

**KEENE PUBLIC LIBRARY**  
**BOARD OF TRUSTEES ANNUAL MEETING**  
**Tuesday, August 27, 2019 at 5:30 P.M.**

**AGENDA**

1. Call to order
2. Approval of the August 28, 2018 Annual Meeting minutes (page 1)
3. Annual Reports
  - a. President's Report (page 2)
  - b. Treasurer's Reports
    - Primary Account Expenditures (page 4)
    - Encumbered & Restricted Funds (page 5)
    - Donations & Distributions (page 9)
    - Portfolio Changes (page 12)
    - Trustee Budget (page 13)
  - c. Finance (page 15)
  - d. Building and Grounds (page 19)
  - e. Policy (page 22)
  - f. Fine Arts (page 24)
  - g. Community Outreach (page 25)
  - h. Long Range Planning Committee (page 26)
  - i. Friends of the Keene Public Library (page 29)
  - j. Cheshire County Literacy Coalition (page 32)
  - k. Horatio Colony Museum (page 33)
  - l. Nominating Committee (page 34)
  - m. Director's Report (page 35)
  - n. Staff Reports
    - Youth Dept. (page 37)
    - Community Services (page 39)
    - AV (page 42)
    - Reference, Interlibrary Loan, Internet (page 43)
    - Technology (page 44)
    - Technical Services (page 46)
  - o. Statistical Reports
    - Library Statistics (page 47)
    - Circulation (page 48)
    - Database Usage (page 50)
    - Acquisitions (page 54)
  - p. Partial List of Time Capsule Contents (page 55)
  - q. Grand Opening Program (page 57)
4. Adjournment



**Keene Public Library**  
**Board of Trustees, Annual Meeting 2018**  
**August 28, 2018**  
**Keene Public Library**

**Present:** Nat Stout, George Scott, Judy Putnam, Charles Redfern, Katherine Kennedy Burke, Sally Miller, Paul Henkel, Carl Jacobs, Tammy Parrott, Elizabeth Dragon, William Stroup, Kathleen Packard, Tom Mullins, Jennifer Alexander. Nancy Vincent, Jill Cielinski

Meeting called to order at 5:39 pm by Board president Nat Stout.

**Motion** by Paul Henkel, seconded Judy Putnam, minutes from the August 2017 annual meeting approved unanimously.

In addition to the committee and staff reports shared before the meeting, we noted the Library's receipt of a competitive major IMLS grant for STEM education. City Manager Elizabeth Dragon pointed out that library staff are leaders, setting a positive example that can be modelled by others.

President's report emphasized bringing people and groups together for the ongoing construction project.

Treasurer's report is several pages about all monies and gifts in and out. Balance on June 30, 2018 listed within the 1027-18 Annual Report.

**Motion** to accept all donations and grants from FY 17-18 included on pages 8-9 of annual report made by Judy Putnam, seconded Sally Miller, passed unanimously

Finance report is a summary of all pieces of the city budget that come into the library

Page 29 is nominating committee form.

**Motion** to accept slate as presented by Sally Miller seconded Katherine Kennedy Burke. No further nominations. Unanimous.

In her comments on the Director's report, Nancy Vincent noted the efforts of so many groups and individuals involved in a project involving the trustees, library staff, city staff, and the Friends of the Keene Public Library, and thanked many people. President Stout asked for applause not just for the big project, but "just for the day to day."

All should look at the statistical reports, too.

**Motion** to adjourn the annual meeting by Charles Redfern seconded William Stroup.

Meeting adjourned at 6:20 pm.

Submitted by William Stroup, Secretary

## **Keene Public Library Board of Trustees 2018-19 Annual President's Report**

Sunday, June 23, 2019, under azure skies, the Keene Public Library Annex was formally opened with a ribbon cutting amid the appreciative smiles of hundreds of people, who toured our new facility for the first time amidst performances from local talent. Six years of hard work on the project by scores and scores of people from many organizations brought to fruition dreams held long before, which initially took hold in 2003 with the city's purchase of the Masonic Hall.

To make all this happen, many trustees and many others met nearly weekly in various committees and subcommittees. Their dedication is historic, with the Keene Library Annex Advisory Committee taking the lead under Sally Miller's capable guidance. Hurdles there were, and delays, and a cost overage which, considering the overall \$8 million-plus cost was very small. Yet the partnerships between the Trustees, Friends of the Library, the City of Keene, and the Monadnock Economic Development Commission, forged after years, held strong and accomplished the incredible goal. Community support was fantastic, \$5.1 million having been raised.

Library staff worked seamlessly despite the many challenges that construction posed. We are eternally grateful for their cheerful fortitude and impressive competence during this challenging period.

Library Director Nancy Vincent's legendary dedication must also be noted. Despite a serious personal injury in autumn, Nancy returned to her responsibilities. Throughout Nancy's absence, business hummed along; we particularly owe thanks to Assistant Library Director Tammy Parrott, who filled in as interim Director.

Alas, during this year, Nancy decided to retire after 33 years of service to KPL – 25 as Library Director. And so, with reluctance – Really, what choice did we have? – Trustees accepted the challenge of finding someone to continue on. We are extremely grateful to Nancy for easing this process with her usual flexibility and grace – and for leaving a wonderful legacy.

