

**KEENE PUBLIC LIBRARY**  
**BOARD OF TRUSTEES ANNUAL MEETING**  
**Tuesday, August 25, 2020 at 5:30 P.M.**

**AGENDA**

1. Call to order
2. Approval of the August 27, 2019 Annual Meeting minutes (page 2)
3. Annual Reports
  - a. President's Report (page 4)
  - b. Treasurer's Reports
    - Primary Account Expenditures (page 6)
    - Encumbered & Restricted Funds (page 8)
    - Donations & Distributions (page 11)
    - Portfolio Changes (page 12)
    - Trustee Budget (page 13)
  - c. Finance (page 15)
  - d. Overview of Library Finances for Next Fiscal Year (page 16)
  - d. Building and Grounds (page 18)
  - e. Policy (page 19)
  - f. Fine Arts (page 20)
  - g. Community Outreach (page 21)
  - h. Long Range Planning Committee (page 22)
  - i. Friends of the Keene Public Library (page 24)
  - j. Cheshire County Literacy Coalition (page 27)
  - k. Horatio Colony Museum (page 28)
  - l. Nominating Committee (page 29)
  - m. Director's Report (page 30)
  - n. Staff Reports
    - Youth Dept. (page 32)
    - Community Services (page 34)
    - AV, Periodicals (page 37)
    - Reference, Interlibrary Loan, Internet (page 38)
    - Technology (page 39)
    - Technical Services (page 41)
  - o. Statistical Reports
    - Library Statistics (page 42)
    - Circulation (page 44)
    - Database Usage (page 46)
    - Acquisitions (page 50)
4. Adjournment

**Keene Public Library**  
**Minutes from Annual Meeting**  
**August 27, 2019**

Called to order at 5.23pm

**Present:** Trustees: Nat Stout, Charles Redfern, William Stroup, Sally Miller, Ken Jue, Kathleen Kennedy Burke, Kathleen Packard, Carl Jacobs, Judy Putnam, Paul Henkel, Jennifer Alexander; Library Director Nancy Vincent, Assistant Director Tammy Parrot, and incoming Director Marti Fiske.

Called to order by President Stout at 5:23 pm.

Minutes from 2018 meeting approved unanimously on a motion by Judy Putnam, seconded by Ken Jue.

**Annual reports:** See packet from last year's meeting for details.

**President's Report:** Nat Stout expressed his thanks for the honor of having served as board president during an historic year for the Library.

**Treasurer's Report:** Judy Putnam pointed out that pages 9-11 include list of gifts and grants for the year.

**Motion** to accept the report including all gifts and grants by Sally Miller, seconded by Ken Jue, passed unanimously.

**Buildings and Grounds:** Paul Henkel pointed out parts of the report related to sound equipment in Heberton Hall and that monies already set aside will provide for two new trees to be planted on the grounds this fall now that the expansion project is complete.

**Policy:** Kathleen Packard pointed out that it's been a busy year and we've had to look at some issues, noted in the report, that attend the new expansion. The committee extends its thanks to city attorney Tom Mullins; they needed to consult his expertise on several issues. Charles Redfern also thanked the members of the City Council for responding positively to the Library's new policies banning outdoor smoking near the Library's entrances. Issues of signage and enforcement will continue to be worked on with Andy Bohannon and the team from the City's physical plant. This is in effect now and refers to the "library campus." We also plan to post a designated smoking space. Council suggested a designated smoking area. If there's a problem in having a designated smoking area we don't have to have one. We are the first city building to have an outdoor non-smoking area.

**Long Range Planning:** "So many hands touched this project" said trustee Sally Miller about the KPL's expansion project. "We were all together: the city, the friends, the community, the staff . . . and together we have a new library for our community." Historic words. All present thanked Sally Miller and Nancy Vincent in turn for their steady leadership throughout this process.

**Friends of the KPL:** See report, including thanks to Jane Pitts for years of service to the Friends and everyone's good wishes for Nancy Vincent.

**Cheshire County Literacy Coalition:** Jennifer Alexander pointed out they are the fiscal agent for the international festival coming up on Sept 21 at the rec center.

**Director's Report:** Nancy Vincent drew attention to the staff changes listed in the report and read last paragraph out loud.

**Nominating Committee:** On page 34 of document, board officers for 2019-20 were nominated as:

President Jennifer Alexander

Vice-President William Stroup

Treasurer Judy Putnam

Secretary Kathleen Kennedy Burke

**Motion:** Moved as presented by Sally Miller, seconded by Ken Jue. Passed unanimously. Also noted that Nat Stout and Charles Redfern were at the end of three-year terms and thanked them for their hard work and participation, noting that their terms remain effective until new members begin.

**Note about time capsule:** Chuck Redfern thanked Paul Henkel and Larry Benaquist for help with contents and materials. "Note that there is very little monetary value to the capsule: not worth dying for."

We noted that a copy of the Grand Opening program is included in annual meeting packet. A happy day. Walldogs and Library Renovation Dedication on June 23, 2019.

**Motion** to adjourn by Ken Jue, seconded by Judy Putnam passed unanimously.

Adjourned at 6:05pm.

Submitted by William Stroup, outgoing Secretary

## 2019-2020 PRESIDENT'S REPORT

What a year this has been for the Keene Public Library! A year ago, this month, we celebrated the retirement of our beloved, long-term director, Nancy Vincent, and we welcomed our new director, Marti Fiske. We began our year with much excitement as we had new leadership in place, and the renovation of Heberton Hall and construction of the Annex was completed. We had high hopes of starting a strategic planning process in January of 2020 to create a new, 5-year long range plan. We looked forward to an exciting and robust future.

In September, the Library Annex Advisory Committee (KLAAC) was dissolved as the renovation of Heberton Hall and the construction of the Annex was completed. Ready to begin utilizing our new, beautiful spaces, the library staff and Trustees got right to work establishing new procedures, protocols, and policies to support their use. The new spaces provided some new challenges: lock installation was needed for security purposes, the HVAC and audio systems needed some adjustments, additional lighting was needed for the stage in Heberton Hall, and staffing adjustments were required to properly staff the new space. Together with the library director and staff, we met these challenges, and moved forward with enthusiasm and excitement.

Beginning in January, a newly formed Long Range Planning Committee met to begin the process of creating a new, 5-year strategic plan. Members of the committee reviewed different processes for strategic planning, and some members attended a strategic planning workshop held by PRIMEX. Unbeknownst to all was that a global pandemic was on our doorstep which would mandate that strategic planning be halted.

On March 14<sup>th</sup>, School Administrative Unit 29 moved to a remote learning model in response to the Novel Coronavirus outbreak. In conjunction with the closure of school buildings, and under the guidance of the Trustees and City of Keene's Emergency Management Taskforce, the library staff quickly moved to suspend operations and programs that provided direct, in-person services. Just as quickly, the staff evaluated what services could still be provided to the public, despite the building closure, and implemented new "contactless" services such as curbside pick-up of circulation materials.

The pandemic brought unprecedented challenges for all, in every aspect of life. Operations and programming during the months of March, April, May, and June were drastically impacted by the global pandemic. The building remained closed, and the majority of our part time staff were furloughed. Public meetings could not be held in an in-person format, so Trustee meetings were held by conference call or online, using Zoom as an interface. Despite the unprecedented challenges, library staff, Trustees, and City of Keene employees worked together to continue providing high quality services to the public by providing non-contact services like curbside pick-up of circulation materials and increased, online programming.

It should be noted that during this crisis, our new library director, Marti Fiske, provided exceptional, steady, and professional leadership; and our library staff did an outstanding job of responding to every challenge presented. It should be remembered that our greatest library asset is our exceptional staff.

Their ability to remain positive, flexible, and professional has carried our library into the next phase of the pandemic, leaving us in excellent position to meet the needs of our patrons, while keeping health and safety for all a priority.

In line with the containment of the Coronavirus in the Northeast, and the consequential easing of public restrictions; the library resumed limited, in-person services on July 6<sup>th</sup>. Very thankfully, thus far, services and programming are going well, and there has been no virus transmission attributed to library staff or library usage.

Yes! What a year it has been! In reflection, the year has been one full of excitement and strain. We began our year under new library director leadership, with brand new, exciting spaces to share with the public. No one could have predicted the devastation the Coronavirus would bring to our community, and society as a whole. We move forward into this next year with the hope that the pandemic will be contained locally, nationally, and globally. Despite what happens this next year, as Trustees we can move forward confidently knowing that together with the library staff, we will be able to manage whatever comes our way.

As president of the Trustees, I sincerely offer my thanks to my fellow Trustees, Marti Fiske, the Library Staff, Friends of the Library, and the City of Keene's Emergency Management Taskforce for their ability to quickly respond to crisis with professionalism and priority of maintaining the health and safety of all. Together we will meet whatever challenges this next year may present.

