

KEENE PUBLIC LIBRARY
BOARD OF TRUSTEES ANNUAL MEETING
Tuesday, August 26, 2014 at 5:00 P.M.

AGENDA

1. Call to order
2. Approval of the August 27, 2013 Annual Meeting minutes
3. Annual Reports
 - a. President's Report (page 5)
 - b. Treasurer's Reports
 - Primary Account Expenditures (page 6)
 - Encumbered & Restricted Funds (page 8)
 - Donations & Distributions (page 11)
 - Changes to Primary Account (page 14)
 - Changes to Second Account (page 15)
 - Trustee Budget (page 16)
 - c. Finance (page 19)
 - d. Building and Grounds (page 22)
 - e. Policy (page 23)
 - f. Fine Arts (page 25)
 - g. Community Outreach (page 26)
 - h. Long Range Planning Committee (page 28)
 - i. Friends of the Keene Public Library (page 30)
 - j. Cheshire County Literacy Coalition (page 31)
 - k. Horatio Colony Museum (page 32)
 - l. Nominating Committee (page 34)
 - m. Director's Report (page 35)
 - n. Staff Reports
 - Youth Dept. (page 37)
 - Community Services (page 39)
 - AV (page 41)
 - Reference, Interlibrary Loan, Internet (page 42)
 - Technology (page 44)
 - Technical Services (page 46)
 - o. Statistical Reports
 - Library Statistics (page 47)
 - Circulation (page 48)
 - Database Usage (page 50)
 - Acquisitions (page 51)
4. Adjournment

**KEENE PUBLIC LIBRARY
BOARD OF TRUSTEES
ANNUAL MEETING
Tuesday, August 27, 2013**

Present: Paul Henkel, Ken Jue, Sally Miller, Judy Noonan, Kathleen Packard, Judy Putnam, Lynn Simington, Nat Stout, Bill Stroup, Beth Truman, Ruth Venezia, City Council Liaison, Director Nancy Vincent, Head of Technical Services, Jennifer Bone, and Head of Youth and Community Services, Gail Zachariah.

Guests: City Manager John MacLean, City Councilor Terry Clark, and Friends of the Keene Public Library Don Wilmeth, Pam Knight, Paul Ledell, Jane Pitts, Jill Cielinski, Marilyn Gemmell and Jennifer Stemp.

1. The meeting was called to order by President Beth Truman at 5:05 PM.

Before proceeding with the Annual Reports, Dan Scully and Katie Sutherland, of Daniel Scully Architects in Keene gave an Executive Summary of the Keene Public Library Visioning Report on future use of the Annex. Their approach to the project was “what is the layout that works best for this Library?” Ideas from the Focus Groups and Visioning Sessions held this spring were illustrated to show possible configurations of useable space in the Annex. The drawings showed meeting rooms, small and large, for community use, as well as a glass enclosed connection of the Library and Annex. A small lounge area and café were possibilities in this connector. The basement of the Annex building would become an area for storage of used books for the Friends semi-annual Book Sales. A question and answer session followed. The Library Annex Advisory Committee will consider what further planning will come next.

A recess was called at this point.

After a short recess, the Annual Meeting resumed.

2. The Annual Meeting Minutes of August 28th, 2012 were presented for approval.

On a motion duly made by Judy Noonan and seconded by Ken Jue, it was:

- VOTED: to accept the Annual Meeting Minutes of August 28th, 2012
- *passed unanimously*

3. **ANNUAL REPORTS:**

- a. **President’s Report – Beth Truman**

Beth expressed her many thanks to the Trustees and Library staff for their continuing hard work and support during the past year. The friendliness and cooperation of all made serving as president a pleasure. Beth leaves the Board after six years, but will serve as community member on the Library

Annex Advisory Committee as the Library Annex project goes forward. The Board is grateful for her continuing interest and involvement.

Paul Henkel, as new President of the Board, thanked Beth for her dedicated service, and for working so well with all members of staff, the Board of Trustees, and the Friend's Board.

b. Nominating Committee

Officers for the year 2013 – 2014 include:

President – Paul Henkel

Vice President – Judy Noonan

Treasurer – Judy Putnam

Secretary – Bill Stroup

On a motion duly made by Judy Putnam and seconded by Ken Jue, it was:

VOTED: to approve the slate of Officers – *passed unanimously*

Because of the length of the Scully Architects Report, and the question and answer session which followed, it was agreed to accept the Committee Reports in their written form, with the correction in the Fine Arts section that the final cost of the reframed Faulkner drawings was **\$4,453.48**. The amount stated, \$2,600, was merely the down payment.

c. Committee and Staff Reports

On a motion duly made by Ken Jue and seconded by Kathleen Packard, it was:

VOTED: to accept the written committee and staff Reports – *passed unanimously*

Adjournment

On a motion duly made by Ken Jue and seconded by Judy Noonan, it was:

VOTED: to adjourn the meeting – *passed unanimously*

Meeting adjourned at 6:08 PM

Respectfully submitted,

Judith M. Noonan
Secretary

Report of the President of the Trustees

The past year has seen the replacement of utilities under Winter Street and reconfiguring of parking in the Annex parking area. Staff responded admirably and helped patrons cope with the disruption to roads and parking.

Nancy Vincent and the outstanding staff she has in place at the Library continued to provide the broad range of excellent services they are recognized for in the community. Patrons often express how happy they are about the welcome they receive at the Library and the support they receive in accessing information. Programming had become an outstanding strength of our Library and during the past year additional noteworthy programming has been added. Trustees and Friends of the KPL are to be commended for supporting staff, and staff is to be commended for innovation, grant writing and hard work to bring this about.

Trustees and Friends completed work with Dan Scully of Scully Architects on our visioning project, receiving the final report in August 2013. Trustees and Friends recommended Jeff Hooper of Tappe Associates to do our conceptual design and City Council confirmed this selection.

It is our goal with the anticipated renovation of and connector to the Annex to build on the strengths of the Library and to bring ever more citizens into the Library and carry out our mission: "To provide free, open access for all Keene residents to acquire information for growth in their personal knowledge, for life-long learning and enjoyment, for the fulfillment of informational needs, desires and curiosities, and for enhancing quality of life in the community."

It has been a pleasure working with the Friends, and Staff and City Management. Much has been accomplished. Much is yet to be done. The enthusiasm we have encountered and support we have received has been strong and we can look forward to the coming year.

Paul Henkel

**Keene Public Library Trustees
Treasurer's Annual Report, Primary Account #248-1-2)
2013-2014**

Opening Balance **\$32,312.08**

Income

Curtis-Cherkassky Bequest	5,000.00
Proper Bequest	11,500.00
Returned Endowment, NHCG	35,243.36
Donations for Books and Materials	2570.00
Donations to Lipsky Book Fund	150.00
Memorial Gifts	985.00
Rotary Gifts	500.00
Donations for Outreach Programming (including Summer Reading)	800.00
NHCF Endowment for Outreach	4,627.11
Dollars for Doers	70.00

Grants

Library Concept Development	20,500.00
For Chautauqua 2013	1,113.00
For Chautauqua 2014	1,200.00
Hayes	4,000.00
Teen Tech Week	1,000.00
Changing America 2015	1,700.00
Transferred from Choe Fund (summer reading)	100.00
Transferred from Thayer Fund	600.00
Miscellaneous, Reflections	38.00
Investment Income	3,839.98
Long Term Capital Gains	5,963.49
Sale of Securities to rebalance portfolio	20,729.79
Money Market Interest	5.08

Total Income **122,234.81**

Expenses

Books and Materials	\$8,645.45
Outreach Programming (including Summer Reading)	5,898.30

Staff Conference	9,678.06
Chautauqua 2013	4,165.49
Grants expended	
Best Buy	1,014.04
Created Equal	703.34
Hayes	3,866.80
Rotary/Success by Six	561.50
Furniture Repair	1,475.00
Membership (NHLTA)	390.00
Reinvest capital gains	5,963.49
Securities Purchased	20,729.79
Bank Charges	29.00

Total Expenses **\$63,120.26**

Closing Balance **\$91,426.63**

KPL Trustees
 Encumbered and Restricted Funds
 30-Jun-14

	Balance 6/30/2013	Changes 2013-14	Balance 6/30/2014
For Books and Materials	7022.02		
Memorial Gifts		985	
Rotary Donations		500	
Other Donations		2570	
Thayer Fund Investment Income		600	
Purchase of books		-8645.45	
			3031.57
For Chairs/C. Wood Estate from unrestricted cash	-7.00	7	0
For Outreach Programming	774.11		
Donations for Outreach Programs		800	
From Choe Fund for Summer Reading		100	
From Endowment		4605.88	
Spent on all Outreach Programming		-5898.3	
			381.69
For Staff Training	1871.40		
Trustee Budget 13-14		3000	
From unrestricted Trustee cash/voted 2/25/14		6000	
Used in 13-14		-9678.06	
			1193.34
From Sale of KPL History	274.31		274.31
Landscaping project (trustees pledged)	594.42		594.31
Hanna Fund	1265.45		1265.45