Simultaneous to the wrapping up of the enormous Annex project, the board began the search for a new Library Director. The board voted to form a Search Committee, members being KPL Trustees Bill Stroup, voted chair; Kathleen Kennedy Burke, vice chair; Sally Miller; and myself. Also on the committee were Friends of the Library President Jill Cielinski, and past Friends President Jane Pitts; City Manager Elizabeth Dragon, and City Councilor and Council/Library Liaison Carl Jacobs. The committee worked hard and fast this Spring so that, in June, concurrent with our memorable library expansion celebration, the trustees, by unanimous decision, were able to offer the Library Director position to Martine "Marti" Fiske of Hinesburg, VT.

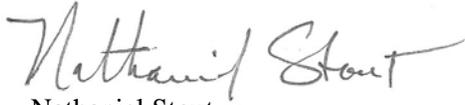
We are thrilled to welcome Marti, who brings with her 14 years of experience as Library Director at the Dorothy Alling Memorial Library in Williston, VT, and six years before that at the Pierson Library in Shelburne, VT. Among her many strengths is her appreciation for the important roles libraries play in their community, and the importance of the Library Director being involved locally.

Again, partnerships played a key role in our Library Director search. The City of Keene, through the wise and patient advice of Human Resources Director and Assistant City Manager Beth Fox, provided immeasurable assistance with the thorough, nationwide search process. The Library Director position is unique within this city. It is filled by the vote of the KPL Board of Trustees. Yet, the Library Director also must work closely with, and report to, the City Manager. The board and city respected — and perhaps improved — this important cooperative arrangement during the search process.

Very recently, the City Council approved the Trustees' recommendation to severely restrict smoking and vaping on the KPL campus. The ordinance will be very welcome to many patrons and staff alike.

This annual report, with its committee reports, will outline so many accomplishments of this institution during the past year, many of which would have occurred in any case, during a less remarkable year. The reports are indicative of the depth of talent, diversity and devotion that staff and volunteers bring to KPL. To use the sports vernacular, KPL has a deep bench!

Finally, thank you for the honor to serve this year and last as President of the Trustees. I have been continually amazed by the energy, humor, and smarts of those with whom I've had the privilege to work and will always cherish these experiences.

A handwritten signature in cursive script that reads "Nathaniel Stout". The signature is fluid and elegant, with a prominent initial 'N' and a long, sweeping tail on the 't'.

Nathaniel Stout  
President, Keene Public Library Board of Trustees

**Keene Public Library  
Treasurer's Annual Report  
July 1, 2018- June 30, 2019  
Checking Account - 77-1-5**

**Opening Balance** **\$66,742.61**

**Income**

Donations for Books and Materials	1,880.00
Donations to th Renovation Project	5,000.00
Donations to Lipsky Book Fund	25.00
Memorial Donations	4,675.00
Rotary Donations	300.00
Endowment Distribution/NHCF	5,361.17
Donations for Outreach Programming	200.00

Grant Income

UNH/Breastfeeding Station	5,000.00
InfoSys Maker Award	10,000.00
ALA/Social Media	300.00
ALA/Ready to Code	500.00
Chesh.County Conservation Dist.	2,500.00

Investment Income	12,079.02
Money Market Interest	956.33

**Total Income** **\$48,776.52**

**Expenses**

Outreach Programming	3,039.29
Summer Reading	3,233.49

Grant Expenses

American Dream	11,000.00
Breastfeeding Station	4,500.00
Let's Move	889.03
Social Media	104.45

Starnet	815.00	
STEAM	358.00	
Success by Six	223.16	
ALA/summer interns	1,000.00	
IMLS**	17,016.76	**
InfoSys Maker Grant	4,312.44	
Staff Conferences	3,275.39	
Memberships in NHLTA	390.00	
Project Expenses	0.00	
Reference Desk	28,050.00	
Interior Painting (Thayer)	17,100.00	
Clock/reoval and assessment	500.00	
Rheostat Cover	1,500.00	
Piano moving and tuning	755.00	
Dedication Event	1,525.75	
Fridge and Freezer	4,990.00	
Henkel Gift/Audio	4,759.76	
<b>Total Expenses</b>		<b>109,337.52</b>
<b>Closing Balance</b>		<b>\$6,181.61</b>

Note: \*\*The expense of \$17,016.76 was paid in May 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. The City will now administer the grant for the benefit of the Library.

**KPL Trustees  
Encumbered and Restricted Funds  
June 30, 2019**

	Balance 6/30/2018	Changes in 2018-2019	Balance 6/30/2019
<b>For Books and Materials</b>	10,930.88		
Memorial Gifts		695.00	
Memorial Gifts (Chris Weeks)		3,980.00	
Rotary Donations		300.00	
Other Donations		2,130.00	
 Purchase of books			18,035.88
 <b>For Outreach Programming</b>	5,146.96		
Donations for Outreach Programs			
Prime Roast/Summer Reading		200.00	
Eugene Choe		100.00	
 From Endowment		5,361.17	
Spent on all Outreach Programming		-6,272.78	
			4,535.35
 <b>For Staff Training</b>	2,424.36		
Trustee Budget 18-19		3,500.00	
Used in 18-19		-3,275.39	
			2,648.97
 <b>From Sale of KPL History</b>	274.31		274.31
<b>Landscaping project</b>			
City of Keene/juvenile restitution	1,139.42		1,139.42
<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	464.36	25.00	489.36
<b>Grants</b>			
Grant Income	16,591.46		
UNH/Breastfeeding		5,000.00	
InfoSys Maker Award		10,000.00	
ALA/Social Media		300.00	
ALA/Ready to Code		500.00	
Chesh. Country Conserv.Dist.		2,500.00	
Grant Expenses		-40,218.84 **	
			-5,327.38
<b>Reserve for Long Range Planning</b>	6,750.00		
Trustee Budget		750.00	7,500.00
<b>Reserve for Furniture Replacement</b>	2,735.18		
Trustee Budget		500.00	3,235.18
<b>Unrestricted Gifts</b>			
Palone Bequest	886.70		
Proper Bequest	1,793.40		
correction	2,400.00		
Clark Bequest	7,210.46		
P. Faulkner Bequest	10,000.00		9,483.92
E. Faulkner Endowment Returned/NH-	15,243.36		
new reference desk		-28,050.00	
<b>Reserved for Renovation Opening</b>			
(in 2018-19 Trustee Budget)	10,000.00		
added 5/19		10,000.00	
Spent to date		-1,525.75	18,474.25
<b>Gifts to Renovation Project for Audio</b>			
Paul Henkel	5,000.00	2,500.00	
Sussan Henkel	5,000.00	2,500.00	
Keene Lion's Club	2,941.12		
		-4,759.76	13,181.36
<b>Reserved for Renovation Project if neec</b>	75,000.00		
Interior Painting/Thayer		-17,100.00	