Sincerely,  
Jennifer Alexander

**Keene Public Library Trustees  
Annual Report/Income and Expenses  
July 1, 2019- June 30, 2020  
Checking Account - 77-1-5**

**Opening Balance** **\$ 6,181.61**

**Income**

Donations for Books and Materials	\$ 256.60
Donations for Outreach Programming	500.00
Memorial Donations	230.00
Endowment Distribution/NHCF	5,366.48
Donation for Plants	500.00
Grant Income	
NHH/Chautauqua 2019	1,000.00
ALA/Grow with Google	1,000.00
Cheshire County Conserv./Seed program	1,000.00
Returned by the City/IMLS*	17,016.76
corrected check	0.25
Transferred from Investments/Project**	50,000.00
Investment Income	10,477.57
Money Market Interest	213.21

**total income** **\$ 87,560.87**

**Expenses**

Books and materials	3,004.33
Outreach Programming	6,221.96
Summer Reading	250.00
Grant Expenses	
Chautauqua	2,244.40
Infy Maker	5,687.56
Seed Program	1,436.11
Social Media	312.41

Dedication Event in June		
Food and flowers	1,098.09	
Interior Signage for Rooms	5,905.00	
Plants/Shields donation	212.97	
Reception for new director	369.12	
Transfer to Lipsky/Restricted Fund	489.36	
Project Expense		
Audio (Henkel Grant)	2,447.75	
Audio (Lions Grant)	2,826.50	
Director's office/furnishings	4,642.63	
Chair	294.66	
Blinds for workroom	3,420.00	
Bartlett Tree	5,000.00	
British Clockmaker	3,342.40	
Other/Audio	190.34	
Locks	16,896.00	
Staff Conferences	3,512.61	
Memberships in NHLTA	390.00	
<b>Total Expenses</b>		<b>\$ 70,194.20</b>
<b>Closing Balance</b>		<b>\$ 23,548.28</b>

Note: \* \$17,016.76 was paid in May 2019 to the City of Keene in the agreed upon process for the administration of the IMLS grant. (IMLS = Institute of Museum and Library Services, a federal funding agency) The City of Keene revisited the process and returned the \$17,016 to the Trustees in July, 2019. The City will now administer the grant for the benefit of the Library.

Note: \*\* This \$50,000 is part of the \$75,000 approved for expenditure on the renovation project. After securities were sold in May 2017, (\$50,000) the cash was held in the investment account until needed in the checking account. Due to a strong cash flow, the remaining \$25,000 was never converted to cash.

**KPL Trustees  
Encumbered and Restricted Funds  
June 30, 2020**

	Balance 6/30/2019	Changes in 2019-2020	Balance 6/30/2020
<b>For Books and Materials</b>	14,055.88		
Memorial Gifts		180.00	
Rotary Donations			
Other Donations		256.60	
Purchase of books		-3,004.33	
			11,488.15
<b>In Memory of Chris Weeks</b>	3,980.00	50.00	4,030.00
<b>For Outreach Programming</b>	4,535.35		
Donations for Outreach Programs			
Elm City Rotary (summer)		500.00	
Eugene Choe (summer)		100.00	
From Endowment		5,366.48	
Spent on all Outreach Programming		-6,471.96	
			4,029.87
<b>For Staff Training</b>	2,648.97		
Trustee Budget 19-20		3,500.00	
Used in 19-20		-3,512.61	
			2,636.36
<b>From Sale of KPL History Book</b>	274.31		274.31
<b>Landscaping project</b>	1,139.40		1,139.40
<b>Hanna Fund</b>	1,265.45		1,265.45
<b>Fox Memorial</b>	1,004.00		1,004.00
<b>Millenium Clock</b>	100.00		100.00
<b>Faulkner Framing</b>	-1,153.48		-1,153.48
<b>Dollars for Doers</b>	350.00		350.00
<b>Lipsky Book Fund</b>			
Donations	489.36		

Transferred to Restricted Funds and invested		-489.36	0.00
<b>Grants</b>	-5,327.38		
Grant Income			
City of Keene/Return IMLS		17,016.76	
NHH/Chautauqua 2019		1,000.00	
ALA/Grow with Google		1,000.00	
Cheshire County Conserv/Seed Program		1,000.00	
Grant Expenses		-9,640.48	
			5,048.90
<b>Reserve for Long Range Planning</b>			
Trustee Budget	7,500.00	750.00	8,250.00
<b>Reserve for Furniture Replacement</b>			
Trustee Budget	3,235.18	500.00	
Chair		-294.66	
			3,440.52
<b>Unrestricted Gifts</b>			
Phil Faulkner Bequest	9,483.92		9,483.92
<b>Reserved for Renovation Opening</b>	18,474.25		
opening event		-1,098.09	
interior room signage		-5,905.00	
			11,471.16
<b>Gifts to Renovation Project for Audio</b>	13,181.36		
Paul and Sussan Henkel		-2,447.75	
Keene Lions Club		-2,826.50	
			7,907.11
<b>\$75,000 Reserved for Renovation Project if needed</b>	50,155.00		
Director's Office Furniture		-4,642.63	
Blinds for workroom		-3,420.00	
Bartlett/Trees for West Street lawn		-5,000.00	

British Clockmaker/maintenance and repair		-3,342.40	
Locks		-16,896.00	16,853.97
<b>Reserved for Contract II if needed</b>	296,820.16		296,820.16
<b>Total Restricted Funds</b>	422,211.73	-37,771.93	384,439.80
<b>Cash in Checking Account</b>			23,548.28
<b>Cash in Investment Account</b>			90,875.49
<b>Gov Money Market (cash equiv) Investment Account</b>			275,756.23
<b>Mutual Funds in Investment Account</b>			196,191.31

**Gifts, Grants and Endowment Distribution  
Keene Public Library 2019-2020**

Donation for books and materials	
Kathryn Wichland	\$ 6.60
Jacob Lichman Memorial Trust	250.00
Donation for plants	
Elizabeth Shields	500.00
In Memory of Chris Weeks	
Len Fleisher and Erika Radich	50.00
In Memory of Gale Hamlin and Belinda Schadler	
Leonard and Frances Himmelberg	50.00
In Memory of Mary Cobb	
Denika Dwyer (Arrow Elec Team)	80.00
In Memory of Kathry Dehann Mead	50.00
Jessica Engelsma	
Grants	
ALA/Grow with Google	1000.00
NH Humanities/hautauqua 2019	1000.00
Cheshire County Conservation District/Seed program	1000.00
NHCF Endowment for programming	5366.48
Elm City Rotary/Summer Reading	500.00
	\$ 9,853.08

Keene Public Library Trustees  
 Annual Report, June 30, 2020  
 Portfolio Changes

	6/30/2020	6/30/2019
<b>Account 48-1-2 (Investment Account)</b>		
Mutual Funds	\$196,191.31	\$198,983.60
Cash	90,875.49	412,641.87
Gov Money Market Fund	275,756.23	
<b>Account 86-1-1 (Restricted Funds Account)</b>		
Mutual Funds	168,823.84	181,562.82
Cash	14,494.85	7,765.12
<b>Account 72-1-5 (Checking Account)</b>		
Cash	23,548.28	6,181.61
<b>Total Value</b>	<b>\$769,690.00</b>	<b>\$807,135.02</b>

**Keene Public Library Trustee Budget  
2020-2021**

**Income and Encumbered Funds**

Trustee Held Investments	\$5,500.00 *
Jane Green Fund	2,000.00 **
Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Encumbered from 2019-2020 (estimate)	15,000.00
Outreach Projects	
From KPL Endowment at NHCF	5,366.48
From Eugene Choe Fund	100.00
Staff Training/Workshops	
Encumbered from 2017-2018	500.00 estimate
Landscaping (encumbered from previous years)	
City of Keene/restitution for landscaping	175.00
Hanna Fund (encumbered from previous years)	1,265.45
Millenium Fund/ clocks (encumbered from previous years)	100.00
Reserved for repayment of loan from City	296,000.00

**Total Income and Encumbered Funds \$327,971.35**

**Expenses**

Books and materials	\$16,000.00
Outreach	
From Endowment NHCF	5,366.48
From Eugene Choe Fund/Summer Reading	100.00
Staff Conferences and Workshops	
From investment income	3,500.00 *
Encumbered from 2018-2019	500.00 estimate
Director's Discretionary Account	2,000.00

Repayment of loan from City	296,000.00
Hanna (for Green and Price Room enhancement)	1,265.45
Millenium Fund/clocks	100.00
Fine Arts	500.00 *
Landscaping Projects	1,139.42
Reserve for long range planning	750.00 *
Reserve for furniture replacement	500.00 *
Miscellaneous	250.00 *
<b>Total Expenses</b>	<b>\$327,971.35</b>

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

\*\*denotes income from Jane Green Fund

## **KEENE PUBLIC LIBRARY FINANCE COMMITTEE ANNUAL REPORT**

The Library experienced several major events this fiscal year. The first was the employment and welcome of our new Library Director, Marti Fiske. The second was the completion of the renovation project. The final major event has been the COVID-19 pandemic, which hit us in the second half of the fiscal year and which continues to affect the library's daily operations. Due to the pandemic the library was closed for several months and then gradually re-open. Services were seriously curtailed and have been carefully phased in as we entered into the summer months.

Our new library director, Marti Fiske, successfully negotiated modest increases in our City approved budget for the 2021 fiscal year. Among some of the improvements we expect to see will be a new copier/printer machine for public use replacing a very old machine, an increase in the materials collections budget, an increase in the staff training budget and an hourly pay rate increase for a current vacant position that will help us in being able to successfully recruit and employ someone for that position. Marti has quickly grasped the finances and has been very effectively managing the library through this pandemic.

Due to unexpected project renovation delays (for example, significant HVAC operational problems) and the pandemic, use of Heberton Hall has been delayed. In the coming months as things continue to open up at the library, we will need to address noise and audio quality in Heberton Hall as these factors relate to performances and meetings that will be taking place in the Hall. Assessments of these issues will proceed in the new fiscal year. In relation to Contract 2 of the renovation project, we encumbered \$296,000, which we may still owe the City, but we are waiting for word from the City regarding this.

We explored the possibility of seeking outside professional bookkeeping services to assist our Treasurer with our increasingly complicated budget, especially with the significant increase in the grants received by the library. However, the City Manager and the City Finance Department graciously offered to take over all management of grants for the library. This would be an immense help to our Treasurer and make the position much more tenable and do-able for a lay person to assume. Thus, any further discussion of seeking outside services will be discontinued for the foreseeable future.