Fox Memorial	1004		1004
Millenium Clock	100		100
Faulkner Framing			
	-1153.48		-1153.48
Dollars for Doers	280	70	350
Lipsky Book Fund	14.36		
Donations		150	
			164.36
Grants	2375.8		
Grant Income			
Putnam Foundation/KPL Planning		20000	
P&S Henkel/KPL Planning		500	
ALA		1700	
NEFA		1113	
Gilder/L		1200	
ALA/Hayes		4000	
Best Buy		1000	
Grant Expenses			
Chautauqua 2013		-4165.49	
Best Buy		-1014.04	
Created Equal		-703.34	
Hayes		-3866.8	
Rotary		-561.5	
			21577.63
Reserve for Long Range Planning	3000.00		
Trustee Budget		750	3750
Reserve for Furniture Replacement	1710.18		
Trustee Budget		500	
Used in 13-14		-1475	
			735.18
Unrestricted Gifts			
Goodnow	900.01		
for staff conference expenses		-900.01	0
Macdonald	1500.00		
for staff conference expenses		-1500	0
Dachowski	300.00		

for staff conference expenses		-300	0
Palone Bequest	5686.70		
for staff conference expenses		-2800	2886.7
Bonneau/Cherttok	500.00		
for staff conference expenses		-500	0
Curtis-Cherkassaky bequest		5000	5000
Proper Bequest		11500	11500
Endowment Returned/NHCF		35,243.36	35243.36
Total Restricted Funds	28012.28	59886.25	87898.42
Cash in Checking Account	32312.08		91426.63

Donations to Keene Public Library 2013-2014
Gifts, Bequests, Grants, Endowment Distributions

Donations for Books and Materials

The Poetry Foundation	\$200.00
Monday Night Women's Group	90.00
Jacob J. Lichman Memorial Trust	250.00
Regina Grant	10.00
Anonymous	20.00
Margot Close Fund	1,000.00
Mary Ellen Moore	1,000.00

Total from Donations for Books and Materials **2,570.00**

Memorial Donations

St James Thrift Shop (Florence Christiano)	100.00
Peter Espieffs (Electra Espieffs)	50.00
Evan Smith (Phyllis J Parker)	100.00
Jane Parliman (Phyllis J Parker)	20.00
Heather and James Magliozzi (M. Johnson)	100.00
Peter and Bonny Aho (Marilyn Johnson)	25.00
Cheshire County Retired Educators (M. Johnson)	25.00
Dennis and Constance Bassingthwaite (M. Johnson)	25.00
Patricia and Robert Parent (Marilyn Johnson)	25.00
Christine Weeks (Marilyn Johnson)	25.00
Paul and Nancy Vincent (Marilyn Johnson)	25.00
Gail and Melinda Hill (Marilyn Johnson)	25.00
Rachael Schnyer (Marilyn Johnson)	20.00
KHS Remembrance Fund (Marilyn Johnson)	25.00
Warren and Jane Allen (Marilyn Johnson)	50.00
Joyce Jernberg (Marilyn Johnson)	50.00
Shane and Shaun McGrath (Marilyn Johnson)	10.00
Kathryn and Terry Cramer (Marilyn Johnson)	100.00
Joseph and Marjorie Pellerin (Marilyn Johnson)	10.00
Herbert and Dorothy Howard (Marilyn Johnson)	50.00
Herbert and Dorothy Howard (Alice Bridges)	50.00
Donna Chandler and Elaine Gatchell (Marilyn Johnson)	50.00
Peter and Peggy Salwen Arthur Hallock Seymour	25.00

Total from Memorial Donations **985.00**

Gifts from Rotarians

Robert Mucha	25.00
Robert Farrar	25.00
Martin Reisig	25.00
Joseph Truman	25.00
John R Harper	25.00
Thomas Ewing	25.00
Stephen Felder	25.00
Richard Berry	25.00
Jane Lane	25.00
William Edwards	25.00
Jay Blanchard	25.00
Charles A Prigge	25.00
Allen Freman	25.00
Louise Zerba	25.00
Peter Hansel	25.00
Phillip Faulkner	100.00
Robert Farrar	25.00

Total from Rotarians**500.00****Bequests**

Chloe Curtis-Cherkassaky	5,000.00
David Proper	11,500.00

Total Bequests**16,500.00****Donations to Florence Lipsky Book Fund**

Aaron Lipsky	50.00
Dorothy S and Nelson S Saks	100.00

Total donations to Lipsky Fund**150.00****Donations to Summer Reading Program**

C&S Wholesale Grocers	200.00
Keene Lions Club	200.00
Fenton Family Dealership	200.00
C&S Wholesale Grocers	200.00

Total Donations to Summer Reading Program**800.00**

Grants		
American Library Association (Changing America)	1,700.00	
New England Foundation for the Arts (Chautauqua '13/Isadora Duncan)	1,113.00	
Gilder Lehrman Institute (Chautauqua '14)	1,200.00	
American Library Association (Hayes)	4,000.00	
ALA/ Best Buy (Teen Tech Week)	1,000.00	
Putnam Foundation (KPL Concept Development)	20,000.00	
Paul and Susan Henkel (KPL Concept Development)	500.00	
Total Grants		29,513.00
Endowment at NH Charitable Foundation		
Endowment for Outreach Programming/distributor	4,627.11	4,627.11
From Trustee Held Restricted Funds		
Choe Fund/for summer reading programs	100.00	
Thayer Fun /for books and materials	600.00	
Total from Trustee Held Restricted Funds		700.00
		56,345.11

Portfolio Changes 2013-2014
KPL Original Account (Edward Jones #---248-1-2)

	6/30/13	6/30/14
Mutual Funds	186,737.20	218,932.79
Cash and Money Market	32,312.08	91,526.63
Total	\$219,049.28	\$ 310,459.42

In July, 2013, to rebalance the portfolio, we sold holdings in the New World Fund, the Capital World Bond Fund and the Capital World Growth and Income Fund (totaling \$20,729.79) and purchased positions in Washington Mutual Investors Fund, Smallcap World Fund, and Intermediate Bond Fund of America (total \$20,729.79.)

During the year, long term capital gains (totaling \$5,963.49) were reinvested into the same funds:

December, 2013	
New World Fund	100.67
Smallcap World Fund	928.10
Fundamental Investors Fund	620.88
Growth Fund of America	567.38
Washington Mutual	324.51
Amcap Fund	1,485.20
New Perspective Fund	747.59
March, 2014	
Fundamental Investors Fund	345.39
June, 2014	
Amcap Fund	843.77

Portfolio Changes 2013-2014
KPL Second Account (Edward Jones #---486-1-1)

	June 30, 2013	June 30, 2014
Cash	2,390.83	1,035.36
Mutual Funds	21,896.27	25,435.53
Total	24,260.10	26,470.89

In July, 2013, \$1,000 of cash (Lipsky) was invested into Capital Income Builder Fund.
In June 2014, \$300.79 of cash (Lipsky) was invested into Capital Income Builder Fund'
And capital gains of \$11.23 were reinvested into Capital Income Builder Fund.

In June, 2014, \$100 of cash (Choe Fund) was transferred to the KPL primary account for Summer Reading programming. And \$600 of cash (Thayer Fund) was transferred to the KPL primary account for the purchase of books and materials.

**Keene Public Library
Trustee Budget July 1, 2014- June 30, 2015**

Income

Trustee Held Investments	4,500.00 *
Money Market	10.00 *
from unrestricted trustee funds	3,000.00
Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Other	500.00
Putnam Foundation for Phase I KLAAC	20,000.00
Bequests 2012-2014	22,186.70
Outreach Projects	
From KPL endowment at NHCF	4,627.11
From Eugene Choe Fund	100.00
Encumbered from previous year	500.00 (estimate)
Landscaping (encumbered from previous year)	594.42
Hanna Fund	1,265.45
Goodnow Gift	900.00
Millenium Fund/ clocks	100.00
Total Income	59,283.68

Expense

Staff Conferences and Workshops	
From investment income	3,000.00 *
From unrestricted trustee funds	3,000.00
Fine Arts	
Green and Price Room Enhancements (Hanna)	1,265.45
Millenium Fund/clocks	100.00
Other fine arts	100.00 *
Goodnow Fund	900.00
Landscaping Project	594.42
Books and materials	1,500.00
Phase I KLAAC Schematics	20,000.00

Reserve for special Trustee Projects	22,186.70
Outreach	
From endowment NHCF	4,627.11
From Eugene Choe Fund/summer reading	100.00
Encumbered from previous years	500.00 (estimate)
Furniture replacement reserve	500.00 *
Reserve for long range planning	750.00 *
Miscellaneous	160.00 *
Total Expenses	59,283.68

* denotes anticipated income from investments at Edward Jones and its uses.