Cover for Rheostat		-1,500.00	
Clock Removal and Assessment		-500.00	
Piano moving and tuning		-755.00	
Fridge and Freezer		-4,990.00	
			50,155.00
<b>Reserved for Contract II if needed</b>	296,820.16		296,820.16
<b>Reserved for Clock Repairs</b>		3,300.00	3,300.00
<b>Total Restricted Funds</b>	480,318.10	-54,806.35	425,511.75
<b>Cash in Checking Account</b>	66,742.61		6,181.61
<b>Cash in Investment Account</b>	80,229.27		412,641.87
<b>Mutual Funds in Investment Account</b>	201,091.98		198,983.60

Note: On May 23, 2017 the Trustees voted to liquidate up to \$75,000 of investments to support the renovation project if and when it is needed. \$50,000 was liquidated in May.

Note: On Jan 23, 2018 the Trustees voted to cover a shortfall in funding for contract II up to \$296,820.16

\*\* Note: This includes the expense of \$17,016.76 which was paid in May 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 \$17,016.76 to the Trustees in July. The City will now administer the grant for the benefit of the Library.

Gifts and Grants to Keene Public Library  
July 1, 2018 - June 30, 2019

Memorial Gifts

In Memory of Chris Weeks

Linda Powers	\$250.00
Lael and Chris Schwabe	150.00
Carolyn Isaak	50.00
Robert and Patricia Parent	100.00
Elizabeth Cremens	50.00
Nancy and Dan Gillard	50.00
Connie Joyce	50.00
Linda Vermilyea	50.00
Susan Localio	100.00
Carol and Ken Jue	50.00
Dick and Pat Dugger	100.00
Judith Putnam	50.00
John Burk and Associates	100.00
Robert and Joanne Hof	50.00
Jane and David Stabler	250.00
Karen and Robert Jewett	25.00
Joslin Kimball Frank	25.00
John and Jean Hoffman	100.00
H. Meade Cadot	25.00
Suzanne Bonamici	100.00
Clem and Sally Wood	100.00
Jeanie Sy	25.00
Winifred Whitman	200.00
Nancy Ancharski and John Pappalardo	50.00
Michael and Elizabeth Christiansen	50.00
Sara Knight	100.00
Gregory Nobles and Anne Harper	100.00
Nancy and Paul Vincent	200.00
Mary DeLisle	50.00
Anne Healy and Ed Barriball	150.00
Camille and Justin Healy	100.00
Barbara and Anthony Tremblay	50.00
Klaus and Christine Bayr	30.00
Mary Goodnow	100.00
Cheryl Belair and Stephen Bragdon	100.00

Jane and Leslie Pitts	100.00
Linda Singer	50.00
Sylvie and Benjamin Rice	50.00
Sylvia and Craig McBeth	250.00
Karin and Carl Gravina	50.00
Lynn and Arthur Simington	100.00
Linda and Philip Mangones	200.00
Steven Suchecki and Jane Ames	50.00
In Memory of Roy Palhof	
Dell A. Rice and Wendy Rice	140.00
In Memory of Electra Espieffs	
Peter Espieffs	100.00
In Memory of William Cory	
Barbara Cory	200.00
In Memory of Betsy Crist	
Craig and Sylvia McBeth	100.00
In Memory of Mary Cobb	
Catherine Shanahan	30.00
Raena Bergstein	25.00
In Memory of Mary Michaelides	
Tim and Talu Robertson	100.00
Rotary Gifts	
Stephen Felder	25.00
John Harper	25.00
Richard Berry	25.00
Jay Blanchard	25.00
Thomas Ewing	25.00
Jane Lane	25.00
Aaron A Lipsky	25.00
Charles Prigge	25.00
Cameron Tease	25.00
Chris Wilder	25.00
Peter Hansel	50.00

For Books and Materials	
Fraternal Order of Eagles	980.00
Anonymous	17.00
Marion LeFrancois	78.00
Jacob LichmanTrust	500.00
Jennifer Alexander	20.00
Fraternal Order of Eagles	535.00
For Summer Reading Program	
Prime Roast Coffee	200.00
To Lipsky Book Fund	
Aaron A. Lipsky	25.00
Donation for Project (audio system)	
Paul and Sussan Henkel	5,000.00
New Hampshire Charitable Foundation/Endowment distribution	5,361.17
Grants	
University of New Hampshire/Breastfeeding station	5,000.00
InfoSys Foundation/Infy Maker Award	10,000.00
ALA/Social Media	300.00
ALA/Ready to Code	500.00
Cheshire County Conservation District/seed program	2,500.00