Our committee saw the departure of two of our Trustee members. George Scott's term expired in June 2020, and Sally Miller resigned from her Thayer Trustee position. We will miss them both. Sally has been a pillar of strength for the library in her many decades of service to the library and this community. Sally has been one of the library's most staunch advocates and was instrumental in moving the renovation project forward and shepherding it to its conclusion. She was key to the formation of the renovation project partnership that included the City of Keene, the Friends of the Keene Public Library and the Library Trustees. This was a very successful partnership, and it was largely prompted by Sally Miller.

**Submitted by,**

*Kenneth Gae*

Chairperson, Finance Committee of the KPL Board of Trustees

## **Overview of Library Finances for Next Fiscal Year 2020-2021**

### City of Keene Annual Operating Budget – Library

Provides for personnel and operating expenses approved by the City Council in June for the next fiscal year. The figure approved for FY 2020-2021 is \$1,551,252.

This year's approved Collections budget is \$149,830. Collections includes materials for all audiences in reference, print, AV, streaming and digital formats. Each year, the staff prepares an analysis of the print collection, including current size of the total collection, 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 base annual budget figure before new formats and subscriptions are considered.

The Friends of the Library continue to supplement city funding. The Friends pledged \$14,400, over 9.6% more, toward supporting the collections in 2020.

### 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 2020-2021 is \$3,500.

### Library Renovation City Held Temporarily Restricted Trust Fund.

The fund reimburses the City for a loan extended to the Trustees at the closing of the project in December 2017. The fund will end in 2025. Any remaining money will be returned to the Trustees after it is closed.

### City of Keene Annual Operating Budget – Library Facilities Maintenance

The Facilities maintenance budget is under the Parks, Recreation, and Facilities Department and is under the supervision of Andy Bohannon, Director. Facility issues are also reviewed by the Trustee's Building and Grounds committee which consists of City Staff, Trustees and Friends.

The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2020-2021 is \$714,828.

### City of Keene Capital Improvements Projects Budget (CIP).

There are no CIP Library projects for FY 2020-2021.

### Heberton Hall Cost Center.

The City Council unanimously approved the Library Campus Use Agreement among the Trustees of the Keene Public Library, the Friends of the Keene Public Library and the City of Keene. The agreement designates that "Any revenue which is derived from the use of the Library Annex and the connector forming the NMTC Project shall be deposited into a City cost center created for this purpose, and expended from time to time upon mutual agreement of the Parties and through such process as may be required by the City Finance department, to defray costs and expenses related to Library Campus operations, including but not limited to, furniture, fixtures, equipment, library materials, staffing, repair and maintenance." Current balance is \$56,970.68.

KPL Trustee Budget

The proposed budget for FY 2019-20 as adopted by the trustees is \$327,971.35.

This reflects the anticipated income from investments as well as monies encumbered for specific purposes including \$296,820 for contract 2 if needed.

It should be noted that grants that are given directly to KPL are monitored and administered by the treasurer of the library 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, 2020 is \$769,690.00 versus last year's value of \$807,135.02.

New Hampshire Charitable Foundation (NHCF). The NHCF holds one fund for the benefit of the Keene Public Library. It is the "Keene Public Library Endowment Fund" which is used to support the library's outreach programs. On June 30, 2020, the fund was \$130,586.53 versus last year's value (June 2019) which was \$137,129.99. The fund distributes about \$5,000 a year which is used for Library outreach programs. Value in March 2020: \$118,431.13.

## Annual Report of the Buildings and Grounds Committee

Members included Pepper Anderson, Andrew Bohannon, Paul Henkel, Scott Martin, Kathleen Packard, Sally Rinehart and Library Director Marti Fiske

The Buildings and Grounds Committee monitored progress on implementation of the renovation project.

- **Audio Visual Equipment** – The long microphone wiring path to the east wall of Cohen Hall and Heberton Hall acted as an aerial resulting in unwanted RF pickup. This was resolved by adding a preamp to the microphone. The preamp was moved to the wiring terminal box within the wall so the microphone can simply be plugged in and used without any complication.

Lighting for Heberton Hall was commissioned in two stages. The first stage will create a basic floor plan and light plot of the Heberton space that would provide users with visual information on the playing space (size of house & stage, back stage wings), and of the lighting positions. It will also provide information about lighting instruments and lighting consoles that would be “best options” for the space. A report will include suggested equipment and equipment costs.

- **Excess Noise** – Excess noise from the HVAC air circulation motors interferes with the audience experience with stage plays and musical performances. Only a modest reduction of noise occurred from insulating the ducts. The City Attorney is contemplating assuming the costs of a professional to conduct an analysis. The cost would be \$1500.
- **Landscaping** – Two new trees have been planted by Bartlett Tree as funded by the Trustees. They are Sweet Gum and London Plane Tree. An air spade was used to loosen the soil at the base of the Little Leaf Linden tree in the center of the construction zone. It appears to be doing very well. The Thayer Oak has a modest amount of dieback at the extreme branches.
- **Door Locks and PA System** – Locks and door hardware in the Annex and on bathrooms were changed for enhanced security. A walkie-talkie system and other emergency response systems are in use.

Submitted by Paul Henkel, Chair

**Keene Public Library  
Annual Report 2019-2020  
Policy Committee**

This year the Policy Committee had new challenges to address along with regular business, including providing history/context to the new library director and creating policies to support the Library during the COVID-19 pandemic. During the transition to a new director, the Committee became fully aware that the most current "master" Policy Manual needs to be identified, checked, and matched to the online policies. This was achieved in the recent past, but the print and online versions have since strayed from each other.

This year we revised and/or created two policies including: revising the "8 Library Rules of Behavior" to "Library Rules of Behavior", and creating the "Keene Public Library Emergency Operations Policy". The majority of the first half of the year was spent discussing revising the "Meeting Room Policy" and "Fee Schedule" and the second half focusing on creating policies to address the pandemic. The Board did not vote on the recommended changes the Policy Committee completed for the Meeting Room Policy and Fee Schedule due to the Library closing in March of 2020 for the COVID-19 pandemic. This is scheduled to be completed in 2020-2021.

The Policy Committee also began the discussion regarding volunteers and background checks early in 2020 in an effort to address the need for more volunteers. This task will need to be revisited 2020-2021 as the Library closed the following month due to COVID-19 and the discussion was put on hold.

Throughout the year the Committee identified multiple areas that need to be reviewed and updated and shall be addressed as time allows in 2020-2021 and the pandemic situation develops. These include: updating the service animal policy; creating a photographing/recording patrons consent policy; creating a health and safety protocol policy; discussing changing the "long range planning committee" name and description; reviewing the social media and Internet use policies; reviewing the smoking ordinance, specifically the designated smoking area; reviewing the Fine Art policy; also reviewing the Internet use and Software/Print policies since there is new equipment and best practices have changed.

Respectfully submitted,  
Kathleen Packard, Policy Committee Chair

## **Fine Arts Committee**

This year the Fine Arts Committee has begun work on a number of projects.

A gift from Elizabeth Shields to bring some plants into the Atrium has yielded two purchased plants. Also, a plant which was already in the library was moved into the Atrium and revived, and two more plants have been donated. When the Atrium re-opens it will be quite refreshed with the addition of so many plants.

When they moved out of the building, the Masons donated two watercolor renderings of architectural proposals for the new (1924) Masonic Hall. We are working on framing one (or both) as they are of historical interest and quite lovely.

The piano, donated two years ago by the Ash Hill Arts group needs maintenance and tuning on a regular basis. We are working on who should do that work and how the costs are divided between the Trustees and the Friends.

The committee is working with the Friends to hang a portrait of Katherine Heberton.

The committee is working with the Policy Committee to create a gifts policy for art.

Judy Putnam  
Chair

## **COMMUNITY OUTREACH COMMITTEE**

The Community Outreach Committee continued to be in a reorganizational phase during the 2019-2020 year. The committee members had anticipated receiving a renewed sense of purpose and direction from a new strategic plan expected during the 2019-2020. Due to the hiring of a new library director and the pandemic, strategic planning was delayed.

The Library had a very active and successful year with their programming and outreach for children, young adults, and adults. Details are covered in the Youth Services Annual Report and Community Services Annual Report.

Jennifer Alexander  
Chair, Community Outreach Committee

## Long Range Planning Committee

It has been a long journey from our groundbreaking ceremony held on December 6, 2017 to receiving our final commissioning and Certificate of Occupancy issued on April 20, 2020! Since our Dedication Day on June 23, 2019, the community has been excited and pleased with our expanded and renovated library campus. We had a very busy summer, fall and winter with many programs and high attendance. However, once March arrived, the pandemic changed all of our lives. Our new Director, Marti Fiske, and our dedicated staff met the challenge well but it was a difficult time and still is for everyone. Many decisions had to be made and many plans put in place to protect our staff and the public and it is uncertain what we will face moving forward.

**NEW MARKET TAX CREDITS** - As stated in last year's report, Heberton Advancement LLC, which is the "true owner" of the project, will for another 5 years provide quarterly reporting to Mascoma Bank, the Community Development Entity (or COE) managing the portion of funds coming from the New Market Tax Credits.

During the years which the New Market Tax Credits process dictates, the project will be owned by MEDC. The city will be responsible for the maintenance of the building, but outside inspectors will help insure that it is taken care of well.

**QUITCLAIM DEED** -As a housekeeping measure, the City, the Friends, and the KPL Trustees had to sign a Quitclaim Agreement stating that all parties understand that ownership of the Annex and Connector stays with Heberton Advancement LLC for the seven years required by the New Market Tax Credits program. The second year was completed in December of 2019.

**CONTRACT 2** - Contract 2 is the designation for the contract executed separately to make needed repairs to the present library building during the Annex/Connector construction period. Contract 2 is approximately \$600,000. Some of these funds are in the form of reimbursements from New Market Tax Credits for design work originally paid for by the Trustees and Friends.