FINANCE COMMITTEE 2013/1014 YEAR-END REPORT

The year's activities for the Committee involved some of the usual duties of the Finance Committee, such as dealing with donations gifted to the Library, reviewing the library's budget as well as monitoring the Trustees' Funds. This library's funding from the City saw small changes, but no major changes. However, the committee was also involved in a major new potential renovation project of Heberton Hall.

This renovation project would impact the entire library space utilization and library programming for the City. Each step has been taken one at a time. Following a lengthy community survey process to gain the ideas and input of the needs and interests of library constituents and the larger general public, the Finance Committee entered into a process to identify possible funds for a design stage. Eventually, three sources of funds were identified and secured: the Friends of the Keene Public Library, the New Hampshire Charitable Foundation and the Heberton Hall Fund. These funds enabled the design step to proceed and will be held by the City of Keene. A memorandum of understanding was developed for the following three parties: the City of Keene, the Friends of the Keene Public Library and the Keene Library Board of Trustees. This document defines the roles and responsibilities of the three parties as we continue to move forward with the design step of the potential renovation. The Finance Committee will continue to work closely with all parties on the design step and in any future steps that may be established by the Trustees and the City in the potential renovation of Heberton Hall.

Submitted by,

Kenneth Jue

Chair, Library Finance Committee

Keene Public Library Trustee

8/4/14

KPL Board of Trustees
Overview of Library Finance
2013-2014 Report

City of Keene Annual Operating Budget – Library

Provides for staff and operating expenses and is approved by the City Council in June for the next fiscal year. The figure approved for FY 2014-15 is \$1, 280.446. This year's approved Books and AV materials budget is \$141,550.

Each year, the staff prepares an analysis of the collection, including current size by item, quantity to replace at a 5% ratio, and assumed price per item using fair generic cost estimates. The annual acquisition rate of approximately 5% which includes new titles as well as the replacement of worn-out and dated materials has been accepted as a standard measure to keep the collection current and relevant. This analysis leads to a projection of the annual budget figure for Books and AV materials.

To support a 5% replacement target, \$167,300 is needed. During these difficult economic times, the Friends of the Library continue to supplement city funding which sustains 4.2 % of the target goal.

City Held Trust Funds

A portion of the annual budget is funded by income from City Held Trust Funds. The income from City Held Trust Funds is spent in accordance to the directive of each trust – books, magazines, library equipment, etc. The figure approved for FY 2014-15 is \$3,500.

City of Keene Annual Operating Budget – Library Facilities Maintenance

The Facilities maintenance budget is under the Parks, Recreation and Facilities Department and is currently administered by Med Kopczynski, Assistant City Manager and Health director who is serving as Interim Director of Facilities. Facilities Maintenance issues are also reviewed by the Trustee's Building and Grounds committee which consists of City Staff, Trustees and Friends.

City of Keene Annual Operating Budget – Library Maintenance

The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2014-15 is \$263,286.

City of Keene Annual Operating Budget: Library Annex Maintenance

The Public Library Annex Budget is approved by the City Council in June for the next fiscal year. The figure approved FY 2014-15 is \$31,655.

City of Keene Capital Improvements Projects Budget (CIP)

The 2013/14 -2018/2019 CIP includes a Library Window upgrade for the first and second floor of the Library Mansion designated for 2016 with a budget of \$100,000 and the repair of the Library Annex Mansard designated for 2016 with a budget of \$219,000. Future projects to be presented include tuck pointing of the brick with lime mortar of both mansions, and carpet replacement in the Library.

KPL Trustee Budget

The proposed budget for 2014/15 as adopted by the trustees is \$59,283.68. This reflects the anticipated income from investments as well as monies encumbered for specific purposes that will be used for those purposes this year.

It should be noted that all grants that are given directly to KPL are monitored and administered by the treasurer of the trustees under the supervision of the library director. A record of all grants given directly to the library is part of the treasurer's report. (See Treasurer's Annual Report)

KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2014 is \$336,930.31 versus last year's value of \$243,309.38.

New Hampshire Charitable Foundation

The NHCF now holds only one fund for the benefit of the Keene Public Library. It is the "Keene Public Library Endowment Fund" and on June 30, 2014, the fund was \$133,980.08 versus last year's value of \$119,780.36.

The NHCF no longer holds the "Elizabeth Jones Faulkner Memorial Trust". The value of the fund was returned to the Keene Public Library Trustees as of 12/21/13. The value on that date was \$35,243.36. The "Elizabeth Jones Faulkner Memorial Trust" was established on 3/17/2000 as an agency fund. Since that date, a change was made in NH State Statute:RSA 31:25 regarding agency funds that required the return of the fund.

Buildings and Grounds Annual Report August 2014

Members: Yvonne DeMay, Jennifer Bone, Paul Henkel, Judy Noonan, Nancy Vincent, George Scott, Medard Kopczynski. Alternate Kathleen Packard.

Winter Street and other streets in the neighborhood were restructured with new utilities underneath. A temporary gravel roadway was established between the main building and the Annex to allow access to the Annex parking spaces during construction. Maps were furnished to patrons suggesting alternate parking areas.

Parking in the Annex lot and on the Winter Street curb of the Annex was reconfigured so parking places are diagonal. The number of curb cuts on Winter Street was reduced from 4 to 2. The new configuration provides easier access and more spaces. Work included a raised sidewalk along the north side of the Annex and water lines to support landscaping efforts.

The HVAC system compressor was replaced and investment was made in replacing 130 valves and basically recommissioning the system.

Significant flooding occurred in March due to a frozen roof drain. Fast and effective response organized by City management addressed the issue. Water was removed from the basement and baseboard was removed to assure walls were not affected. Large dehumidifiers and fans completed the drying.

The book drop installed in 1999 had rusted and it was replaced courtesy of a donation of the Friends of KPL. The new book drop is stainless steel.

Prior to construction plants were moved to the West Street side of the building by the Rotary Club. Urns at the entrance were provided with an arrangement of greens by The Old Homestead Garden Club. Urns were planted with flowers by the High School horticulture group in the Spring. Arbor Vitae were temporarily moved and replanted with mixed success. Edging, weeding and mulching of flower beds was arranged by City management. It was professionally done and gardens looked their best ever this Spring. Funds for landscaping near the book drop were included in the road project.

Paul Henkel

Policy Committee
2013-2014 Annual Report

The Policy Committee met regularly for several months to create the 3D Printer Use Policy, its major accomplishment this year. The committee also completed some routine tasks, which included matching the library's online policy manual to the print, reflecting this new policy.

The Policy Committee met to discuss the creation of a 3D printer policy, since the library had acquired one this year and was using it regularly for programming. The committee, with support of library staff and the city's attorney, recommended that it should read:

"15.000 3D Printer Use Policy

3D printers are being used for educational, workshop, and programming purposes to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file.

The Library's 3D printers may be used only for lawful purposes. Users will not be permitted to use the Library's 3D printers to create material that is:

- a. Prohibited by local, state or federal law.
- b. Unsafe, harmful, dangerous, poses an immediate threat to the well-being of others, or is otherwise inappropriate for the Library environment. (Such use may also violate the terms of use of the manufacturer.)
- c. In violation of another's intellectual property rights. For example, the printers will not be used to reproduce material that is subject to copyright, patent or trademark protection.
- d. The Library reserves the right to refuse any 3D print request.
- e. Supervision of the use of the 3D Printer by library staff does not constitute knowledge, or acknowledgement, of any unapparent final use of the 3D product, and the library specifically disclaims any knowledge thereof."

The Board approved the policy content, but recommended that it be reformatted. The committee met and restructured it to better match the existing 14.000 Internet Access Policy. The final policy reads:

"15.000 3D Printer Use Policy

- 15.001 3D printers are being used for educational, workshop, and programming purposes to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file.
- 15.002 The Library's 3D printers may be used only for lawful purposes. Users will not be permitted to use the Library's 3D printers to create material that is:
- a. Prohibited by local, state or federal law.
 - b. Unsafe, harmful, dangerous, poses an immediate threat to the well-being of others, or is otherwise inappropriate for the Library environment. (Such use may also violate the terms of use of the manufacturer.)
 - c. In violation of another's intellectual property rights. For example, the printers will not be used to reproduce material that is subject to copyright, patent or trademark protection.
- 15.003 The Library reserves the right to refuse any 3D print request.
- 15.004 Supervision of the use of the 3D Printer by library staff does not constitute knowledge, or acknowledgement, of any unapparent final use of the 3D product, and the library specifically disclaims any knowledge thereof."