Keene Public Library Trustees  
 Annual Report, June 30, 2019  
 Portfolio Changes

	6/30/2019	6/30/2018
<b>Account 48-1-2 (Investment Account)</b>		
Mutual Funds	\$198,983.60	\$201,091.98
Cash and Money Market	412,641.87	80,229.27
<b>Account 86-1-1 (Restricted Funds Account)</b>		
Mutual Funds	181,562.82	45,662.30
Cash and Money Market	7,765.12	4,730.85
<b>Account 72-1-5 (Checking Account)</b>		
Cash	6,181.61	66,742.61
<b>Total Value</b>	<b>\$807,135.02</b>	<b>\$398,457.01</b>

Notes: In fiscal year 2018-2019 the Trustees of the Library received a bequest from the late Jane Green, who served as a Library Trustee for many years. Jane left \$132,975.46 in trust with the income to be used for the general purposes of the Library; and she left an additional \$326,394.32 to be used for the general purposes of the Library. The Jane Green Fund has been created in the restricted funds account for the money held in trust. The second sum is being held in cash in the investment account until the final Renovation expenses are known, with up to \$296,820 pledged to cover Contract 2 if needed.

**Keene Public Library Trustee Budget  
2019-2020**

**Income and Encumbered Funds**

Trustee Held Investments	\$5,500.00 *
Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Other	500.00
Thayer Fund	500.00
Outreach Projects	
From KPL endowment at NHCF	5,361.17
From Eugene Choe Fund	100.00
Staff Training/Workshops	
Encumbered from 2017-2018	1,000.00 estimate
Reserved for the project	
Committed to Contract 2	296,820.00
Remaining from 75K	50,000.00
Donations for project audio (remaining)	10,000.00
Landscaping (encumbered from previous years)	964.42
City of Keene/restitution/for landscaping	175.00
Hanna Fund	1,265.45
Millenium Fund/ clocks	100.00
<b>Total Income and Encumbered</b>	<b>\$373,286.04</b>

## Trustee Budget 2019-2020

### Expenses

Books and materials	\$2,000.00
Outreach	
From Endowment NHCF	5,361.17
From Eugene Choe Fund/Summer Reading	100.00
Staff Conferences and Workshops	
From investment income	3,500.00 *
Encumbered from 2018-2019	1,000.00 estimate
Reserved for the project	
Committed to Contract 2	296,820.00
Remaining from 75K commitment	50,000.00 estimate
Donations for project audio (remaining)	10,000.00 estimate
Green and Price Room Enhancements (Hanna)	1,265.45
Millenium Fund/clocks	100.00
Other fine arts	200.00 *
Landscaping Projects	1,139.42
Reserve for long range planning	750.00 *
Reserve for furniture replacement	500.00 *
Miscellaneous	550.00 *
<b>Total Expenses</b>	<b>\$373,286.04</b>

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

**KEENE PUBLIC LIBRARY**  
**FINANCE COMMITTEE ANNUAL REPORT**  
**July 31, 2019**

Again this year the Finance Committee has been largely focused on the Heberton Hall and Main Library Renovation Project as well as continuing to conduct our normal committee business.

Among our normal activities, we continued to monitor our investments with Allen Mendelson, our Edward Jones investment agent and provided our annual support to the children's department outreach budget. We met with the City administrator, Karen Gray, for the City Held Trust Funds. We requested and Karen has provided us copies of all our library City Held Trust Funds, which will now be filed here in the library. We also established with Karen that we will meet with her annually to review these funds.

The Library received a very generous bequest from Jane Green of \$459,369.46. Of this amount, \$132,975.46 is restricted and will be invested with Edward Jones in a JP Morgan Fund that the Board of Trustees selected and approved. The remaining \$326,394 is unrestricted and is intended to help with the current Heberton Renovation Project. If there are funds left unexpended for the renovation project, then we will be permitted to invest that remainder as we deem appropriate.

In regard to the renovation project, several matters came before the committee that led us to use funds from our trustees \$75,000 "contingency fund." (The trustees had previously approved up to \$75,000 for the project to be dedicated from our Edward Jones Funds.) We spent \$43,848.00 and have \$31,152 remaining in the fund. A partial list follows of items we funded from this fund:

- Interior painting
- New reference desk and cabinetry
- Tree removal and replacement
- Time capsule
- Piano (donated to library from former Ash Hill Center for the Arts): tuning, moving
- Clock repairs
- Dedication ceremony and event
- Refrigerator
- Reostat cover
- Misc. smaller items

In the near future we will want to explore our need for a professional bookkeeper. Our finances have become much more complicated. Our Treasurer, Judy Putnam, has suggested that this should be a key item for our committee and the full Board of Trustees to discuss.

**Submitted by,**

*Kenneth Que*

Chairperson, Finance Committee of the KPL Board of Trustees  
7/31/19

## **KPL Board of Trustees Overview of Library Finance 2019-20 Report**

### 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 2019-20 is \$1,472,295.

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, \$169,800 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 2019-20 is \$3,500.

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

This fund was set up to handle monies received for the KPL Capital Campaign Drive. The following page documents the establishment and purpose of the fund.

### 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 2019-20 is \$707,007.

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

There are no CIP Library projects for FY 2019-2020.

### 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 \$44,599.72.

### KPL Trustee Budget

The proposed budget for FY 2019-20 as adopted by the trustees is \$373,286.04

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).