The City, after reviewing the Contract 2 funds, anticipated a potential shortfall, just under \$300,000. The Trustees voted to cover that shortfall if needed at the end of the contract which will be in December of 2021.

**THE LIBRARY RENOVATION TRUST FUND** - The Campaign Committee co-chaired by Trustee Judy Putnam and former Trustee Dita England exceed its goal of \$5,000,000 in given and pledged funds. It continues to reimburse the city for the loan extended to the trustees at the closing of the project in December 2017. The trust fund will end in 2025 and the remaining proceeds will be returned to the Trustees.

### LONG RANGE PLANNING

It was our plan, starting in the new fiscal year, to activate our Long Range Planning Committee as soon as possible. However, as with any building project, problems with the new facility had to be addressed so planning was delayed until after the first of the year.

In February, the following people attended a Primex Strategic Planning day in Concord, NH:

*Trustee President*, Jennifer Alexander

*Library Director*, Marti Fiske

*Staff Member*, Gail Zachariah, Head of Youth and Community Services

*Trustees* Judith Putnam and Sally Miller

The conference was informative and helpful. We also read about and considered the Harwood method of strategic planning. However, once the pandemic started, we did not meet as the focus shifted to helping the library (and ourselves) deal with the Covid-19 virus.

Respectfully submitted,  
Sally Miller, Chair  
Long Range Planning Committee

## **Friends of the Library President's Annual Report 2019-2020**

Members of the Friends of the Keene Public Library, representatives from the Trustees and Library, and fellow Board Members:

In our 37<sup>th</sup> year of existence as an organization, I am happy to report on another very busy, unusual and successful year for the Friends.

### **Library Support:**

Good investment performance, a successful book sale, and generous membership donations continue to provide the Friends with the means to fulfill our mission of supporting the library collection, programming, and staff in areas not funded by the city budget. Our contribution to the library's collection development was increased modestly this year and was used primarily towards ebooks, emagazines, AV materials, and digital learning and programming resources. We also continue to provide maintenance of the ever popular aquarium in the youth department. Purchases for the library included walkie talkies, additional door counters for the new entrances, and microphones for the auditorium. We provide support for the mobile hot spot, which is used for outreach programming, library PR and occasional advertisements. We continue to monitor museum pass use and currently offer 20 passes for patrons to check out. We continued our yearly commitment to support additions to youth and adult programming including regular youth storytimes, adult craft programs, family dances, movie licenses, and writing and book discussions.

Please see the attached Treasurer's Annual Report prepared by Marilyn Gemmill and the Heberton Funds Annual Report prepared by Paul Ledell for more details.

### **Community Outreach:**

Under the guidance of the Book Sale Committee, the Friends produced one successful fall book sale back at the library in Heberton Hall that grossed just over \$13,000. We held several successful book-sorting days in our new dedicated Friends space under the Atrium that engaged 25-30 of our members. We also invited our sorters to come and sort during library hours and were pleased to see many answer the call. These activities were necessary, productive and fostered community among our membership and volunteers. We also partnered with Keene State College during their "Freshmen Community Days", employees of the W.S. Badger Company, and several employees from Janos as part of the United Way Day of Caring project. We are blessed with such a great slate of volunteers who help transport books from the lobby to the friends space, sort and price books and help prep for and run the sale itself.

Please see the attached Book Sale Committee Annual Report prepared by Kathleen Chertok for more details.

Many of our plans for this spring have been cancelled or changed including our April 2020 book sale. Even before the closure of the library and the state mandate we had decided cancellation was the safest thing to do. We hope that our fall sale can still be a possibility and we have scheduled it for October 16-18, 2020. We were also forced to cancel our volunteer appreciation event that was in the planning stage for May or June of this year, and was to be a joint effort between the library, Friends and Trustees. Finally, the Friends partnered once again with the Swamp Bats Baseball organization in Keene to sponsor the elementary literacy program “Mr. Gemmell’s Reading with Ribby” for a 17<sup>th</sup> year, reaching close to 1,100 children in 15 schools in Keene and surrounding area schools.

**Library Expansion and Renovation project:**

It was a wonderful accomplishment to celebrate the project’s completion at the grand opening with all partners and the community on Sunday June 23rd, 2019. The festivities of this day included a ribbon-cutting ceremony, remarks from project partners, a keynote speaker, building tours, refreshments, and entertainment throughout the newly expanded facility. It was a wonderful day for our City!

We would like to thank Julie Dickson, Campaign Gifts Administrator for her work on the project. Her employment with us ended on February 1, 2020. What little work that remains after her departure will be fulfilled by Marilyn and Jill. Thank you Marilyn.

**Membership & Board Contributions:**

We received 109 donations from 95 members (some members issued multiple checks). The total was \$10,150, an increase of 8% over the 2018 total of \$9,398. Executive Board members participate in sub and ad hoc committees for finance, membership, book sales, bylaws, and the library renovation project. An informative newsletter is produced quarterly for our membership, and the research & selection of potential museum passes is performed.

The Friends welcome new board member Jan Manwaring into our ranks. It is with respect and a little sadness to note that Pam Knight, long time member of our board, has resigned and moved from the area. Will Collins has also resigned although he remains an active volunteer for us. We will miss them both on this board.

This year completes my term as President. However, I plan to remain on the Board until we find a solution to fill my spot. A global pandemic has not helped us in that regard.

**In appreciation:**

The Friends are grateful to the Library Board of Trustees, Former Library Director Nancy Vincent and our new Library Director Marti Fiske, along with library staff, and Campaign Gifts Administrator Julie Dickson for their continued support to our organization. It has been my privilege to serve as President this year. I am extremely

grateful to work with this hard-working, dedicated group of people. I thank you Marilyn Gemmell, Paul Ledell, Pam Knight, Sally Rinehart, David Meader, Mike Chelstowski, Michelle Fuller, Kathleen Chertok Bonneau, Jen English, Will Collins and Jan Manwaring for your time and dedication to this Board and our mission.

I could not end this without a special acknowledgement to Marti Fiske. She joined the library in August. She has faced every challenge with hard work and a smile. As difficult as it is to start a job as big and as important as hers, it was bigger with the opening of the new and improved library spaces. And as difficult as that is, nothing could ever have prepared her for what we are facing today. She has been making things happen at the library with her limited staff and they continue to do amazing and creative things. Thank you Marti, and thank you to your staff.

Respectfully submitted,  
Jill Cielinski  
May 13<sup>th</sup>, 2020

**Cheshire County Literacy Coalition**  
**Annual Report**  
**2019-2020**

The Coalition continues to be in transition. This year the Coalition:

- Supported 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.
- Awarded a Betty Cox award to Nicholas Jutras as an outstanding student in the Adult Diploma program.

Nancy Vincent  
Treasurer, Cheshire County Literacy Coalition

## **Horatio Colony Museum and Nature Preserve**

### **Keene Public Library Annual Report 2020**

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.

Anita Carroll-Weldon announced her retirement from the museum and the nature preserve, to be effective at the end of October 2020. Trustees are Joslin Kimball Frank and Jane Stabler. The Advisory Board members are Nick Colony, William (Bill) Dow, Paul Henkel, Cornelia (Neil) Jenness, Richard Scaramelli, William (Bill) Stroup. Paul Bocko of Antioch University New England manages the nature preserve.

**The Museum has collaborated with the Library on some programming throughout the years. However, this year several events within the museum have been cancelled due to the corona virus health emergency.**

**Events at the nature preserve are going forward with advanced registration, masks and appropriate social distancing required.**

**Upcoming events:**

**ABENAKI BEING PRESENT HERE  
SEPTEMBER 12 @ 10:00 AM - 12:00 PM**

Join us on a hike at the nature preserve with Rich Holschuch, member of the Elnu Tribe and the Vermont Commission on Indian Affairs. Native people have traditionally been closer and more in tune with nature. Learn about this philosophy and connection while hiking the nature preserve.

**Meet at the parking lot on Daniels Hill Road at 10:00 AM. Registrations required; call 603-352-0460 or email [horatio.colony@gmail.com](mailto:horatio.colony@gmail.com)**

Paul Henkel, KPL appointed Advisor to Horatio Colony Museum and Nature Preserve

**KPL Board of Trustees**  
**Nominating Committee Report**

The Nominating Committee is pleased to present the following slate of KPL Officers for 2020-2021:

President	Jennifer Alexander
Vice-President	William Stroup
Treasurer	Judith Putnam
Secretary	Kathleen Kennedy Burke

## **Library Director's Report 2019-20**

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 145th ANNUAL REPORT IS HEREWITH SUBMITTED:

My first year as Director of Keene Public Library certainly has been in “interesting times.” Sometimes it was a trial by fire. But through it all, the KPL staff has stepped into the breach to help and we’ve managed to make it through the “interesting” year.

Our focus through autumn and winter months was on finishing the last details of the building renovations: installing interior locks throughout the annexed space; problems with HVAC; improving communications; establishing new procedures for security and emergencies; and addressing shortages in staff and volunteers to serve in the enlarged building.

In early spring we were faced by the Corona virus or COVID-19 pandemic. The distant rumble that started half way around the world became a local focus in March. On March 12 the City started what would become weekly Department Head meetings focused on responding to the pandemic. On Saturday March 14, I met with the Emergency Management team after the Keene area schools closed to plan for distance learning in the event of COVID coming to the region. The team knew that the Library and Recreation department staffs, already stretched by extra cleaning procedures to prevent the spread of the virus, would be overwhelmed by the influx of children and families seeking alternatives to their school days. The Library closed its doors to the public at the end of the business day on March 14.