The committee chair collaborated with library staff to match the print manual with the online one to reflect recent policy changes. This included adding 15.000 3D Printer Use Policy.

Respectfully submitted,

Policy Committee of the Keene Public Library

Kathleen Packard, Chair

Fine Art Committee Annual Report 2013-14

Fine Arts

A brochure with illustrations and descriptions of artwork contained in the Library has been resurrected. It had been designed by a former intern some years ago. This brochure can be updated, and copies would be available at the front desk if any patrons ask about the art.

Green Room chairs. All the chairs in the Green Room have been re-glued and refurbished by the Wind River Woodworking of Chesterfield NH and now are in good shape.

Committee Members:
Judith Noonan
Judith Putnam
Lynn Simington

KEENE PUBLIC LIBRARY
COMMUNITY OUTREACH ANNUAL REPORT
2013-2014

The focus of the Community Outreach Committee in the past year has been two part: to increase the base of parents of preschoolers participating with their children as library users and to evaluate and update the current marketing program.

To encourage the broader participation of families with preschool age children, posters advertising library programs were produced and distributed to approximately 20 some Keene agencies that work with preschool families. The Keene Clinic pediatric and family practice departments joined in promotion of our efforts by posting 20-30 posters in the waiting areas of the two departments. In addition, they distributed our bookmark, advertising the library to parents at the preschooler's age 2 clinic visit. The bookmark accompanies a book given to the children by the clinic as part of the Reach out to Read program which champions literacy.

Currently, then, the library continues, as it has in the past years, to make first contact with families through our advertising booklet distributed to new mothers at the Cheshire Hospital Nursery; now our connection is renewed with the family when the child is two years of age.

In addition, this year the library collaborated in a new program, Every Child Ready to Read, a kindergarten Title I program under the direction of Jan Barry, Community Education Project Manager. Librarian Colleen Swider offered a special session to parents at which she described library offerings, distributed books, and encouraged families to acquire a card and become library users.

Acquisition of two new computers in the children's department increased our offerings to children of the community. The computers are designed to provide 60 appealing and easily accessible programs that support school readiness for children ages 2-8.

The KPL continues to be in touch with children through the elementary school years as Gail Zachariah and staff make their annual visits to the elementary classrooms advertising our offerings and programs.

Maker Corps, an innovative program, was initiated this spring. A 3-D printer was acquired, staff was trained, and the program generated considerable interest. The 6 week summer Maker program will target Middle School students.

The second major project undertaken by the Community Outreach Committee this year was the development of an updated marketing plan. To date, Gail Zachariah has presented a review of the current marketing system for consideration and a draft of the Keene Public Library Marketing Plan 2014 which is under discussion. It was noted that the KPL was not included in the Greater Keene Chamber of Commerce Profile Magazine. Contact has been made to assure library information is included in the 2015 publication.

Throughout the year, the Community Outreach Committee has followed with interest the discussions regarding the provision of adequate parking for patrons, with a special concern for the libraries' Senior patrons and for the parents bringing multiple young children. We extend our appreciation to Paul Henkel for the time and thought he has brought to this project.

The statistics for the number of events and attendance for children's programs, young adult programs, adult programs, and outreach tours and community visits, which in the past have been included in this

report, can be found this year in the Youth Services Annual Report and the Community Services Annual Report, both compiled by Gail Zachariah, Head of Youth and Community Services.

The Committee expresses its appreciation to the Friends of the Keene Public Library for their financial support and to the Trustees for providing funding from their Endowment Fund, as well as for the efforts of the staff and Gail for their resourceful researching for grants. Funds from these three sources make it possible to provide the library programs.

And, again this report is written with much appreciation for the work of Gail Zachariah and the staff who have provided the rich variety of programs and services to the community.

Respectfully Submitted,

Lynn Simington, co-chairperson

Community Outreach Committee: Georgia Tasoulas, co-chairperson, Charles Redfern, Judy Noonan, trustees; and Jill Cielinski, community advisor

KPL Board of Trustees

LONG RANGE PLANNING COMMITTEE

Annual Report Fiscal Year 2013-14

Every 5 years, the Keene Public Library plans for the future and re-assesses how its facilities and programming meet the needs of the Keene community. This is accomplished by the Trustees inviting the community, the Library staff, and the Friends of the Keene Public Library to share with us their ideas and requirements for the future. The Long Range Planning Committee oversees the implementation of the plan.

The current Long Range Plan was adopted in March 2010 and has five goals that cover:

1. Collection
2. Information and Reader's Advisory Services
3. Programming
4. Skilled workforce
5. Library Facilities and Grounds.

Progress on Goals 1-4 can be viewed in the Director's report, Departmental reports and Committee reports.

Progress on Goal 5 is being directed by both Library Building and Grounds and the Keene Library Annex Advisory Committee (KLAAC) which was formed last year to begin the renovation of the Library Annex with a possible connector between the Annex and the Main Library.

KLAAC began by overseeing the selection of the Architectural firm which would conduct the community visioning process and then the process conducted by Scully Architects.

Following the successful completion of the Visioning Process, the City, working with KLAAC, issued a Request for Qualifications for Professional Services for Schematic Design. KLAAC interviewed 5 of the 12 firms that submitted proposals. Tappe Associates, who performed the 1999 renovation, was selected. Jeff Hoover, Principle Architect, will be the lead architect on the project.

Funding for this portion of the project is coming from a \$60,000 donation from the Friends of the Library, a \$20,000 grant from the Putnam foundation, and \$20,000 to be transferred from the City Heberton Hall Cost Center to a separate project account. Preceding this action, a Memorandum of Understanding (MOU) was developed and approved by the Trustees, Friends and the City Council. While not legally binding, it outlines the anticipated involvement of each of the parties.

During this time, KLAAC established a fundraising subcommittee to learn the various components of a successful fund raising campaign. The committee which consists of Jane Pitts and Judy Putnam, co-chairs, and Jill Cielinski, Paul Ledell, and Ken Jue has met to discuss the

best way to structure a fund raising campaign and has interviewed local people who have conducted recent campaigns. All have mentioned the importance of having a Case Statement and a firm estimate before beginning a feasibility study. The Friends of the Library have agreed to contract for professional fundraising services as needed under their auspices and to be the fiscal agent for these professional services.

Another element of a fundraising campaign is the structure for receiving funds. The City Finance Department is working with the Library Finance committee to establish a City held trust fund designated for the project and to set up a process for receiving contributions and to issue timely correspondence acknowledging and thanking donors. Once the set-up is agreed upon by the Trustees and Friends, it will be submitted to the City Council for approval.

Other issues being explored by committee members are available tax credits (Paul Henkel, Chuck Redfern and George Scott) and grants (Kathleen Packard).

The renovation of the Library Annex in conjunction with the Library facility will continue to be the major focus until the project's completion.

Friends of the Library - President's Annual Report:

This has been without doubt another very successful year for the Friends organization. This year has been characterized by good financial health, change and increased efficiency within our own Board composition, and the genesis of an exciting new partnership with the Trustees and the City of Keene on a project that will address the future of our cherished library.

Financially, two record-breaking book sales, steady membership contributions and donations, and a conservative investment strategy, provided the Friends with a little over \$74,000.00 in revenues. This allowed us to fulfill our mission to support the library through the purchase of new equipment such as a 3D printer, a flat screen monitor, and a book drop bin just to name a few. We were able to continue our yearly commitment to budget funds to develop the library's collection, maintain 20 museum passes for patrons, and sponsor Mr. Gemmell's Reading with Ribby program for the tenth year in a row. This revenue also allowed us to offer superb additions to Youth and Adult programming. Family Dances, the Summer Reading Program, and Astronomy and Slavery lectures are but just a few examples. We contributed towards the landscaping planning initiative again. We created a Finance Committee that developed a simplified budget process and implemented a formal Investment Policy for the Board. We have agreed to serve as the fiscal agent for the Library's exciting new Maker Initiative Program.

Administratively we continue to be a very hard working Board. Through our collective efforts and the addition of three new Board members and Trustee Liaison, we have created much new efficiency, improved upon processes, and entered into new collaborations together. Our newsletter continues to be a vibrant and informative communiqué to our membership and greater community. Our membership campaign has been revitalized with new outreach ideas, an engaging letter, a tidier database of our 200 plus membership, and a streamlined acknowledgement and tracking process. Our two book sales have had superior leadership that has persistently sought to improve upon the process. Our sorting room and sorting volunteers have been re-organized to promote spatial efficiency and scheduling consistency. Recruitment for new volunteers in this area has been active and successful. We have reconfigured our sale offering dates to include Sundays. Our Annual Member Recognition Event with a guest author is quickly becoming a welcome tradition.