Last year, the Library received a federal IMLS grant for the library's Little Makers project. This grant is administered by the City for the benefit of the library.

#### KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2019 is \$807,135.02 versus last year's value of \$398,457.01. This amount includes the \$326,394.32, the value of the bequest from Jane Green's estate. The bequest included an additional \$132,875.46 that went into the Jane Green restricted account and has been invested.

New Hampshire Charitable Fund (NHCF). The NHCF now holds only one fund for the benefit of the Keene Public Library. It is the "Keene Public Library Endowment Fund" which is for the purposes of supporting the library's outreach programs. On June 30, 2018, the fund was \$137,129.99 versus last year's value \$139,517.93.

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 made in NH State Statute: RSA 31:25 regarding agency funds required the return of the fund.

The Trustees voted to establish the Elizabeth Jones Faulkner Fund as a restricted fund using \$20,000 of the returned fund. The remainder was used for other library purposes.

**LIBRARY RENOVATION TRUST FUND**

- I. Creation and Administration. There is hereby created a City temporarily restricted trust fund to be held and administered by the Trustees of Trust Funds and Cemetery Trustees (the “Trustees”) to be known as the Library Renovation Trust Fund (the “Fund”). The City of Keene on behalf of the Fund shall accept all irrevocable bequests, contributions, cash, and other gifts, payable on demand in United States currency or marketable securities to the Fund. All funds so received shall be used as set forth herein by the Trustees, or as nearly so as they can determine to be practicable in order to carry out the intent of the Fund as described herein.
  
- II. Application of Principal and Interest. The principal of the Fund, and any accrued interest or income thereon, shall be applied toward the costs and expenses for the renovation and expansion of the Keene Public Library located at 60 Winter Street, and including but not limited to, the renovation of the Library Annex located at 76 Winter Street, which is to be attached to and included in the Keene Public Library and surrounding library campus (collectively “Library Project”); provided, however, that if the Fund, together with any other funds that may be raised for the Library Project outside of the Fund, are insufficient to complete the Library Project as intended, then the Fund may be expended as stated in Article III, below. The Trustees shall invest all funds received by the Fund as they are authorized to do by law, until expenditures from the Fund are requested by the City of Keene for the public purposes stated herein; provided, however, that the authority for any expenditures from the fund shall rest solely with the Trustees, which authority may include expenditures from time to time, or a lump sum distribution of the Fund depending on the needs of the Library Project.
  
- III. Excess Principal. In the event that there is principal and accumulated interest or income in the Fund in excess of the amount necessary for the Library Project, or in the event that the Library Project cannot be completed as originally intended for any reason as determined by the City, then the Trustees shall transfer the Fund, together with accumulated interest or income, to the Library Trustees.
  
- IV. Cessation of the Fund. The Fund shall cease to exist at any time after the completion of the Library Project as described herein and as determined by the City Building Inspector, or at such time that the principal and accumulated interest or income of the Fund equals zero, but in no event later than December 31, 2025.

## Annual Report of the Buildings and Grounds Committee

August 2019

Members included Pepper Anderson, Andy Bohannon, Yvonne DeMay, Paul Henkel, Scott Martin, Kathleen Packard, Tammy Parrott and Nancy Vincent

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

- **Audio Visual Equipment** – Equipment need for Heberton Hall and the Cohen Hall was identified with assistance from Steve Armstrong, a professional who specifies and maintains AV equipment at Keene State College. Four likely bidders were contacted and two responded with quotes. Quotes were reviewed with Library Staff and Steve Armstrong. Shanahan Sound was selected based on their recommendations of equipment, especially the speakers which project sound into the back of each hall, allowing a presenter to wander widely without feedback. Equipment included projectors, microphones, audio amplifiers, speakers and FM hearing assistance systems for Heberton Hall and Cohen Hall. Extra wiring has been provided to support a potential future upgrade of the projector in Cohen Hall. The long microphone wiring path to the east wall of Cohen Hall acted as an aerial resulting in unwanted RF pickup. This was resolved by adding a preamp to the microphone.
- **Future cameras** - Wiring has been provided for potential installation of cameras in each of those rooms. Future cameras could allow Library staff to provide for an overflow audience. An event occurring in Heberton Hall could be viewed on a screen in Cohen Hall (or vice versa).
- **Cheshire TV** – Cheshire TV staff moved into the Kay Fox Room for the duration of the construction period. When construction was complete, they moved into the second floor of the Annex. Library staff assisted them in assuring that the configuration of the new space was adapted to their needs. A requested conduit wiring path from their production area to the basement and then to the Heberton AV closet and to the Cohen AV room was provided.
- **Time Capsule** – Chuck Redfern initiated the project. Paul Henkel provided support. Architect Jeff Hoover and Brad Walker and James Crowley of Engelberth Construction designed and provided an appropriate place for the capsule near the clock over the circulation desk. Mike Forrest, Rob Thierren, and Jack Black of Melanson Company, Stefan Wilhelm of St Martins Lane Cabinetmakers constructed the time capsule box and frame. Larry Benaquist assisted in reviewing the submissions and prepared the inventory.
- **Rheostat** – A rheostat manufactured in the 1920s was salvaged from the Cohen Room (previously the Temple Room). Pepper Anderson cleaned it. Bob Englund provided a new base. City personnel moved it onto the new base. Clear Solutions who employ Mel Andrews was hired to make an acrylic cover. Mel brought volunteers to install the cover at no charge. Sean Wiley researched the history and provided the informational plaque.
- **Landscaping** – Two new trees will be planted by Bartlett Tree as funded by the Trustees. Further aeration of the mature trees may be done at that time. QR barcode labeling of trees was discussed.
- **Commemorative pieces created by members of The Monadnock Woodturners** - The Keene Library renovation and expansion project involved the removal of two Sugar Maple trees from the grounds on the West Street side of the building. The trees were showing signs of deterioration, but had been a prominent feature of the library landscape for many decades. In an effort to commemorate the existence of these stately trees, the Monadnock Woodturners were asked if they would re-purpose some of the wood and create turned items for the library. They donated three pieces to the Library. Pictures of the items are shown below.