Each day following became an ever changing dance. Projects and procedures had to be adjusted as more information on the spread of the virus became known and the number of cases in the state and region changed. First curbside pickups only were offered; then virtual programs and virtual collections were added; curbside service ended; half of the staff were furloughed; adult print collections were weeded; curbside service restarted; print management software was installed; the building and schedules were rearranged; the furloughed staff returned to duty; limitations were set for the public to enter the building for browsing and computer use.

At this point, no one can guess when the Library will be able to safely provide our former level of services. The statistics for this year and the next, as in all industries, will be aberrations noted in future histories. Circulation -18%; Visits -28%; Number of program offered -11%; Program attendance -23%. Sadly the newest Library spaces, the Heberton wing and Atrium, have been unused through the pandemic. After the pandemic has passed we’ll be faced with rebuilding our programs, staff and volunteers.

It has been a trying year. I’m so very grateful for the talented staff of KPL. Through it all they were dedicated to providing the best possible services, joined together to troubleshoot procedures, brainstorm solutions and fill the gaps. I am also grateful for the encouragement and support of the hardworking Trustees and City staff, and to the community for maintaining a beautifully renovated and expanded facility,

The following staff changes occurred within the 2019-2020 fiscal year.

*Comings:*

Bruce Abare: Library Aide (Programs)  
Holly Filiault: Library Aide (Circulation)  
Marti Fiske: Director

Jennifer Momaney: Librarian I (Youth Services)  
Katherine Montgomery: Library Aide (Circulation)  
Ryan O'Hara: Library Aide (Circulation)

*Goings:*

Michael Bush: (former) Meeting Room & Event Supervisor  
Tammy Parrott: (former) Assistant Director  
Nancy Vincent: (former) Director

*New Duties:*

Charlie Lewis: also Librarian I (Temporary contract: Collection Development)  
Katherine Montgomery: also Librarian I (Reference Substitute)

Respectfully,

Marti Fiske, Library Director

## Youth Services Annual Report 2019-2020

### STAFFING AND VOLUNTEERS

During the last year, with new service desks to fill, we were fortunate to be able to utilize the services of Operation Able. The mission of Operation ABLE is to provide employment and training opportunities to job seekers from economically, racially, and occupationally diverse backgrounds. ABLE is committed to serving New Hampshire and other New England employers by providing well-qualified candidates to meet their employment needs and by training employees to have the updated skills needed to be as productive as possible at their jobs. Through much of the year, we had four Operation Able workers who cleaned and repaired the Youth Department CDs and DVDs, disinfected toys, shelved books, set up meeting rooms and mopped floors. Last year, Youth Librarian Tracy Snow became a contracted worker supporting our IMLS grant, and we hired Jennifer Momaney to replace her. We still have one worker to hire and a few hours to fill, and we will be back to typical staffing patterns.

### PROGRAMMING

This year, the youth services staff offered 462 events for youth from birth to 18 years of age, with 6,136 people in attendance, which is an 11% drop in the number of programs and a 25% drop in attendance from the previous year. This shift is due in large part to the challenges we faced with the COVID pandemic. A significant impact was the elimination of school and community visits to promote our summer reading programs. We did the transition to virtual programs and were able to offer a great many programs that were very well received by the community.

Program	Target Age	# of Events	Attendance	Average Attendance per Program
Outreach		13	1,429	110
Infants and Toddlers		73	1,099	15
Preschool		59	632	11
School Age		141	1,858	13
Tweens		37	209	6
Teens		<u>139</u>	<u>909</u>	<u>7</u>
<b>TOTALS</b>		<b>462</b>	<b>6,136</b>	<b>13</b>

To help us with programming, we licensed some software including Crowdprur, a mobile-driven trivia platform; GooseChase, a virtual scavenger hunt platform; and Niche Academy, software designed to create online training experiences. 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.

### SUMMER READING PROGRAMS

In our summer reading programs, youth and teen participants keep track of the number of minutes that they spend reading and listening to books, while adults keep track of the number of books they read. We reward readers and listeners with free books for participating and gift certificates to local businesses for reaching various goals.

SUMMER READING 2019 A UNIVERSE OF STORIES				
	Registrants	Books Read	Hours Read	
Adults	66	304		
Teens	41		1,037	
Children	278		3,937	
Babies and Preschoolers	<u>53</u>		<u>332</u>	
<b>TOTAL</b>	<b>438</b>	<b>304</b>	<b>5,307</b>	

During the summer of 2020, we offered a scaled-down summer reading program. When we first planned the program, we did not know whether we would be open to the public, and if we were what our services would like. So we designed a program that has less staff interaction. We have approximately half the number of participants, but those that are reading with us are enjoying the experience.

### **YOUTH COLLECTIONS**

Circulation figures have been declining for several years. This year, we saw a considerable drop in circulation due to COVID-19. The library closed on March 16. When we opened for curbside pickup, we extended due dates. The result was a 45.97% decrease in circulation during the fiscal year 2019-2020.

	<b>FY12-13</b>	<b>FY13-14</b>	<b>FY14-15</b>	<b>FY15-16</b>	<b>FY16-17</b>	<b>FY17-18</b>	<b>FY19-20</b>
Juvenile & YA Fic	61,446	64,835	61,450	59,491	51,706	48,913	34,973
Juvenile & YA NF	13,842	12,585	12,108	10,645	9,009	7,785	6,147
Juvenile/YA Magazines	732	693	568	440	435	289	103
Juvenile/YA Media	24,105	25,456	27,029	25,950	24,050	21,637	12,255
<b><u>Total</u></b>	<b><u>100,125</u></b>	<b><u>103,569</u></b>	<b><u>101,155</u></b>	<b><u>96,526</u></b>	<b><u>85,200</u></b>	<b><u>78,624</u></b>	<b><u>42,478</u></b>
<b><u>Juvenile &amp; YA Materials</u></b>							

However, if you examine the months pre-COVID-19, you can see that the Youth Department was on the path to an increase in circulation.

The total Youth/YA circulation for July 2018 to February 2019 is 46,133. The circulation for the same period in the fiscal year 2019-2020 is 47,615. This is a 3.21% increase. This would have been the first increase since the fiscal year 2015-2016. Without the impact of COVID-19, this increase might have been more significant. The only formats of Youth materials that were not increasing in circulation pre-COVID-19 are Youth magazines, musical recordings, and Youth DVDs.

### **FAMILY PLACE**

This is our fifth year as a Family Place Library. One of the requirements of this program is to offer a Parent-Child Workshop Series. We haven't been able to do this program for a while. First, it was our renovation project that impeded this program, then it was scheduling conflicts, and now it is the COVID-19 pandemic. One new benefit from this partnership, which we are only just exploring, is our participation in Bright By Text, a nationwide text messaging service helping parents and caregivers of children prenatal to age eight make the most of everyday interactions. Through free tips, information, games, and resources, Bright by Text is proven to build nurturing caregiver-child relationships, strengthen families, promote healthy child development, and improve school readiness.

### **LITTLE MAKERS**

Several Youth Departments staff persons are working with the Little Makers IMLS grant. Amy Kraemer has been developing a website for the program. Jay Fee has edited several videos for us. We all have been working on transitioning our in-person Little Makers program to a virtual program. This was challenging, but we believe we have been successful in developing the plan. Now we are focusing on how we should evaluate the virtual programs. In the fall of 2020, we will offer more virtual programming, and in the first months of 2021, we hope to begin to work with other libraries to replicate our programs. The grant is due to conclude in November 2021.

Respectfully submitted,  
*Gail Zachariah, Head of Engagement and Youth Services*

## Community Services Annual Report 2019-2020

### PROGRAMS AND ENGAGEMENT

The Keene Public Library offers free public programs that enrich the cultural fabric of our city. All Keene Public Library programs are funded through the generous support of the Friends of the Keene Public Library, grants, and community donations. In 2019-20, the library presented a total of 968 events to 10,226 people. The number of events offered and the total number of people attending events is down by 23%. When the library closed on March 16 for Covid-19 precautions, we quickly transitioned to Zoom distance video programming. This has been quite popular. Some of our most popular programs, such as Yoga and Mindfulness, gardening how-tos, and book discussions, had higher attendance than we have seen at similar in-person programs in the past. The most significant impact on our attendance figures had to do with the outreach activities that we had to cancel. We usually visit each classroom to promote our summer reading program, and we did not get to do that this year. Our annual Chautauqua is another program we were unable to do this year.

#### Library Sponsored Events, July 1, 2019-June 30, 2020

Age Group	Events	Attendance	Average Attendance per Program
Community Outreach – all ages	11	1,382	126
Class Visits to KPL– all ages	3	53	18
Community Meals – all ages	47	827	18
Children’s Programs (birth-tweens)	310	3,798	12
Teen Programs	139	909	7
<u>Adult Programs</u>	<u>458</u>	<u>3,257</u>	<u>7</u>
<b>TOTALS</b>	<b>968</b>	<b>10,226</b>	<b>11</b>

#### Breakdown of Programs

Program Focus	Events	Attendance	Average Attendance per Program
Activity Programs	164	1,405	9
Anime	27	126	5
Arts and Movies	114	1,327	12
Author Programs and Book Clubs	26	231	9
Community Conversations	3	97	32
Computer and Technology	24	67	3
DIY	12	63	5
English Language Learning	9	30	3
Gaming	114	665	6
Health and Wellness	24	251	10
Lectures and Workshops	20	201	10
Maker Programs	149	518	3
Special Events	6	301	50
STEM	19	402	21
Storytimes	82	1,087	13
Tax Assistance	6	197	33
Teen Advisory Group	5	9	2
Writing Programs	26	195	8

## GRANTS

This year, we spent the bulk of our work with grants in administering our IMLS STEM grant, but we did receive these grants:

- We received an award for \$500 from the Rotary Clubs to support a virtual Summer Reading Program.
- Last year, we received a \$1,000 grant for programs related to the ALA Thinking Money for Kids exhibit. We were scheduled to host the exhibition the summer of 2020, but this has been rescheduled for August 16-Sept 24, 2021
- We received another payment from the Cheshire County Conservation District on a grant which provided funds for the seed and tool lending library, and we completed our grant project “Monadnock Grows Together.”