Conceptually, we have entered very exciting new territory as we partner with the Trustees and the City in a Memorandum of Understanding to support and plan for the renovation and building of a connection between the existing Library and Library Annex buildings. In less than one year's time, the Friends have actively participated in a Visioning process along with the rest of the community on what our Library of the Future should look like.

This year was my maiden voyage in the role of President for this Board. A learning curve to say the least to be sitting on this end of the Boardroom table. My role has been made infinitely easier with the full support of this hard-working and conscientious Board. I thank Jill, Pam, Yvonne, Don, Paul, Jenn, Hope, Marilyn, & Laurie. Your input is always thoughtful, productive and relevant, and your commitment to this organization and its mission to support our Library is glaringly apparent. I also extend heartfelt thanks on behalf of the Board to Judy Noonan who has served as our Trustee's Liaison this past year, and to Nancy Vincent and the entire library staff for their consistent excellence in service to this community and to this organization. So, onward and upward. I am pleased to be just one, serving among such an outstanding group, and look forward to another year full of new possibilities working together.

A motion was made to adjourn. Motion passed.

Meeting adjourned at 8:49

Cheshire County Literacy Coalition
Annual Report to the Keene Public Library Board of Trustees
August 2014

The Coalition did not officially meet, but did support its annual activities:

- The Success-by-Six committee, a joint committee of both Keene rotary clubs, made a contribution of \$1,000 to the Cheshire Health Foundation designated for the Reach Out & Read program of DHK/CMC.
- The Coalition awarded two Betty Cox award to an outstanding student in the Adult Diploma program.

Horatio Colony Museum And Nature Preserve

Keene Public Library Annual Report 2014

The museum offers exhibits, tours, lectures, and special programs to educate residents of and visitors to Keene about the history of the Colony family and the social and natural history of the area, through a focus on the property of Horatio Colony.

Revision of the museum's long range plan has been recently completed. Revision of the nature preserve's long range plan is now being worked on.

Museum and Nature Preserve activities which may be of interest to you:

August 16 - 7:00 PM AN EVENING OF CANDLELIGHT CROQUET

August 13 through October 15 WHAT IS IT?: Surprise! -

Many items in the museum collection are unusual and their uses are not apparent. These will be on display to delight and cause you to question. There will also be a section called *What's in the Box?* which will feature the contents of an old leather travel trunk found in an attic in Harrisville and donated to the museum by the Colony family. Exhibit open Wed. through Sun. - 11:00 to 4:00 PM

The Museum collaborates with the Library and The Keene Sentinel in sponsoring Chautauqua. The main Chautauqua event will be Thursday September 11 at Heberton Hall.

August 27, Wednesday – 7:00 PM CHAUTAUQUA BOOK DISCUSSION: Twelve Years A Slave by Solomon Northup This is the first of two book discussions in preparation for Keene Chautauqua: Created Equal, featuring historic portrayals of Harriet Tubman and W.E.B. Dubois.

September 3, Wednesday – 7:00 PM CHAUTAUQUA BOOK DISCUSSION: Uncle Tom's Cabin by Harriet Beecher Stow This is the first of two book discussions in preparation for Keene Chautauqua: Created Equal, featuring historic portrayals of Harriet Tubman and W.E.B. Dubois

September 18 -Thursday- 7:00 PM WHAT IS IT? WHAT'S IT WORTH? A mini Antiques Roadshow; local antique dealer Dale Pregent will help to identify your objects and give an idea of what they are worth. Participants may bring in up to 3 small objects to identify.
RESERVATIONS REQUIRED

September 21 -Sunday- 10AM to Noon MUSHROOM FORAGING

Did you know that our local forest contains several species of edible fungi? David Wichland, a mycologist and Keene resident, will lead a mushroom hunt through the preserve and point out edible mushroom species along the way. We will identify mushrooms while learning about their many health benefits and ecological importance. Meet at the Horatio Colony Nature Preserve Parking area.

October 3 -Friday - 7:00 to 8:30 PM CANDLELIGHT OPEN HOUSE In collaboration with the Historical Society of Cheshire County, the Horatio Colony House Museum and the historical society's Wyman Tavern will offer candlelight tours of both historic homes.

October 4 –Saturday- 10:00 AM to 4:00 PM PISGAH TRAIL CONNECTOR HIKE

Join Antioch University and the Monadnock Conservancy's Emily Hague for a five- to six-hour hike from Pisgah State Park to Keene along the Keene Connector of the Wantastiquet-Monadnock Trail. We will hike through the beautifully preserved California Brook Natural Area and Horatio Colony Preserve. Meet at 10:00 AM at the Horatio Colony Preserve parking area on Daniels Hill Road. Bring water and lunch and be prepared for moderately strenuous inclines, occasionally muddy trails, and lots of fun!

October 25 - Saturday - 1:00 to 3:00 PM INTERPRETING NATURAL HISTORY

Come for a walk with Jeff Littleton, adjunct faculty at Antioch University and owner of Moosewood Ecological, LLC. Jeff will teach strategies for finding clues that point to human and natural disturbances that affect forests, such as logging, farming, hurricanes, insects, and more. The techniques you learn in this afternoon hike will enable you to watch the forest come alive and tell the story of its past on your own expeditions, whether in your backyard or on extended backpacking trips through New England mountains. Meet at 1:00 PM at the Horatio Colony Preserve parking area on Daniels Hill Road.

November 7 – Friday – 7:00 to 8:30 PM RALLY 'ROUND THE FLAG: The American Civil War Through Folksong Honoring the 150th anniversary of the American Civil War, the museum is hosting this program which features popular music of that time and how it played a part in the war effort. Sponsored by the New Hampshire Humanities Council. **RESERVATIONS ARE REQUIRED.**

November 13, Thursday – 3:30 to 5:00 PM AMERICAN GIRL TEA In collaboration with the Youth Department at Keene Public Library, the museum will host the 7th Annual American Girl Tea based on the American Girl book series. Participants will master a traditional Victorian craft, learn how to set a proper table for High Tea and dine on herb tea and tea-time goodies. **Reservations required, contact Gail or Colleen at Keene Public Library**

November 18, Tuesday – 7:00 to 8:30 PM VICTORIAN CHRISTMAS CARD WORKSHOP- Learn to make your own traditional seasonal greeting cards. * \$ 5 fee for materials. **Reservations required.**

December 5, Friday - 7:00 to 8:30 PM & Saturday, December 6 – 1:00 to 2:30 PM HOLIDAY OPEN HOUSE. With a theme of 'animals', the museum will be festooned with traditional Christmas decorations. Images of animals from the museum's collection will be displayed.

Submitted by Paul Henkel

Nominating Committee Report

The Nominating Committee is pleased to present the following slate of Officers

For 2014-2015

President: Paul Henkel

Vice President: Kathleen Packard

Treasurer: Judy Putnam

Secretary: William Stroup

LIBRARY DIRECTOR'S REPORT 2013-14

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 139th ANNUAL REPORT IS HEREWITH SUBMITTED:

It is difficult to encapsulate the year's immense activity - both in day-to-day Library operations and in planning for Library renovation. Many specifics are documented in committee and staff reports. This report will focus on two areas: staff and volunteers.

Two staff retirements this year necessitated that we restructure positions:

- a. A full-time Library position, which had both Library Aide and Librarian I responsibilities, was converted to two part-time positions: Library Aide and Librarian I - Young Adult. Although the Young Adult position was filled, it became open again when the person was able to locate a similar full-time position elsewhere. To continue the programs over the summer that had been developed by the Young Adult Librarian, two interns were hired.
- b. A second full-time position, Collection Development/Electronic Resource Librarian, was also converted to two part-time positions: Collection Development Librarian and Digital Resource Librarian. We managed to fill the positions with fully qualified librarians. It will likely remain a challenge, however, to attract skilled candidates to these positions.

Within the next few months, plans for the Library renovation will be developed under the guidance of an architect well-versed in both contemporary libraries and the future of libraries. As we proceed, we will seek input from Library staff, Trustees, Friends, and community patrons.

As we develop plans to meet service needs, it is essential that we remain cognizant of how those services will be delivered. A staffing plan is needed for each new program and service. At times, a specific program may mean contracting out for specific skills or hiring full-time or part-time staff with skill sets in areas that are new to the library field. Whatever our direction, it must be a given that our current staff and support it receives is critical. The overwhelming bulk of public input we receive—through surveys, program evaluations, and the random comments I encounter from community members—indicates that it is the skill and welcoming manner of our staff that makes the Keene Public Library a special place for everyone.

In terms of volunteers, it is daunting to recognize the number of volunteer hours that the Trustees, Friends, and individual members of this community devote to make our library the very best it can be. With full cooperation and commitment from Trustees, Friends, Staff, and the City of Keene, initial plans were developed that provide a solid basis for moving forward on library renovation planning. The amount of time and energy needed was and will continue to be extensive. Additionally, the initial process would not have moved ahead without generous donations from the Friends of the Library and the Putnam Foundation.