**Wall Sconce / Planter by Kenneth Greatbach**



**Perforated Hollow Vessel by Charlie Sheaff**



**Maple Bowl by Wayne Cotton**



- **Cheshire County Conservation District** –  
Amanda Littleton and Rachael Brice described a grant they had received to work with gardeners in an urban setting. There was discussion that outdoor education at the Library is very much desired.

Among the possibilities she described are:

A seed bank (which was implemented).

A tool lending library (which was implemented).

Identifying garden plants with metal signs having common and Latin names

Potted vegetables in the patio area on the north side of the connector. This area could allow a measure of security because that area will be locked at night.

Raised bed garden somewhere on the campus where water is available and light is appropriate. An Antioch Community Garden Group may offer some ongoing support.

Seminars in support of all of the above

Submitted by Paul Henkel, Chair

## **Keene Public Library Policy Committee Annual Report 2018-2019**

This year the Policy Committee met regularly to discuss anticipated changes to the existing policies with the addition of the new spaces, including a makerspace, a new performance space, as well as additional meeting rooms and a teen room, etc. The committee was also charged with looking at the policies regarding how patrons bring concerns and complaints to the Board. The committee tabled two items previously in progress to focus on the aforementioned agenda. These included the art donation policy and sleeping at the library. The Committee finalized two previous discussions regarding smoking on the campus and updating the Youth Department policy.

The committee met to finalize updating the youth department policy (5.000) to now reflect the new teen room space. This also required a minor update to 15.005, Internet Access.

Originating with the Policy Committee, Trustees, Library staff and City staff brought forth a no-smoking ordinance to MSFI and City council to address long-term concerns regarding smoking on Library grounds. Ordinance 0-2019-15, Relating to Smoking, Tobacco Produces and Equipment on the Library Campus grounds, was approved in July 4-0.

The Committee and Library staff met throughout the year to discuss how to address the new spaces and updating the meeting room policies and fee schedule. Existing policies 6.000, Use of the Auditorium and Meeting Rooms and Kitchen, and 6.500, Use of Heberton Hall, were to be incorporated into one new policy along with an updated fee schedule. The new policy includes all the new spaces and removes forms.

The Committee met to discuss how patrons brought concerns and complaints to the Board. The committee unanimously agreed to a solution and brought two proposals to the September meeting that reflected a review from city attorney Tom Mullins.

The Committee met in the spring to discuss the creation of a new makerspace room policy. With the assistance of staff, the Committee unanimously supported a draft, which was brought to the Board. It passed with the understanding that certain concerns would be addressed with the city attorney Tom Mullins post-approval. 100% of those questions were answered and incorporated into the final draft as needed.

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There were multiple proposals brought before the Board during the 2018-19 fiscal year. They were all approved unanimously. All policies are included in their entirety in the Library Policy Manual and on the Library's website.

Overview:

- The Board approved adding a new section, 2.009, to the Use of the Library policy as well as adding language to section 14.001 in September
- The Board approved the updated Youth Department and [new] Teen Room policy (5.000) and updated Internet Access Policy (15.005) in February
- The Board approved the updated Meeting Room Use policy, 6.000, in April
- The Board approved the creation of the Makerspace policy, 17.000 in June

In addition to the committee's policy work, the City's Finance, Operations, and Personnel Committee and City Council unanimously approved the Library Campus Use Agreement renewing the agreement in place from 2003. This will be in the Library Policy Manual in the appendices.

Respectfully submitted,

Kathleen Packard, Chair

## **KPL Fine Arts Committee 2018-2019**

In January, the Ash Hill Center for the Arts donated a Sohmer baby brand piano. The Trustees paid to store and move the piano, and to have the piano tuned and voiced when it was moved into Cohen Hall in June, 2019.

The 19<sup>th</sup> century clock was removed by clockmaker Richard Bates when the interior of the Thayer building was painted. Assessment showed that the clock was in need of some repair. This work should be finished in November, 2019 and the clock reinstalled at the foot of the staircase in the Thayer building.

A brochure giving the background of some of the artwork in the library was produced by the staff.

Judy Putnam  
Fine Arts Committee

## **Community Outreach Annual Report 2018-2019**

The Community Outreach Committee continued to be in a reorganization phase during the 2018-2019 year. The committee members are greatly anticipating the process of strategic planning expected to occur during the 2019-2020 year. A new strategic plan will give the Community Outreach Committee a renewed sense of purpose and direction.

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

**KEENE PUBLIC LIBRARY**  
**ANNUAL REPORT**  
**Fiscal Year – 2018-1019**  
**Long Range Planning Committee**

**KEENE LIBRARY ANNEX ADVISORY COMMITTEE (KLAAC)** – Our joint Library Campus Construction and Expansion Project in partnership with the City of Keene and the Friends of the Keene Public Library has been a success and construction was brought to a conclusion, with a few exceptions, at the end of this fiscal year. The Dedication of the new Keene Public Library was celebrated on June 23, 2019. (See attached Dedication Brochure).