## OUTREACH AND COMMUNITY COLLABORATIONS

Many of our regular outreach activities were canceled. Still, we made many community visits, including the Community Kitchen, Monadnock Developmental Services, the YMCA, the Reading Nook, Keene State College, Antioch, and Child Care Aware NH. We partnered with Keene Community Ed to plan and present their Ready for Kindergarten program. We had booths at the Monadnock Earth Day Festival and the Monadnock Pumpkin Festival.

## MAKER PROGRAMS

Last year, Jay Fee, Amy Kraemer, and Maker Interns staffed the Kingsbury Makerspace and provided approximately four hours of instruction and 12 hours of open hours a week. Currently, 104 certified makers have taken the prescribed workshops so that they can make appointments to use the equipment during Open Hours. Ten people made 37 appointments and used four pieces of equipment.

## SEED AND TOOL LIBRARY

Before the interruption brought about by the COVID-19 pandemic, we had expanded the tool library with several seed starting kits and several adaptive tools. These new additions and the seeds we had on hand were top-rated items during our first curbside pickup period. We quickly exhausted our seeds and purchased more. With a seed shortage as a ripple effect of COVID-19, our seeds were, at times, the only seeds available. While we were closed, seeds were mailed. Currently, there are 336 members in the Seed and Tool Library, and 323 of these people became members during the last year.

## DOOR COUNT

Last year, we purchased additional counters for both Atrium doors and the Heberton Hall doors, so eventually, we should have a reasonable estimate of how many people visit the library. However, once again there were some periods that our door counters were inoperable

### Keene Public Library Report - Traffic Compare Two Periods

4 Entrances and 1 Room

Period 1: 6/1/2018 to 6/30/2019

Period 2: 6/1/2019 to 6/30/2020

Location	Period		Gain/Loss
	1	2	
Main Entrance	168,887	120,125	-29%
Atrium North	0	237	100%
Atrium South	0	298	100%
Herberton Hall	0	937	100%
Youth Dept.	63,036	44,775	-29%
<b>Total</b>	<b>168,887</b>	<b>121,597</b>	<b>-28%</b>

Our busiest hour is between 3 pm and 4 pm. Last year, the busiest day was Tuesday.

## **SOCIAL MEDIA**

During the last year, our Facebook page with the highest reach was a video post showcasing equipment in the Makerspace. This post has a reach of 9.6K. We have 3,148 Facebook fans and 3,131 followers. Our Facebook fans are 81% women and 19% men. Currently, 60% of our fans are married. 64% are college-educated, 18% have a high school degree, and another 28% have a graduate degree. Of the 3,148 fans, 22% are women between the ages of 35 and 44, 14% are women between the ages of 45-54, 11% are women between the ages of 55-64, 9% are women 65 years of age and older, 6% are men ages 35-44, 5% are men ages 25-34, 4% are men ages 45-54. The remainder of our fans are men ages 55 and older and men between the ages of 18-24.

We have 251 Pinterest followers. 5.9K monthly Pinterest viewers. 89% of our viewers are female, and 7% of our viewers are male. 31% are ages 34-44, 26% are ages 25-34, 19% are ages 45-54, 13% are ages 18-45, and 8% are ages 55-64.

We also have 1,022 Twitter followers.

## **PR AND PUBLIC RELATIONS**

We subscribe to Library Aware, which we use to create and manage our PR campaigns to reach 13,473 users. We used Library Aware to produce 304 printed materials including flyers, posters, shelf signage, pamphlets, and bookmarks and to send 63 E-blasts about programs (138,781 emails sent, 26% unique rate, 5,613 clicks), to create 110 Facebook posts (1,455 clicks) and 67 Twitter posts (1,177 clicks).

Library Aware also sends out monthly or bi-monthly emails about new and noteworthy library materials. Last year 308 of these newsletters were sent to 12,675 addresses. There were 4,723 unique opens with a rate of 37%. And 5,925 clicks.

Our Library Aware subscriber list has 3,856 filtered active subscribers.

Wowbrary sends out weekly emails and social media posts of new library materials. We have 80 active email readers. This weekly list is also published on our social media accounts. The most popular category of Wowbrary is Top Choices, followed by DVDs and Mysteries/Thrillers.

We are fortunate that the Friends of the Keene Public provided financial support so that we could place ads on Facebook and in the Shopper News and radio announcements. This year we also recorded several promotional videos for broadcast on Cheshire TV and to distribute on social media.

Respectfully submitted,

*Gail Zachariah, Head of Engagement and Youth Services*

## 2019-2020 Audio-Visual Report

The Audio-Visual Department is committed to providing our patrons with quality materials in all audio and visual formats in a timely manner to support our patron's requests. In response to interest, adult Playaways were recently added to the collection. Due to the changes in accessibility, the physical formats have declined in circulation, but patrons have been availing themselves of the downloadable formats in response. The ebook and audiobook downloads have increased by 18% over last year.

Format	Number of items added this year	total format holdings	number of circulations this year
DVDs	293	7529	24378
Books on CD	69	2253	3566
Music CDs	7	1387	1058
Playaways	32	33	54
<b>TOTAL</b>	<b>401</b>	<b>11202</b>	<b>29056</b>

Respectfully submitted,  
Sheila Williams  
Audio-Visual Librarian

## Periodical Statistics 2019-2020

During the year July 2019-June 2020, we held 190 Magazines encompassing Adult, Teen and Youth Departments. There are 179 active subscriptions. We no longer keep extensive files of back issues but maintain 6 months to a year for each title.

There are 8 newspapers, which are held for a period of 2 months with the exception of the Keene Sentinel that is held in microfiche and hard copy perpetually. Newspaper deliveries were suspended for the period of time that the library was closed in the spring of 2020.

Respectfully submitted,  
Colleen Swider

## REFERENCE STATISTICS

In the fall of 2019, library staff kept track of the number and type of questions being asked at the service desks for a two-week period. Due to Covid-19, there was no spring survey. The types of questions tracked are Directional, Information, and Reference. This sampling, extrapolated out over a year, yielded:

DIRECTIONAL	3224
INFORMATION	3146
REFERENCE	5200
	<hr/>
	11570

## INTERLIBRARY LOAN STATISTICS

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.

In December of 2017, the New Hampshire State Library's interlibrary loan system suffered a catastrophic failure and was unable to be repaired. In October of 2019 the new statewide interlibrary loan system was implemented. In March of 2020, the state library shut down all interlibrary loan due to Covid-19.

In the much-abbreviated year, we have borrowed 815 items for our patrons. We have sent 1,400 of our items to other libraries in that time period.

## INTERNET STATISTICS

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 devices. From July of 2019 until March of 2020, when the library closed due to Covid-19, the library's 16 internet computers were used 10,279 times. Our two laptops circulated 174 times.

John Johnson, Reference Librarian

## **Technology/Electronic Resources Report 2019-2020**

- **ILS (Integrated Library System): Innovative Sierra**

We migrated from Millennium to Sierra in June of 2018, so are beginning our third year with Sierra. The system as a whole is performing well. There are still modules that we have not yet put into use, for a variety of reasons:

- The Acquisitions module was put on hold when Tammy Parrott departed in September, as she would have been instrumental in its implementation.
- Some other features of Sierra, like the Electronic Resources Management module and Encore (a companion or replacement discovery layer for our online catalog) are still waiting to be implemented. Because of the covid-19 pandemic and the loss of Tammy Parrott, implementing those modules has been less of a priority.
- Sierra's Web Access Management feature was set up during 2018-19 as a better means of providing patron access to online resources, and that has continued to work well.
- We started using Sierra's Patron API in late June 2020 as a way for patrons to sign in for computer use using their library barcodes. The Patron API works in conjunction with our new computer management software system to check a patron's barcode against Sierra. This allows the youth department to easily limit computer use to children under the age of 18 who have active library accounts, per their computer use policy. We will soon start using this same Patron API as a more efficient way of providing access to the New Hampshire Downloadable Books Consortium (OverDrive).

- **Print/computer management**

The decision was made in late summer/early fall of 2019 to investigate various print management systems. The library had always relied on the honor system for printing payment and data showed consistent losses in the hundreds of dollars from unpaid printing. After reviewing several different options we did trial periods of two systems, Cassie from Librarica and EnvisionWare. Both systems allowed tracking and management of public computer usage as well as payment for printing. Patrons and staff alike clearly preferred the Cassie system, and in the spring of 2020 we went ahead with that purchase.

- The main benefit of Cassie is that it requires patrons to pay for any printing before being allowed to send documents to the printer. Patrons know before they print how much printing will cost, which has helped eliminate unintended printing of long web documents. Cassie allows us to create a number of different reports so we can keep track of daily, monthly, and yearly print accounting as well as public computer usage.
- Other useful features of Cassie include anonymous signing in for adult computer use with 8-digit guest ID numbers generated by the system; customizable computer session length & session extension periods; computer reservations; the ability to have different settings for adult vs. youth vs. teen computers; and the ability to use library barcodes for signing in where that is desirable (as in the youth department).
- Having the computer management piece during the limited open hours of the library's Phase Two Reopening was extremely helpful, as we could set the computer sessions for a very specific amount of time. This saved a lot of staff time and intervention.
- We also invested in software called Princh, which will be implemented during the summer of 2020 as a way to manage mobile printing from patron devices such as laptops and tablets. Princh will require pre-payment for printing from these devices.