The following all deserve recognition for helping enormously this past year in ensuring continuation of an excellent library facility and stellar service: Library Trustees and Staff, the Library Friends and Volunteers, the City Manager, the City Attorney, the Mayor and City Council, the City Council Liaison to the Library, the City Purchasing Department, the Keene State College Library Staff, the Old Homestead Garden Club, and the Keene High School Horticulture Class.

Following 20 years as director, it remains for me a special privilege to serve a community that places so high a value on the role of its public library. I extend my sincere thanks and appreciation to all.

Respectfully submitted,

Nancy T. Vincent, Director
Keene Public Library

Youth Services Annual Report 2013-2014

As it does every year, the Youth Services Department provided fun and popular services and programs designed to promote early reading, creativity, and library use.

PROGRAMMING

This year, the youth services staff held 554 events for youth from birth to age 18 with 9,707 people in attendance. That was up from 513 programs and 9,168 people the previous year.

Reporting Period: July 1, 2013-June 30, 2014

Library Sponsored Youth Events

Age Group	Events	Attendance	Average Attendance per Program
Outreach	34	2,599	76
Children	328	5,812	18
Young Adult	192	1,306	7
Totals for Events	554	9,717	18

2013-2014 programming highlights included:

- ✓ Weekly storytimes incorporating Every Child Ready to Read 2
- ✓ SAT test prep programs funded by Keene Orthodontic Specialists.
- ✓ A monthly family dance series from November through May
- ✓ The Summer Book Buddy Program led by Nancy Ancharski that paired experienced young readers with new readers for practice and encouragement
- ✓ Regular programming for teens with an emphasis on technology including soldering, electronic sewing, 3D printing and CAD workshops.
- ✓ Poetry Out Loud workshops with coach Dan Petit
- ✓ A Library Card Party for National Library Card Sign-up Month with a visit by Skippyjon Jones at the library and in local schools
- ✓ A monthly Lego club facilitated by volunteer Brenda Garozzo
- ✓ Samantha's American Girl Nutting Party held at the Horatio Colony House Museum
- ✓ Regular movies, gaming programs, and gaming tournaments
- ✓ A great Ladybug Book Award Festival put on by Nancy Ancharski with the help of the international education honor society Kappa Delta Pi.
- ✓ Monthly programs for Homeschool families
- ✓ Knitting, recorder, and origami workshops

Not all library programs happened in the library. Colleen Swider made regular story time visits to First Steps Preschool. We also visited Jonathan Daniels, Fuller, Franklin, Wheelock, Symonds, Trinity Christian, St. Joseph, Keene Middle School, and River Valley Community College. All of our programs are co-sponsored by the Friends of the Keene Public Library. Without the financial support of the Friends and of the Endowment Fund of the Keene Public Library, we would not be able to provide the programs that we do.

THE COLLECTION AND CIRCULATION

Overall youth material circulation saw an increase of 10.78%. We began circulating PS3 and Wii games. Patron comments as well as circulation show the popularity of this program. In fact, patrons hope that we soon expand the collection to include Xbox games. We also created a small but well-received collection of adult books for parents too busy to look for books on the first floor.

	FY 10-11	FY 11-12	FY 12-13	FY 13-14
Juvenile & YA Fiction	62,641	56,093	61,446	64,835
Juvenile & YA Non-Fiction	24,428	16,245	13,842	19,932
Juvenile/YA Magazines	1,129	944	732	693
Juvenile/YA Media	28,770	25,034	24,105	25,456
<u>Total Juvenile & YA Materials</u>	<u>116,968</u>	<u>98,316</u>	<u>100,125</u>	<u>110,916</u>

The Youth and YA collection totals 56,023 materials. Using a population of 4,725 young people (the 2010 census figures for young people living in Keene) our collection had a circulation rate of 23.47% and turnover rate of 1.97%. Currently, 77% or 4,518 young people hold active Keene Public Library cards. Last year, as part of Library Card Sign Up month, we visited each school and provided the means to sign up students in what we felt was an easy method. This next year, we want to work with teachers and school librarians to see how we can make these numbers even better.

SUMMER READING

The annual Summer Reading Program was as popular as ever, promoting reading and library use while school was out during the summer months. As part of this program, fun and educational events and reading games took place in the library thanks to support from the Friends of the Keene Public Library, the Endowment Fund and other generous funders. New Hampshire continues to participate in the Collaborative Summer Library Program. We get a lot of support including PR templates and graphics. The library uses Evanced Summer Reading to register and keep track of summer reading. With the software, patrons can register and log reading from home or in the library. Some readers do participate this way but others report all of the reading in person. Either way there, we encourage library visits and interaction with staff by distributing reading prizes throughout. A big part of our program includes free books. Each participant receives at least one free book during the course of the program.

PERSONNEL AND STAFF DEVELOPMENT

We were very fortunate to have Lyndsey Runyon with us for part of the year as our Teen Librarian. Although she has left, we have managed to continue offering programs for teens with the assistance of the two Maker Corps interns. The Head of Youth and Community Services also offers teen programs. We were saddened to lose a long time Youth Department staff member when Jeanne Grubman retired but we welcomed Donna Straitiff and Jenna Henderson to the Department. Donna now offers the toddler and baby programs as well as many special events and tours.

Respectfully submitted,
Gail Zachariah, Head of Youth and Community Services

Community Services Annual Report 2013-2014

The Keene Public Library offers free public programs that enrich the cultural fabric of our city. In 2013-2014, the library presented 928 events including author talks, story times, book discussions, musical performances and many other events that attracted 13,102 people from babies to senior citizens. These numbers represent a 4% increase in events and a 25% increase in attendance.

Reporting Period: July 1, 2013-June 30, 2014

Library Sponsored Events

Age Group	Events	Attendance	Average Attendance per Program
Outreach Programs	34	2,599	76
Children	328	5,812	18
Young Adult	192	1,306	7
Adult Programs	368	3,395	9
Totals for Events	922	13,112	14

In addition to keep track of program attendance, we have created a evaluation form which is online and is distributed after library programs. Some of the comments received from visitors during 2013-2014 include:

I am so grateful for this program. It is very important to me that my child have a strong, positive relationship with books and libraries if at all possible. It is also so supportive to connect with other families. And the librarians who have led the programs have been wonderfully warm and have led a great and caring program that seems perfect for this age. 2/13/2014

As a mother staying home full-time, I would like to thank you for this chance to meet other families in the community. Storytime has also helped provide structure in our week. 10/24/2013

I appreciate that the Chautauqua presentations are free because my fixed income does not allow me to attend ticketed events. It is not just entertaining. I always learn a lot. 7/25/2013.

Our survey also asks visitors to indicate where they heard about the event they are attending. The answers to this vary but the most common responses are word of mouth, library flyer, Facebook, and library email.

GRANT WRITING

The library received a grant from the The Gilder Lehrman Institute and the NEH for a series of film and discussion programs called **Created Equal: America's Civil Rights Struggle**. We also received a grant from the NEH for a traveling exhibition during the summer of 2015 called **Changing America: The Emancipation Proclamation, 1863 and the March on Washington, 1963**. We received a grant from the Young Adult Library Services Association, a division of ALA for Teen Tech Week programs. The library was selected as a Maker Corps Site. This opportunity did not include funding so we solicited community donations, which allowed us to hire two Maker Corps Interns. A major part of this opportunity included workshops, mentoring, and support from The Maker Education Initiative.

OUTREACH AND COMMUNITY COLLABORATIONS

During the 2013-2014 fiscal year, the library was actively involved with many other Keene community groups and organizations. The library works with the Colonial Theater when the Missoula Children's Theater. The library continues a relationship with the Hourglass Players, the Edge Theatre, the Monadnock Area Art Association, the Keene Music Festival, and the Waldorf High School.. Several scout groups, Head Start classes, St. Joe's school and summer vacation camps visited the library for tours and presentations. The library spoke to several community organizations such as the Keene Senior Center, Bentley Commons and visited several schools including River Valley Community College, Keene Middle School, St. Joe's, Trinity Christian, and the five Keene elementary schools.

PR AND PUBLIC RELATIONS

During the year, the Community Services Librarian wrote weekly press releases and maintained the front page of the library's website.

Currently, we do our best to keep up with our presences on Facebook, Twitter, Foursquare, Good Reads, Flickr, and Wordpress. Facebook and Twitter are used the most so we update these the most frequently. We have begun a presence on Instagram, Tumblr, and Pinterest but these were maintained by our Teen Librarian Lyndsey Runyan. Since she left we have not been keeping these updated.