The end of the project was originally scheduled for October 2018, but was almost 8 months behind schedule due to several factors unpredictable at the project's start. These factors included the following: Excessive water (contaminated with arsenic and lead) in the ground water under the proposed elevator shaft in the Masonic Temple Building and an unknown previous oil spill contaminating the ground on the west side of the building. These factors, combined with an unusually rainy Spring and the difficulty in busy sub-contractors meeting their deadlines, played a major role in the project's delay.

**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 6 years provide quarterly reporting to Mascoma Bank, the Community Development Entity (or CDE) managing the portion of funds coming from New Markets Tax Credits. US Bank bought the Tax Credits but has no role after the closing. Even though US Bank bought the credits, Mascoma continues to manage them.

During the years which the New Markets Tax Credits process dictates that the project will be owned by MEDC, the City will be responsible for the maintenance of the building, but outside inspectors will help ensure it is being taken care of.

**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 Markets Tax Credits program. The first year was completed in December of 2018.

**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 the shortfall if needed at the end of the contract which will be in December of 2021.

The Trustees have also approved motions to invest many of their own funds directly in the needs of the Thayer building during this re-construction period. They approved motions to pay the following costs:

- Creation of 2 plaques for the time capsule - \$250
- Telecoil Assisted Hearing Device.- \$500 (Paid from Henkel Funds)
- Allocated \$20,000 for the interior painting of the present library
- Antique Clock Overhaul and Repair - \$3,300- \$3,800
- Dedication Budget - \$20,000

Please see the exact costs as reflexed in the Treasurer’s Report.

As for Contract 2, most of the renovations are complete with the exception of some small details.

We must commend our excellent staff who helped keep the library open and served the public during this difficult period. They did an outstanding job under very difficult circumstances.

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

**THE CAMPAIGN CABINET** – The cabinet, the Trustees, Friends of the Library, the Mayor and City Councilors celebrated the donors of over \$100,000 with a special reception in June. Rooms had been named as the donors requested and plaques identifying the rooms were in place. Tours were conducted and a ceremony thanking each donor and their family for their generous gift was held.

The cabinet also honored the approximately 450 donors to the campaign by establishing, in the Atrium, a Donor Wall naming all who had given so generously.

**AUDIO/VISUAL INFRASTRUCTURE AND EQUIPMENT** – Appropriate wiring and conduit are installed in Cohen Hall and Heberton Hall in the Annex. Having the right infrastructure in place is essential for the future. Trustee Paul Henkel has taken the lead in this project and with a generous donation from the Keene Lions’ Club, we have made an effort to have adaptive technology in place for all Keene citizens.

**FURNISHINGS AND EQUIPMENT SUB-GROUPS** – Jeff Hoover, our architect from Tappé Architects, has continued to meet as needed throughout the year with several various sub-groups that are interested in certain phases of the project. He has solicited their input and their suggestions. Most of the furnishings are in place, with a few more to be added

**TIME CAPSULE** – Trustee Charles Redfern has taken the lead for this project and has done an outstanding job. It was previewed by the public on Dedication Day. Rob Therrien of Melanson Roofing Company with the help of Michael Forrest made and donated the capsule and members of the greater Keene community have generously donated letters and objects of interest. It will be dedicated later this year and will be placed in an enclosure near the Winter Street entrance to the library.

**DEDICATION CERMONY** – On June 23, 2019, we dedicated our new library with a ribbon cutting at the West Street entrance led by Mayor Kendall Lane and featuring representatives from the City, the Trustees, the Friends of the Keene Public Library, the Capital Campaign, Tappé Architects, MEDC, and Engelberth Construction. A dedication ceremony was then held in Heberton Hall with Ernest Hebert, our Honorary Campaign Chair, as keynote speaker. Tours were conducted of the building, musical events were presented, refreshments were served, the Time Capsule was on display, the Children’s Summer Reading Program began, and our Maker Space was previewed. (Please see the attached Dedication Day brochure for more details.)

**KLAAC** – The Keene Library Annex Advisory Committee, known as KLAAC, has been responsible for this project since its inception and represents the partnership between the City, the Trustees, and the Friends of the Keene Public Library. The current members include: Med Kopczynski, Andrew Bohannon, Scott Martin- the City representatives; Sally Miller, Nat Stout, Charles Redfern, Paul Henkel, Ken Jue, Judy Putnam, Kathleen Packard - Trustee representatives; Jane Pitts, Jill Cielinski, Paul Ledell, –Friends representatives; Library Director, Nancy Vincent, Assistant Library Director, Tammy Parrott and Sean Wiley, Administrative Assistant.

KLAAC has been meeting for over 6 years and many other people have joined us during that time. We thank them all. Many hands have touched this project and many hours have been devoted to it. We have learned that, it does indeed, take a community to build a library!