- **Online Tools and Learning Resources**

We continually monitor usage statistics for our online subscription resources, and recently dropped Learning Express Library because of low usage. We have maintained all of our other online resources and, during the public's loss of access to the physical collection during the pandemic, focused on increasing our digital offerings.

- In April/May of 2020 we subscribed to Acorn TV, which offers patrons access to streaming video selections of British TV shows and some movies. It's been a very popular addition to our resources!
- We also started purchasing/licensing copies of high-demand OverDrive ebooks and audiobooks which are available only to our own patrons, as opposed to the titles available to everyone in the state from the State Library. We are selecting titles that have long hold lists as a way to reduce wait times for our patrons. We are also adding a number of children's books and new titles. These have proved a welcome addition, as we saw 557 checkouts on 114 titles just in the three-month period from April to June of this year.
- The youth librarian has also been focusing on adding online content aimed at younger readers. In the spring of 2020 we added more than 600 digital books for children to our holdings. Many of them are in a new collection called BookFlix, an "online literacy resource that pairs interactive, fictional video storybooks with related nonfiction eBooks."
- Usage statistics for these and our other online resources can be found in the Summary of Database Statistics starting on page 47.

- **Scheduling Software**

In June 2019 the library subscribed to an online scheduling program called LibStaffer and by early 2019/20 we were no longer using paper-based schedules. It was important to have an easy-to-use, easily visible online schedule as we began to staff more areas of the library when the new spaces opened in the late summer of 2019. We created schedules for volunteers at the Atrium desk, and staff in the teen area and Maker Space. It was even more helpful to have the LibStaffer system to create all the new schedules necessitated when the coronavirus pandemic caused us first to close in March 2020 and then have gradual reopening during the summer of 2020.

*Submitted by Cary Jardine, Digital Services Librarian*

## Technical Services Annual Report 2019-2020

- The September 2019 departure of assistant director Tammy Parrott, who had assumed oversight of our technical services operations, necessitated further distribution of technical services tasks. Charlie Lewis is on a temporary contract to do collection development for adult print materials until the Assistant Director position is filled and settled. Charlie's focus is on new fiction and nonfiction materials and the administrative work of placing orders. John Johnson is doing collection development for nonfiction (weeding, decisions on replacements, updates). Marti Fiske is working with Charlie on weeding fiction and determining fiction replacements.
- Acquisitions processes remain the same; as mentioned elsewhere, Tammy Parrott was going to oversee the implementation of the Sierra Acquisitions module. We still hope to get that up and running in the coming year.
- The state of New Hampshire brought the new Interlibrary Loan system online in the fall of 2019. One of the benefits of the new system is that other libraries can now see our holdings availability in real time. We used to send monthly reports to the State of all new holdings added, as well as periodic reports of deleted items, so that the State's union catalog could be kept up-to-date. Those reports are no longer necessary.
- The coronavirus pandemic and resulting library closure had its effects on technical services. Furloughed staff as well as staff working from home were not in the library to process new materials as usual. For a period at the beginning of the pandemic, some materials were not being shipped or delivered. Ordering of new materials slowed down somewhat, but never completely stopped. When staff started returning to the library in mid-May, these processes resumed.
- We took advantage of the library being closed to the public to accomplish some important collection maintenance tasks that are difficult to do while serving patrons in the building.
  - During the weeks before the Phase Two reopening began in early July 2020, staff did a major weeding of the adult fiction and non-fiction collections. Items that had not circulated in a number of years were discarded, updating the collections and making room for newer materials.
  - The Western and Short Story Collections, previously shelved separately, were incorporated into the main fiction collection. These books are still identified by genre stickers but are now more discoverable by patrons browsing the general fiction shelves.
  - Several shelves of adult non-fiction were shifted, so that the call numbers flow more intuitively. The large print collection was also shifted.
  - Staff were able to do shelf-reading of the non-fiction shelves after that collection was weeded. This involves comparing what's on the shelf with what the system says we have...are things missing, are things shelved where they're supposed to be, etc. This is important in terms of identifying lost and mis-shelved items.
- We are still working with Better World Books, who take certain of our discards and sell them. Proceeds are given to the Friends of the Keene Public Library. By the end of June 2020 we had shipped them 187 boxes of books, due in large part to the weeding project.

In spite of being short-staffed, and the challenges of operating in a pandemic for the last quarter of the year, we are still managing to fulfill our mission of getting materials into the hands of our patrons.

*Compiled by Cary Jardine, Digital Services Librarian, with assistance from Jenna Henderson*

**KEENE PUBLIC LIBRARY**  
**July 2019 - June 2020**  
**Statistical Report**

Population Served	22,786
Total number of active borrowers	
Cards as of 6/30/20	14,474
Adult resident cards	9,228
Adult non-resident cards	1,364
Youth resident cards	2,761
Youth non-resident cards	523
Business/Organizations	146
KPL Outreach	19
Staff & Other Libraries	143

Normal Hours of Service:	Monday –Thursday	9 a.m. – 9 p.m.
	Friday	9 a.m. – 6 p.m.
	Saturday (September – May)	9 a.m. – 5 p.m.
	Saturday (June – August)	9 a.m. – 1 p.m.

**Services during the COVID Pandemic**

Curbside pickup and virtual services only March 14 – March 28, 2020

Virtual services only March 29 – May 25, 2020

Curbside pickup and virtual services only May 26 – July 6, 2020

17 part time employees were furloughed during service reductions due to the pandemic.

In FY 2019-2020, funding provided for up to

    Full Time Employees: 8

    Part Time Employees: 25

## Meeting Room Usage

CITY Staff Department Use (Other than Library Personnel)	28 Events	394 Participants
LIBRARY STAFF, TRUSTEES AND FRIENDS	83 Events	521 Participants
TOTAL OUTSIDE GROUPS AND ORGANIZATIONS	214 Events	3,641 Participants
TUTORING GROUPS	25 Events	37 Participants
COLLABORATION ROOM OCCUPANTS	106 Events	211 Participants

There were 69 unique outside organizations who used Library space, which is about double the number we served 2018-2019 despite the fact that we did not provide public space from March through June 2020.

The main event spaces, Heberton and Cohen Hall were just beginning to see a great growth in rental to public and private individuals. Community members were excited to have such an expansive space available for use. There were at least 18 large events in those two spaces during the 8 months it was available in 2019-2020, several of them were multi-day events such as dramatic plays, concerts, dance recitals, conferences, and political activism events. There was also much interest and investigation concerning private social events such as parties, showers and weddings.

Kay Fox Room continued to be occupied by Cheshire TV and following that, it has been reserved for Little Makers, Family Place, and other library programs.

One of the most appreciated spaces in the new renovation, and one of the daily busiest, was the Henkel Room, designated for collaborative work. Many of the tutoring sessions moved to that space also. Most appreciated was the fact that it served as an impromptu space that did not necessitate prior booking. Several out of town business people purchased library cards for the privilege of using the space occasionally when they were passing through town.

Respectfully submitted

Colleen Swider

**KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- July 2019-June 2020**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
<b>Adult</b>													
fiction	4140	4028	3496	3319	3092	2856	3342	3126	2266	74	419	1352	31510
nonfiction	1760	1610	1530	1588	1315	1330	1772	1672	997	26	179	516	14295
books on CD	429	406	417	497	381	360	418	367	220	1	12	58	3566
magazines	303	281	233	234	223	199	226	323	180	5	1	13	2221
music	135	91	141	107	116	128	153	135	47	0	0	5	1058
DVDs	2857	2711	2533	2818	2642	2730	2960	2977	1785	9	56	300	24378
<b>Youth</b>													
fiction	4610	4223	2934	3043	3174	2658	3265	3425	2135	18	260	989	30734
nonfiction	695	658	692	546	529	469	826	712	573	10	68	174	5952
books on CD/playaway	244	230	125	67	133	91	84	127	77	0	3	37	1218
magazines	12	5	6	6	5	6	10	6	7	0	0	4	67
music	39	23	27	33	14	15	42	27	38	0	0	2	260
DVDs/launch/play-view	1080	1019	654	708	691	625	705	679	341	1	14	71	6588
gaming	112	56	37	56	66	50	53	242	36	2	1	11	722
<b>Young Adult</b>													
fiction	702	597	480	429	392	313	396	379	374	2	40	135	4239
nonfiction	35	20	12	11	20	19	29	14	23	0	4	8	195
CD/playaway	14	6	6	4	6	3	5	6	2	0	0	2	54
magazines	1	3	5	9	7	0	6	3	2	0	0	0	36
DVDs	354	438	357	394	342	398	335	396	224	0	12	33	3283
gaming	28	20	21	13	4	10	15	11	5	2	0	1	130
electronic books	1061	1185	1050	1069	954	1134	1177	1163	1301	1770	1907	1769	15540
downloadable audio bks	1659	1597	1534	1565	1579	1608	1802	1741	1607	1657	1783	1807	19939
laptops	24	25	18	27	19	20	22	17	11	0	0	0	183
equipment	4	10	6	9	17	4	11	9	17	0	5	3	95
interlibrary loan	86	122	103	94	57	94	97	96	62	0	0	0	811
museum passes	178	177	140	92	158	16	154	200	68	0	0	0	1183
renewals	2017	1864	2088	1997	1809	2008	1784	1932	2740	442	667	863	20211
<b>TOTAL</b>	<b>22579</b>	<b>21405</b>	<b>18645</b>	<b>18735</b>	<b>17745</b>	<b>17144</b>	<b>19689</b>	<b>19785</b>	<b>15138</b>	<b>4019</b>	<b>5431</b>	<b>8153</b>	<b>188468</b>