We have 1,311 fans on Face Book and 689 followers on Twitter. Engagement with our Facebook posts varies but approximately 435 people see our posts each week. Our highest organic reach occurred in October 2013 when we posted a cat meme promoting Tutor.com. These reached 7,144 people. Our Facebook fans are 74% women and 24% men. 28% of our fans are between the ages of 25-34 while 26% of our fans are between the ages of 35-44. 13% of our fans are between the ages of 45-54. 14% of our fans are between the ages of 18-24. 9% of our fans are between the ages of 55-64. 5% of our fans are 65-years-of-age or older. Finally, 3% of our fans are between the ages of 13-17.

We also subscribe to a service called Dear Reader that sends patrons an email with a portion of a book. Each week, the patron can try out a different book and then come to the library to check out the book to finish the title.

We also subscribe to Library Aware, we use to create and manage our PR campaigns. We used it to design our flyers as well create 12 website widgets and make 17 posts to Facebook and Twitter, send 24 emails to subscribers, and post event flyers 10 times to our library catalog. During June, we migrated our weekly MailChimp eblast and the Dear Reader Book News emails to Library Aware. The weekly calendar eblasts are now coming through Library Aware. These emails have a open rate of 20%. Migrating to Library Aware means that we only maintain one email list. It also saves us about \$500 a year. After combining all our lists, we ended up with a 2,509 email subscribers.

LOOKING FORWARD

The library will participate in the national library promotion campaign "Outside the Lines." It is a weeklong celebration – Sept. 14-20, 2014 – demonstrating the creativity and innovation happening in libraries.

Respectfully submitted,
Gail Zachariah, Head of Youth and Community Services

2013-2014 Audio-Visual Report

The Adult Audio-Visual collection currently comprises 7.12% of the total library material holdings and is 25.5% of the total library circulation, with an increase of 21.21% over last year's AV circulation.

1014 items were added to the collection this year, with generous donations of DVDs and music CDs from our patrons. The DVD collection continues to be the most popular format in the entire library collection. The audio cassette collection was discontinued this year.

The New Hampshire Downloadable Books are still growing in popularity. 522 of our patrons joined this year, increasing the number of Keene users to 2745, a 31% increase. Patrons are adapting to the wide variety of devices that can utilize this service, downloading 14,275 audio and ebooks over the course of the year, an increase of 26% over last year.

The Audio-Visual department is committed to providing our public with quality materials in all audio and visual formats in a timely manner to support our patrons' requests.

Format	Number of items added this year	Total format holdings	Number of circulations this year
DVDs	712	6205	58,989
Books on CD	233	2420	12,578
Cassette books	0	0	230
Music CDs	69	1808	5,525
Framed Art	0	91	119
TOTAL	1014	10,433	77,441

Respectfully submitted

Sheila Williams, AV Librarian

**REFERENCE STATISTICS
FY 13 - 14**

At various times during the year, library staff keep track of the number and type of questions being asked at both the reference and youth desks. The types of questions tracked are Directional, Information, and Reference. This sampling, extrapolated out over a year, yielded:

	REFERENCE	YOUTH	
DIRECTIONAL	1170	1014	
INFORMATION	1456	1482	
REFERENCE	4446	1482	TOTAL
	7072	3978	11050

**INTERLIBRARY LOAN STATISTICS
FISCAL YEAR 13 - 14**

The library participates in interlibrary loan with libraries in New Hampshire and throughout the country. Our patrons may request material we do not have and we will attempt to borrow this material from another library. We loan our material to other libraries with the exception of new materials and reference items.

During the past year, the library was able to fill 71.46% of our patron requests for library materials not owned by the library or Keene State. Library patrons requested 2,018 items from other libraries. Of these requests, 1,442 were filled.

The library was able to fill 65.57% of the requests from other libraries to borrow our materials. We received 4,156 requests from other libraries for items in our collection. Of these requests 2,725 were filled.

John Johnson

**INTERNET & COMPUTER TRAINING STATISTICS
FISCAL YEAR 13 - 14**

The library continues to offer internet access to the public through library computers as well as Ethernet and Wireless connectivity for patrons with their own computers. Over the past year the library's 13 internet computers were used 23,289 times. Our 2 laptops circulated 4,258 times.

In addition to offering internet access the library continues to offer one on one computer training on various topics. Over the past year the librarians have taught 52 training classes.

John Johnson

Technology Report 2013-2014

Increasingly, nearly everything we do at the library involves technology in some way. Library staff strives to keep up with the ever-changing technology landscape—through reading & attending workshops and attending online classes. More and more, library patrons look to the library for assistance with learning about our online services as well as help with their own devices. It is an exciting and challenging time for us all.

In July, 2013 the Library hired its first Digital Services Librarian, Cary Jardine. Cary has helped with staff training and especially with public training for our downloadable books, offering classes and one-on-one assistance.

Digital Collections/Services

As more and more resources become available to our patrons online, our challenge is to make people aware of all that we offer that is not available to them for free otherwise.

The Library website is the gateway to these valuable information sources and services. We have a new “widget” on the Library website which offers a rotating series of graphical links to different online services, and we continually search for new ways to promote our online presence, through handouts, flyers, email blasts, community outreach, etc.

We purchased online access to Safari Books this year, a collection of technology oriented ebooks. In this area of the Library collection in particular, it seems that printed books are out of date before we purchase them, and this allows us to offer current technology books at a reasonable price.

This year saw 225,675 page views of our website. Statistics show visitors to the website from around the world and from nearly every imaginable kind of device. As the popularity of mobile devices grows, so do visits to our website from those devices, and we continually work to make the information on our site more mobile-friendly.

The Library, in conjunction with the Historical Society of Cheshire County, continues to add historical photos of Keene and surrounding towns to our Flickr website. We added 230 new photos for a total of 2,285.

Library staff continues to be involved in the statewide Online Newsstand Project, which makes current magazine articles available in a user-friendly format.

TRAINING & INSTRUCTION

- The reference staff continues to offer one-on-one public computer training classes and had 52 sessions last year. More and more people are looking for “on demand” training rather than scheduled classes and call or come in with questions.
- Cary offered 7 staff and 22 public ebook training classes this year, each capped at 5 students per class. 72 people attended. In addition, she had 79 instruction appointments, with 87 patrons attending, and offered approximately 80 drop-in ebook assistance sessions.
- Cary has also been working with the Senior Center to offer technology training and help. Beginning this June, she is now offering a program called “Gadget Friday” where people can come in for assistance with their own devices.

- Youth Department staff and interns offered two 3-D printer open houses and training programs for 85 adults as well as 17 CAD and 3-D modeling labs for young people. Each lab had at least 2 people in attendance. An additional 28 young people attended 4 teen workshops on soldering, circuitry, and robotics.
- Library staff members continue to enter training goals when completing their annual self-evaluation. Increasingly, these are technology related.
- Library staff attended the Innovative Users Group Conference, the CHILIS (Children's Librarians) Conference, the New Hampshire Library Association Conferences, the Computers in Libraries conference, and the ALA conferences.
- Library staff meets regularly with colleagues at Keene State College as well as other New Hampshire libraries which use Innovative Interfaces for their online library system.
- Staff members attend meetings of the Nubanusit Library Coop, the Urban Libraries group, CHILIS, YALS (Young Adult Librarians), and the Information Technology Group of NHLA.
- Library staff participated in many online webinars on a variety of topics and took online classes through Lynda.com which offers a variety of technology training classes.
- The Library was selected as one of 14 Maker Corps Sites. As a part of this program, staff took part in a series of Google Hangout sessions related to technology, tools, and programming. The library also hired two summer Maker Corps interns who offered programs to families and children and helped library staff develop plans for future programs.

HARDWARE/SOFTWARE

- The library has 49 computers, with 28 of those being for public use. Most of these computers are on a 5-year replacement cycle (3 laptops and 1 computer are on a 3-year replacement cycle). We continue to use Centurion's Smart Shield software to "lock down" the public computers.
- The 13 public Internet stations were used 23,289 times during the past year. The library's 2 public laptops were used 4,258 times.
- A donation from the Friends of the Library allowed us to purchase our first 3-D printer, an iPad for use in the ebook training classes and two AWE computers loaded with age appropriate educational games and open source software. This opened up two computers which are used during CAD training and 3D modeling workshops.
- The Library received a grant for Teen Tech Week, which allowed for the purchase of 2 mini-laptops for young adult programming use and for use with the 3-D printer as well as seven Minecraft user accounts and Minecraft.edu.
- Staff prepared to make the switch to new calendar and meeting room software. We look forward to better integrate with our PR software and Summer Reading Program software.
- 4 library staff members continue to serve as "Tech Liaisons" to the City IMS department, assisting with maintaining all of the Library's computers and printers.

Jennifer Bone

Technical Services Annual Report 2013-2014

This has been a busy year for the technical services department. We cataloged and processed 7,861 items during the year and withdrew 7,207 items from the library collection. We added catalog records for new NH Downloadable items (ebooks and downloadable audiobooks) as well as records for our electronic reference books.

