

Building and Facilities Committee

Minutes of 7-18-19

Syd Crook Room, Academy Building; 6:30 p.m.

Members Present: Bowers, Cross, Beasley, Bianchi, Williams,
Hoglund, Sherman, Cannon

Absent: Lewis, Cardillo

Guest: Linda Nicklos, Town Clerk; Kim Hallquist, Town Administrator

The meeting was called to order at 6:30 p.m.

Town Clerk Report.

Ms. Nicklos presented a report on her assessment of current and future needs/issues for the Town Clerk's office. (Written report attached hereto as Attachment A, and made a part hereof.) The main issue for the Clerk's office is the need for a second window to serve residents. A secondary need may be for more records storage space. There was some discussion on these two points, and Ms. Nicklos will pursue the need for a second window with the Selectmen, and through the budget process. The need for space is not pressing, and can currently be handled by removing records that need not be maintained; and, if a records retention policy, and perhaps software for storing certain records is purchased, there may be no need for further space.

Administrator's Report

Ms. Hallquist presented a report on her assessment of current and future needs/issues for the Town Administrative offices. (Written report attached hereto as Attachment B, and made a part hereof.) Ms. Hallquist reported that there is no contemplated need for additional employees, nor for additional space, except perhaps for any future Town Clerk needs. She contemplates a need for an alarm system, and, perhaps, a keyless door system. Ms. Hallquist also responded to the Committee as to other issues with other Town buildings of which she was aware, stating that there was a periodic need for space for the Emergency Management Team, but that it

could probably be accommodated in the space already available to the Town.

There was general discussion with Ms. Hallquist on the need for a system for determining a timetable and ongoing analysis of building needs more comprehensive than the current system of relying on department heads. It was suggested that an “institutional memory” be established for all buildings, with records on dates of new construction, additions, replacing roofing, replacing mechanical systems, etc. Ms. Hallquist noted that there is software available to enter and track this kind of data, and the Committee expressed that this was a good idea, and would, in the long run, save time, energy and money in dealing with these issues. She noted that the Town has an existing protocol for hiring contractors, including vetting them and ensuring they have appropriate insurance coverage.

Mr. Sherman inquired of her whether she foresaw any storage space issues Town-wide, and she offered the opinion that there was no great need at the present, and that the Town could purchase software and hire a company to review and digitize Town records, which would reduce the need for physical storage of paper records substantially, and would obviate any need for additional building space for records. She noted that although this would be expensive in the initial stage, and would entail an ongoing expense of updating the software and carrying out the records review, it would be less expensive in the long run than any additional building(s), or otherwise finding available space for excess records storage. The Committee expressed a favorable opinion toward moving in this direction.

1. *Approval of Minutes*

The minutes of the previous meeting (July 11) will be reviewed at the next meeting, July 25 (along with the Minutes of July 18).

2. *Reports*

There were no additional reports.

3. *Discussion of next steps/future meetings.*

The Chair reminded the Committee that the next meeting, July 25, would be in the conference room at Whipple Hall with Ed Andersen, Chief, New London Police Dept., for his assessment of the Police Dept. space needs, and to take a tour of the Police Dept. and the old court space.

The Chair suggested that the Committee take a break and not meet on August 1, as it is the start of Hospital Days celebrations, and there will be activities in Town that evening. The Committee agreed, and the next meeting will be on August 8, at 6:30, in the Syd Crook room to discuss the Committee's response and questions related to the Police Dept.

4. *Action Items.*

- a. There were no action items to attend to.

The next meeting is scheduled to be held at the Whipple Hall conference room on Thursday, July 25, at 6:30 p.m., and the meeting after in the Syd Crook room on Thursday, August 8, at 6:30 p.m. There will be no meeting on August 1.

The meeting adjourned by unanimous consent at 8:01 p.m.

Respectfully submitted
Robert Bowers, Chair

Attachment A

Town of New London
Town Clerk & Tax Office
375 Main Street
New London, NH 03257
TO: Buildings & Facilities Committee
FROM: Linda Nicklos, Town Clerk
Town Clerk / Tax Office

At this time, my assessment for the Town Clerk / Tax Office needs are as follows:

1. ADDITIONAL CUSTOMER SERVICE WINDOW

When this office was reconfigured approximately two years ago to add security windows for the Town Clerk office, we had security glass closers for our service window. In order to hear the people and use it for 2 people at times, we had to take off these glass closers and not lock the window. The sliding windows did not allow us enough space to hear the residents with the others talking or vice versa. The open window no longer provides security for us — which was mandatory from the state.

In an effort to get back the security windows and to serve the residents in a timely fashion, I strongly suggest that we have a window as shown in the picture attached. This would give us a security glass on the upper portion of the door, a better flow for transactions and provide privacy to the residents. On the service window that presently exists, we can put back the sliding security glass that we already have. The end-result would offer 2 safe, security windows for the clerks to service the residents.