<b>COMPARATIVE CIRCULATION STATISTICS</b>			
<b>July 2017 - June 2020</b>			
	<u>7/17-6/18</u>	<u>7/18-6/19</u>	<u>7/19-6/20</u>
Adult Fiction	42,909	39,167	31,510
Adult Non-Fiction	20,731	17,885	14,295
<b><u>Total Adult Book</u></b>	<b><u>63,640</u></b>	<b><u>57,052</u></b>	<b><u>45,805</u></b>
Juvenile & YA Fiction	48,913	44,126	34,973
Juvenile & YA Non-Fiction	7,785	7,652	6,147
<b><u>Total Juvenile &amp; YA Book</u></b>	<b><u>56,698</u></b>	<b><u>51,778</u></b>	<b><u>41,120</u></b>
<b><u>TOTAL BOOK</u></b>	<b><u>120,338</u></b>	<b><u>108,830</u></b>	<b><u>86,925</u></b>
Adult Magazines	3,027	2,759	2,221
Juvenile & YA Magazines	289	184	103
<b><u>TOTAL MAGAZINES</u></b>	<b><u>3,316</u></b>	<b><u>2,943</u></b>	<b><u>2,324</u></b>
Adult Books on CD	6,417	5,181	3,566
Juvenile & YA Books on CD & Playaway	1,867	1,725	1,272
Adult DVDs	35,989	34,891	24,378
Juv. & YA DVDs, Videos & Playaway Views	18,123	14,388	9,871
Adult Music CDs	2,234	1,729	1,058
Juvenile & YA Music CDs	413	554	260
<b><u>TOTAL AV</u></b>	<b><u>65,043</u></b>	<b><u>58,468</u></b>	<b><u>40,405</u></b>
Renewals	29,909	25,530	20,211
Museum Passes	2,024	1,785	1,183
Laptops	640	358	183
Interlibrary Loan	1,356	1,143	811
Equipment & Gaming	1,429	976	947
<b><u>TOTAL OTHER</u></b>	<b><u>35,358</u></b>	<b><u>29,792</u></b>	<b><u>23,335</u></b>
Downloadable Audiobooks	13,743	17,467	19,939
Downloadable Ebooks	11,529	12,757	15,540
<b><u>TOTAL DOWNLOADABLES</u></b>	<b><u>25,272</u></b>	<b><u>30,224</u></b>	<b><u>35,479</u></b>
<b><u>GRAND TOTAL CIRCULATION</u></b>	<b><u>249,327</u></b>	<b><u>230,257</u></b>	<b><u>188,468</u></b>

**SUMMARY OF DATABASE AND OTHER ELECTRONIC RESOURCE STATISTICS**  
**July 1, 2019-June 30, 2020**

**KPL website**      164,386 page views      117, 768 unique page views

**LibAnywhere** (library mobile app)

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
July 2019	107	14	35	3.06	35.4
August 2019	114	23	42	2.71	27.3
September 2019	93	16	39	2.38	34.8
October 2019	69	14	25	2.76	15.3
November 2019	73	17	19	3.84	25.7
December 2019	69	18	28	2.46	16.2
January 2020	145	19	42	3.45	22.6
February 2020	61	17	24	2.54	9.8
March 2020	108	20	47	2.3	19.7
April 2020	30	15	17	1.76	0.5
May 2020	32	19	22	1.45	1.4
June 2020	27	10	14	1.93	4.9

**AcornTV (new in April 2020)** 156 seven-day licenses used by patrons (April-June); 1180 videos streamed

**Ancestry.com**      3182 database searches; 5256 total images and text documents retrieved

**Biblioboard** Record views: 50      Successful title requests: 50      [Biblioboard has more than 12,000 historical ebooks, primary sources, independently published ebooks, and a curated collection of interactive children's books]

EBSCO databases

EBSCOHost Database Usage Report						
KEENE PUBLIC LIBRARY						
Reporting Period: 2019-07-01 to 2020-06-30						
Database	Database Content Type	Database Sessions	Total Searches	Total Requests	Total Full-Text Requests	
AHFS Consumer Medication Information	Regular Database	4	16	0	0	
Academic Search Premier	Regular Database	84	194	251	96	
American Heritage Children's Dictionary	Dictionary	10	24	0	0	
Associated Press Video	Multimedia External Vide	205	867	6	6	
Associated Press Video Collection	Multimedia/Videos	24	64	0	0	
Business Source Premier	Regular Database	43	103	418	171	
Consumer Health Complete	Regular Database	5	3	7	5	
Consumer Health Reference eBook Collection	eBook	5	20	0	0	
ERIC	Regular Database	37	96	100	0	
Funk & Wagnalls New World Encyclopedia	Regular Database	45	120	2	2	
GreenFILE	Regular Database	28	76	0	0	
Health Source - Consumer Edition	Regular Database	32	87	21	10	
Image Collection	Multimedia/Images	206	661	1	0	
Image Quick View Collection	Multimedia/ImageQuickV	7	28	20	20	
Library, Information Science & Technology Abstract	Regular Database	68	138	46	0	
MAS Reference eBook Collection	eBook	5	20	0	0	
MAS Ultra - School Edition	Regular Database	32	80	38	18	
MarketLine Company Profiles Authority	Company Directory	31	97	0	0	
MasterFILE Premier	Regular Database	198	533	955	468	
MasterFILE Reference eBook Collection	eBook	5	20	0	0	
Middle Search Plus	Regular Database	52	163	90	75	
Newspaper Source	Regular Database	48	145	110	57	
Novelist	Regular Database	12	71	55	0	
Novelist K-8	Regular Database	3	10	19	0	
Novelist Plus	Regular Database	140	575	538	0	
Primary Search	Regular Database	42	147	12	11	
Professional Development Collection	Regular Database	32	78	99	38	
Regional Business News	Regular Database	26	75	626	311	
Salud en Espanol	Regular Database	10	24	0	0	
TOPICsearch	Regular Database	45	134	9	5	
Topic Overviews K-5	Regular Database	10	24	0	0	

**EBSCO ebooks**

<b>Database Sessions</b>	<b>Total Searches</b>	<b>Total Requests</b>	<b>Total Full-Text Requests</b>
244	329	320	75

**Flipster magazines**

<b>Database Sessions</b>	<b>Total Searches</b>	<b>Total Requests</b>	<b>Total Full-Text Requests</b>
88	148	55	55

**Gale Virtual Reference Library**

	Inside Usage	Remote Usage	Total Usage
Total Sessions	10	4	14
Total Connect Time (min)	79	44	123
Average Connect Time (min)	8	11	9
Total Fulltext	26	21	47
Total Retrievals	26	21	47
Total Searches	19	6	25
Total Turnaways	0	0	0

**Learning Express Library** Discontinued in 2019 due to low usage statistics

**Mango Languages**

<b>Start Date:</b> 07/01/2019	<b>12:00 am</b>	<b>End Date:</b> 06/30/2020
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**Summary**

783 Total Sessions\*

463 Mobile Sessions

12.85 Average Learning Time (mins)

**New York Times (digital version)** 78 offsite code redemptions; 2958 usage sessions; 8817 page views; 2448 articles read

**OverDrive (NH Downloadable Books)**

Ebook checkouts 15,540 21. % increase in usage over last year  
Audiobook checkouts 19,937 14% increase in usage over last year  
**ADVANTAGE (new in April 2020)** 557 checkouts (for the months of Apr-June 2020). As of 6/30/2020 we purchased or licensed 166 copies of 138 downloadable titles for the express use of Keene Public Library patrons.

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**Safari Tech Books Online** Searches: 58 Record views: 455

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**Audiobook Cloud** 827 book views  
**Teen Book Cloud** 113 book views  
**Tumblebooks** 1895 book views

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**Tutor.com** 30 live one-to-one sessions; Skills Center Resource Library usage: 2

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**Universal Class** 34 new registrations; 80 new courses started; 1700 videos watched; 1454 log-in sessions; 2379 lessons viewed; 973 student submissions

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**ValueLine** 2554 logins; 24167 searches; 7950 downloads

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<b>2019-2020 ACQUISITIONS AND HOLDINGS</b>			
New items added 7/01/2019 - 6/30/2020		<b>TOTAL HOLDINGS</b>	
<b>BOOKS</b>	<b>ITEMS ADDED</b>	<b>TOTAL BOOKS (PRINT)</b>	
Adult (incl. pbk)	2295		55506
Juvenile	1271		43249
Young Adult	417		<u>8361</u>
<b>TOTAL</b>	<b>3983</b>		<b>107116</b>
<b>ADULT AUDIOVISUAL</b>	<b>ITEMS ADDED</b>	<b>TOTAL ADULT A/V HOLDINGS</b>	
DVDS	293		7529
Books on CD	69		2253
Music CDs	7		1387
Adult Playaways	32		<u>33</u>
<b>TOTAL</b>	<b>401</b>		<b>11202</b>
<b>YOUTH AUDIOVISUAL</b>	<b>ITEMS ADDED</b>	<b>TOTAL YOUTH A/V HOLDINGS</b>	
DVDs	42		2723
Books on cassette	0		1
Books on CD	3		759
Music CDs	2		418
Puzzles & Games	0		113
Video games	0		195
Playaways	62		563
Playaway views	11		97
Storytelling Kits	0		48
Launch pads	7		<u>49</u>
<b>TOTAL</b>	<b>127</b>		<b>4966</b>
<b>YA A/V</b>	<b>ITEMS ADDED</b>	<b>TOTAL YA A/V</b>	
DVDs	66		1273
Books on CD	0		176
Playaways	2		91
Videogames	0		<u>106</u>
<b>TOTAL</b>	<b>68</b>		<b>1646</b>
<b>Garden tools</b>	<b>34</b>	<b>TOTAL TOOLS</b>	<b>34</b>
<b>TOTAL PRINT/PHYSICAL ITEMS ADDED</b>	<b>4613</b>	<b>TOTAL HOLDINGS</b>	<b>124964</b>