We continue to add series number information to the catalog and to the spines of items. This has been extremely popular with patrons.

With the help of a dedicated volunteer, we scanned and added 230 historical photos to our Flickr website, with descriptions and tagging.

We connected regularly with our colleagues at Keene State College and prepared to make the move to a cloud server for our system which is hosted by Innovative instead of by Keene State College.

Respectfully submitted,

Jennifer Bone

KEENE PUBLIC LIBRARY
July 2013 - June 2014
Statistical Report

Population Served 23,272

*Total number of active borrower's
 Cards as of 6/30/13* 18,097

Adult resident cards	11,248
Adult non-resident cards	1,782
Youth resident cards	3,766
Youth non-resident cards	752
Business/Organizations	504
KPL Outreach	45

Hours of service : 9:00 a.m. - 9:00 p.m. Monday - Thursday
 9:00 a.m. - 6:00 p.m. Friday
 9:00 a.m. - 5:00 p.m. Saturday (September - May)
 9:00 a.m. - 1:00 p.m. Saturday (June - August)

Collections circulated to nursing homes, shut-ins, Project Outreach :
 During July 2013 - June 2014 - 1,984

Total weekly library staff hours : 653

FTE (full time employees) : 8
 (part time equivalent) : 9
 Total FTE : 17

Average weekly volunteer hours : 7

Meeting Room Use : (now includes Library Annex)

928 times by the Keene Public Library for programs with
 13,102 people in attendance.

33 times by City Groups
 351 people in attendance.

907 times by 130 other community organizations with
 9,046 people in attendance.

KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- JULY 2013 - JUNE 2014													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
BOOKS													
Adult													
fiction	5288	4832	4321	3779	3501	3619	3828	3585	4017	3847	4142	4246	49005
nonfiction	2885	2875	2793	2362	2429	2190	2616	2346	2786	2604	2602	2556	31044
CD/cassette/playaway	1039	1019	922	856	824	760	825	768	926	953	900	861	10653
Youth													
fiction	5994	5147	4637	4408	4731	3674	4461	4758	5394	4655	4591	4749	57199
nonfiction	1137	864	1123	991	1050	700	1152	996	1455	1097	1027	704	12296
CD/cassette/playaway	358	325	171	190	193	196	176	234	248	228	217	283	2819
Young Adult													
fiction	835	821	838	670	668	588	583	475	520	468	533	637	7636
nonfiction	28	38	32	11	19	22	11	18	51	22	11	26	289
MAGAZINES													
Adult	336	424	343	443	448	351	375	404	351	415	330	342	4562
Youth	65	62	48	93	57	41	42	33	53	47	41	33	615
Young Adult	13	5	2	3	13	0	2	7	14	14	2	3	78
MUSIC													
Adult	484	356	397	400	316	472	395	451	393	490	351	332	4837
Youth	63	65	112	97	82	21	81	55	28	76	37	22	739
DVDs/VHS/Playaway View													
Adult	4046	3953	3463	3427	3716	4046	3967	3798	4186	4337	3844	3368	46151
Youth	1545	1426	1234	1108	1353	1291	1256	1091	1265	1374	1296	1233	15472
Young Adult	473	494	530	469	508	485	462	443	468	493	504	489	5818
ELECTRONIC RESOURCES													
Ebooks	533	497	491	484	480	605	759	609	746	728	682	701	7315
Downloadable audio bks	495	554	517	526	517	576	603	548	593	636	656	689	6910
OTHER													
Laptops	93	89	107	91	76	77	71	67	70	95	88	74	998
Equipment	3	5	2	6	2	2	1	2	2	7	0	2	34
Interlibrary loan	132	128	103	99	81	94	88	84	102	137	105	113	1266
Museum passes	97	108	53	59	50	50	62	100	85	102	81	93	940
Renewals	3194	2879	3034	3304	2707	3073	2979	2773	3108	3297	3144	2912	36404
Gaming	52	8	17	28	61	56	77	81	77	58	38	55	608
TOTAL	29188	26974	25290	23904	23882	22989	24872	23726	26938	26180	25222	24523	303688

COMPARATIVE CIRCULATION STATISTICS

July 2013 - June 2014

	<u>7/11-6/12</u>	<u>7/12-6/13</u>	<u>7/13-7/14</u>
Adult Fiction	56,765	52,919	49,005
Adult Non-Fiction	36,466	33,413	31,044
<u>Total Adult Book</u>	<u>93,231</u>	<u>86,332</u>	<u>80,049</u>
Juvenile & YA Fiction	56,093	61,446	64,835
Juvenile & YA Non-Fiction	16,245	13,842	12,585
<u>Total Juvenile & YA Book</u>	<u>72,338</u>	<u>75,288</u>	<u>77,420</u>
<u>TOTAL BOOK</u>	<u>165,569</u>	<u>161,620</u>	<u>157,469</u>
Adult Magazines	4,440	3,930	4,562
Juvenile & YA Magazines	944	732	693
<u>TOTAL MAGAZINES</u>	<u>5,384</u>	<u>4,662</u>	<u>5,255</u>
Adult Books on CD, Cass. & Playaway	11,471	11,283	10,653
Juvenile & YA Books on CD, Cass, &	3,478	3,589	2,819
Adult DVDs & Videos	46,964	47,522	46,151
Juv. & YA DVDs, Videos & Playaway Views	21,010	19,914	21,290
Adult Music CDs & Cassettes	5,177	5,059	4,837
Juvenile & YA Music CDs & Cassettes	546	602	739
<u>TOTAL AV</u>	<u>88,646</u>	<u>87,969</u>	<u>86,489</u>
Renewals	37,282	37,703	36,404
Museum Passes	198	759	940
Laptops	1,833	1,530	998
Interlibrary Loan	1,308	1,180	1,266
Equipment & Gaming		754	642
<u>TOTAL OTHER</u>	<u>40,621</u>	<u>41,926</u>	<u>40,250</u>
Downloadable Audiobooks	8,274	5,458	6,910
Downloadable Ebooks		5,638	7,315
<u>TOTAL DOWNLOADABLES</u>	<u>8,274</u>	<u>11,096</u>	<u>14,225</u>
<u>GRAND TOTAL CIRCULATION</u>	<u>308,494</u>	<u>307,273</u>	<u>303,688</u>

Summary of database statistics July 1, 2013 – June 20, 2014

Ancestry.com	7109 unique searches
Britannica	60 total sessions 139 documents
Chilton's	114 ("hit count")
EBSCOHost (all databases)	5,927 sessions 316,234 searches 2,544 full text documents retrieved
Foundation Directory	13 searches
Gale Virtual Ref	49 searches
Learning Express	64 sessions 788 page hits
Legal Forms	99 documents
Mango Languages	581 sessions
MorningStar	10 sessions 50 searches
ProQuest (NY Times)	188 searches
Safari Tech Books	77 searches 1,110 record views
TumbleBooks	4,541 book views
TumbleBook Cloud	73 book views
TumbleBook Cloud Jr.	62 book views
AudioBook Cloud	1,437 book views
Tutor.com	107 sessions
ValueLine	448 sessions 5,116 page views

ACQUISITION STATISTICS				
2013-2014				
	<u>6/30/2013</u>	<u>ADDED</u>	<u>WITHDRAWN</u>	<u>6/30/2014</u>
<u>BOOKS</u>				
Adult	69,435	3,082	4,355	68,162
Juvenile	43,873	2,537	1,421	44,989
Young Adult	5,554	693	521	5,726
Pamphlets	220	0	0	220
Paperbacks	1,393	91	119	1,365
TOTAL	120,475	6,403	6,416	120,462
<u>AUDIO VISUAL</u>				
ADULT				
DVDs	6,205	712	127	6,790
Video Cassettes	0	0	0	0
Books on CD	2,420	233	62	2,591
Books on Cassette	153	0	153	0
Music CDs	1,808	69	211	1,666
Framed Art	91	0	0	91
Totals	10,677	1,014	553	11,138
YOUTH				
DVDs	2,007	240	86	2,161
Video Cassettes	207	0	56	151
Books on CD	869	40	7	902
Books on Cassette	15	0	0	15
Music CDs	437	21	7	451
Puzzles	90	7	4	93
Video Games	85	7	0	92
Playaways	218	10	0	228
CD-ROM	59	0	0	59
Playaway Views	50	6	5	51
Totals	4,037	331	165	4,203
YA				
DVDs	823	95	67	851
Books on CD	175	9	1	183
Books on Cassette	3	0	3	0
Playaways	64	9	2	71
Totals	1,062	113	73	1,105
Grand Total	136,251	7,861	7,207	136,908
248 Periodicals				
8 Newspapers				