I believe that the cost to convert the existing door into a barn door with security glass closers, with a small counter on each side of the door (as the picture shows) to be minimal; in the vicinity of \$ 1K. If additional room was needed for clearance around this door (on the office side) the counter behind could be reduced a foot and give more space for this purpose.

The cost effectiveness for this change should be measured first and foremost in the added security it brings for the clerks and secondly for the convenience of our residents

2. STORAGE SPACE

Our storage for archives is downstairs in a room 6.4 x 9.6. Due to the retention schedules for all the various aspects of the office, it is difficult to keep this room organized in order to retrieve items in a timely manner. In addition, election files, ballots and boxes take up a lot of room. Another room this size would be ideal and greatly appreciated.

If you should have any questions, please feel free to contact me. See you on July 18th .

Cc: Board of Selectman

K. Hallquist

Attachment B

MEMORANDUM

TO: Buildings and Facilities Committee
FROM: Kim Hallquist, Town Administrator
DATE: July 11, 2019

RE: Academy Building Status

You have requested a short, concise written statement from me regarding the Academy's needs in the follow areas:

1. Current major building needs and repairs

Today, the Academy Building is in excellent shape. In the last five years extensive renovations have been completed including replacement of the siding, insulation added, new windows, new furnace, renovation of the second floor HVAC system that allowed the abandonment of the HVAC equipment in the attic and the installation of a sprinkler system.

2. Current maintenance needs not attended to in the ordinary course.

Maintenance needs are currently addressed in a timely fashion either directly by Matt Grimes or by securing the services of the tradesmen needed, who then work under the direction of Matt.

3. Current space needs for activities/personnel/storage/other reasons; to include a statement of the function supported by any proposed additions/changes to the respective building(s).

The Academy building is adequate for the current staffing in the Selectmen's Office (administration, assessing, planning & zoning, finance, health and welfare) and I do not see a change in staffing levels in the next five years, at least. Given the volume of paper that comes into the office every year, storage and easy access to material is always a challenge. Storing items in bankers boxes

and file cabinets takes up space and also slows down the time needed to retrieve documents. This issue could be addressed by contracting with a records management firm. I met with a representative of King Information Systems, Inc. in 2015, so this issue has been on my radar. The costs of these services is in the tens of thousands of dollars. I did not pursue this project given that our priority was the GIS project; this project was completed in 2018 at a cost of \$115,000.

Parking space was improved with the addition of 8 spaces on the Bandstand side of the building. This space has worked out very well for the office, and for the businesses on Main Street and for functions held on the Town Green. There has been talk of extending parking between the New London Inn and the Academy Building; this would increase public parking in the area.

Linda Nicklos, Town Clerk, has expressed a need for an additional customer window in her office. She would like to have two windows so that two customers can be helped simultaneously. Without knowing the cost of such improvements, I cannot say whether it would be a cost-effective project to undertake. There are times when customers must sit and wait their turn to get to the window for service, but I have not noticed it to be excessive (where people complain or leave and come back) nor is it unusual for people to have to wait when they go to their town clerk's office. However, if another window could be installed at little cost – then it may make sense to invest to have even shorter wait times. In my conversations with Linda on this topic, I have expressed concern about whether there is enough room for staff and customers to safely walk in the office if another window is installed. Linda will provide additional information on her office needs in advance of her meeting with you.

4. Future major building needs and repairs.

The final major building need is replacement of the roof. As far as I can determine, the roof was not replaced when the town acquired the building in 1999 and completed renovations to create the town offices. The most recent renovations (2015) did not include the roof as it was deemed in good shape. The

committee may want to determine when the roof will be replaced so that we can start saving for it.

5. Future maintenance needs not attended to in the ordinary course.
 - Painting of the outside of the building. The last time the building was painted (2008, prior to having the siding replaced) it cost \$27,340.
 - Window washing.
 - Replacement of carpeting and bathroom flooring.
 - Parking lot resurfacing (last done in 2016).
6. Future space needs for activities/personnel/storage/other reasons; to include a statement of the function supported by any proposed additions/changes to the respective buildings.

I do not see a need for an expansion of space for personnel, thus office space is adequate. The Syd Crook meeting room has been sufficient for meeting space for most meetings (and it also serves as the town's Emergency Operations Center); Whipple Hall will be used more frequently once the issue of audio improvements are made (I expect this to happen within 6 months). Given that paper is only increasing (for example, wetlands permits from the State are much more complex and include large maps) we should seriously consider engaging the services of a records management company that will assist us in digitizing many of the records we have.

I look forward to meeting with the committee on July 18th. Please feel free to contact me should you have any questions on this material, or if you would like additional information on areas I may not have addressed here.

cc: Board of Selectmen
Linda Nicklos