUAL</b>	
<b>Budget 7/1/19-6/30/2020</b>		<b>Budget</b>	<b>Actual</b>		
<b>Account Balance as of 7/1/19</b>			5436.77		
<b>Income</b>					
	<b>Certification Fees 10 @ \$20</b>	<b>\$ 200.00</b>			
	Sept. Cert. Fee		\$60.00		3 applications
	Oct. Cert. Fee		\$20.00		1 applicant
	November Cert. Fee		\$60.00		3 applicants
	January Cert. Fee				
	<b>Total Certification Fees</b>	<b>\$ 200.00</b>	\$140.00	<b>\$ (60.00)</b>	
	Class Fees July		\$0.00		
	Class Fees August		\$280.00		8/6/19 \$10 refund
	Class Fees September		\$480.00		
	Class Fees October		\$430.00		
	Class Fees November		\$70.00		
	Class Fees December				
	Class Fees January				
	Class Fees February				
	Class Fees March				
	Class Fees April				
	Class Fees May				
	Class Fees June				
	<b>Total Class Fees</b>	<b>\$ 1,200.00</b>	\$1,260.00	<b>\$ 60.00</b>	<b>Budget = 6 Classes/20 attendees/@ \$10</b>
	Membership Dues - Jul				
	Membership Dues - Aug		\$20.00		
	Membership Dues - Sep		\$5.00		
	Membership Dues - Oct		\$5.00		
	Membership Dues - Nov		\$5.00		56 members
	Membership Dues - Dec		\$30.00		
	Membership Dues - Jan		\$215.00		
	Membership Dues - Feb				
	Membership Dues - MAR				
	Membership Dues - Apr				
	Membership Dues - May				
	Membership Dues - Jun				
	<b>Total Membership Dues</b>	<b>\$ 375.00</b>	<b>\$ 280.00</b>	<b>\$ (95.00)</b>	<b>Budget = 75 members @\$5</b>
	<b>Mini-conference Fees</b>	<b>\$ 1,000.00</b>	<b>\$ 825.00</b>	<b>\$ (175.00)</b>	<b>Budget = 50 People X \$25</b>
	<b>Interest (as of .)</b>	<b>0.00</b>	0.32	<b>\$ 0.32</b>	
	<b>Total Income</b>	<b>\$ 2,775.00</b>	<b>\$ 2,505.32</b>	<b>\$ (269.68)</b>	
<b>Expenses</b>					
	<b>Training</b>				
	Sept/Oct/Nov	\$ (300.00)			
	Mar/Apr/May	\$ (300.00)			
	<b>Total Training</b>	<b>\$ (600.00)</b>	<b>\$ -</b>	<b>\$ 600.00</b>	
	<b>Mini-Conference Expenses</b>	<b>\$ (3,250.00)</b>		<b>\$ 3,250.00</b>	
	Catering		\$ (866.38)		
	Space Rental		\$ (325.00)		
	Speaker		\$ (300.00)		
	Décor, awards, gifts, invites		\$ (158.54)		
	Bags		\$ (280.62)		
	<b>Total Conference Expenses</b>	<b>\$ (3,250.00)</b>	<b>\$ (1,930.54)</b>		
	<b>Other Costs:</b>				
	Certificates	\$ (100.00)			
	Postage/Mailing Labels	\$ (50.00)			
	Copying	\$ (25.00)			
	<b>Total Other Costs</b>	<b>\$ (175.00)</b>	<b>\$ -</b>	<b>\$ 175.00</b>	
	<b>Total Expenses</b>	<b>\$ (4,025.00)</b>	<b>\$ (1,930.54)</b>	<b>\$ 775.00</b>	
	<b>Net Income (Expense)</b>	<b>\$ (1,250.00)</b>	<b>\$ 574.78</b>	<b>\$ 1,824.78</b>	
	<b>Account Balance as of 1/31/2020</b>		<b>\$ 6,011.55</b>		

				BUDGET VS. ACTUAL	
<b>Budget 7/1/20-6/30/2021</b>		<b>Budget</b>	<b>Actual</b>		
<b>Account Balance as of 1/31/20</b>			6011.55		
<b>Income</b>					
	<b>Certification Fees 10 @ \$20</b>	<b>\$ 200.00</b>			
	Sept. Cert. Fee				
	Oct. Cert. Fee				
	November Cert. Fee				
	January Cert. Fee				
	<b>Total Certification Fees</b>	<b>\$ 200.00</b>	\$ 0.00	<b>\$ (200.00)</b>	
	Class Fees July				
	Class Fees August				
	Class Fees September				
	Class Fees October				
	Class Fees November				
	Class Fees December				
	Class Fees January				
	Class Fees February				
	Class Fees March				
	Class Fees April				
	Class Fees May				
	Class Fees June				
	<b>Total Class Fees</b>	<b>\$ 1,800.00</b>	\$ 0.00	<b>\$ (1,800.00)</b>	<b>Budget =6 Classes/20 attendees/@ \$15</b>
	Membership Dues - Jul				
	Membership Dues - Aug				
	Membership Dues - Sep				
	Membership Dues - Oct				
	Membership Dues - Nov				
	Membership Dues - Dec				
	Membership Dues - Jan				
	Membership Dues - Feb				
	Membership Dues - MAR				
	Membership Dues - Apr				
	Membership Dues - May				
	Membership Dues - Jun				
	<b>Total Membership Dues</b>	<b>\$ 375.00</b>	\$ -	<b>\$ (375.00)</b>	<b>Budget =75 members @\$5</b>
	<b>Mini-conference Fees</b>	<b>\$ 1,000.00</b>		<b>\$ (1,000.00)</b>	<b>Budget = 50 People X \$25</b>
	<b>Interest (as of .)</b>	<b>0.00</b>		<b>\$ -</b>	
	<b>Total Income</b>	<b>\$ 3,375.00</b>	\$ -	<b>\$ (3,375.00)</b>	
<b>Expenses</b>					
	<b>Training</b>				
	Sept/Oct/Nov	\$ (300.00)			
	Mar/Apr/May	\$ (300.00)			
	<b>Total Training</b>	<b>\$ (600.00)</b>	\$ -	<b>\$ 600.00</b>	
	<b>Mini-Conference Expenses</b>	<b>\$ (2,500.00)</b>		<b>\$ 2,500.00</b>	
	Catering				
	Space Rental				
	Speaker				
	Décor, awards, gifts, invites				
	Bags				
	<b>Total Conference Expenses</b>	<b>\$ (2,500.00)</b>	\$ -		
	<b>Other Costs:</b>				
	Certificates	\$ (100.00)			
	Postage/Mailing Labels	\$ (50.00)			
	Copying	\$ (25.00)			
	<b>Total Other Costs</b>	<b>\$ (175.00)</b>	\$ -	<b>\$ 175.00</b>	
	<b>Total Expenses</b>	<b>\$ (3,275.00)</b>	\$ -	<b>\$ 775.00</b>	
	<b>Net Income (Expense)</b>	<b>\$ 100.00</b>	\$ -	<b>\$ (100.00)</b>	
			<b>\$ 6,011.55</b>		