Respectfully submitted,

Nancy Vincent, Library Director

Sally Miller, Chair

Keene Library Annex Advisory Committee

## **Friends of the Keene Public Library President's Annual Report 2018-2019**

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

In our 36<sup>th</sup> year of existence as an organization, I am happy to report on another very busy 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. Primary purchases for the library included virtual reality headsets and an iPod touch used for programs, an LCD projector, and a portion of the Mamava nursing/pumping pod in the youth department. The library received a grant, but it didn't cover the entire cost of the pod. Other items included books and honoraria for a new writers book discussion that started last year, the mobile Wi-Fi used for outreach programs, a mindfulness series for families, and a series of baby/toddler sign language Storytimes. Tutor.com, a resource that allows people to get homework or career coaching virtually from noon until midnight was provided, as well as continued maintenance for the microfilm reader, copy machine, aquarium, and the first aid cabinets. A collection of VOX recorded books, which have embedded mp3 players so children can hear the book being read as they turn the pages, was also purchased. We have been monitoring museum pass use and are currently in the process of determining whether to remove or add new museum passes this year. We continue to offer 21 passes for patrons to check out. We continued our yearly commitment to support additions to youth and adult programming including family dances, film series, astronomy lectures, music concerts such as Sarah McQuaid, an English singer, Peter Beiderman, who plays a unique form of guitar, and Sean Gaskell, who plays the West African Kora harp. We helped support other adult craft programs, as well as the Summer Reading Program.

### **Community Outreach:**

Under the guidance of the Book Sale Committee, the Friends produced one successful book sale at County Hall that grossed just over \$10,000. This was a little under our total from the prior years and attributed to the change in location. In the fall, we held several successful book-sorting catch-up days that engaged 25-30 of our members. These book sorting days were necessary, productive and fostered community among our membership. We also partnered with Keene State College during their "Freshmen Community Days" and the employees of the W.S. Badger Company who together sent over 60 volunteers to help us out. After the October sale, we shut down our donation bin with hopes of opening it up again in the spring once our new space in the Library was ready. Unfortunately, construction delays prevented us from reopening the donation bin, and we were forced to cancel our Spring 2019 sale. In March, construction at the library was complete enough to allow us to move out of our temporary spaces at County Hall. Please see Kathleen Chertok's Annual Report on the Book Sale for more details. Also due to having no function space available, we once again chose not to hold our annual author event. 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 16<sup>th</sup> year, reaching over 1,200 children in Keene and surrounding area schools.

### **Library Expansion and Renovation project:**

Extensive work accomplished since last December's groundbreaking has moved the library within weeks of final completion of the expansion and renovation work that has been in the planning for the past six years. The renovation of the west Annex Building to make it fully accessible has added new meeting, learning, performance, collaborative, and creative spaces to the library. There are two new conference rooms, an instructional classroom, two performing and large gathering spaces, and a community makerspace. An airy atrium construction has connected the two old buildings and created a new gathering space, West Street porch entrance, and Winter Street enclosed courtyard. Enhancement and restoration of the east library side building included new carpeting, window replacement and the creation of a dedicated Teen Space. Extensive landscaping on both sides and a West Street bus stop will be added. The Friends are preparing to move back into their new book processing area located underneath the atrium at the end of May.

With the Capital Campaign fund drive now over, the Friends have canceled the online giving platform that was set up solely for this purpose but continue to retain the talents of Gift Administrator Julie Dickson to track scheduled campaign pledge payments and provide gift acknowledgements. The Friends Finance Committee continues to oversee the Capital Campaign expense budget.

Friends Board members have been active and thoughtful participants of multiple committees directly related to all aspects of project planning including: Construction Oversight, Furniture Selection, Recognition, Fundraising, Dedication & Celebration, and KLAAC (Keene Library Annex Advisory Committee).

All look forward to a grand opening that will invite the community celebrate the project's completion on Sunday June 23rd, 2019. The festivities of this day will include a ribbon-cutting ceremony, remarks from project partners, a keynote speaker, building tours, refreshments, and entertainment throughout the newly expanded facility.

### **Membership & Board Contributions:**

We received 102 donations from 90 members (12 members sent two checks). The total was \$9,398, an increase of 11.2% over the 2017 total of \$8,444. Executive Board members participate in sub-committees for finance, hospitality, membership, book sales, 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 Will Collins into our ranks. It is with great respect and a little sadness to note that Jane Pitts, long time member of our board, has resigned. We will miss her knowledge, dedication and camaraderie.

### **In appreciation:**

The Friends are grateful to the Library Board of Trustees, Library Director Nancy Vincent and library staff, County Administrator Chris Coates and the County Commissioners, and Campaign Gifts Administrator Julie Dickson for their continued support to our organization. It has been my privilege to serve as President this year. Pam Knight, who has been our Vice President for the past 2 years and a board member for many more, has given notice of her intention to leave the Keene area sometime in 2019 or early 2020. We are actively looking to replace her. 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 Jane Pitts for your time and dedication to this Board and our mission.

While we are thrilled for her, as an organization we were sad to hear that Library Director Nancy Vincent will be retiring in August of this year. We have had such a wonderful experience partnering with Nancy to help meet the needs of the library and navigate the complexities of the City processes, including the renovation and expansion project. We will miss her passion and dedication. She will leave behind big shoes to fill. To that end, Jane Pitts and Jill Cielinski were asked to participate in the Search Committee for her replacement. The FKPL Board wishes her nothing but the best.

Respectfully submitted,  
Jill Cielinski  
May 8<sup>th</sup>, 2019

**Cheshire County Literacy Coalition**  
**Annual Report**  
**2018-2019**

The Coalition continues to be in transition. I continue to discuss the CCLC with potential community literacy partners and let them know that the Coalition is a resource for them.

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 an outstanding student in the Adult Diploma program.
- Acted as the fiscal agent for the first Keene International Festival (KIF).

Jennifer Alexander,  
Chair, Cheshire County Literacy Coalition

## **Horatio Colony Museum and Nature Preserve Keene Public Library Annual Report 2019**

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.

**The Museum collaborates with the Library and The Keene Sentinel in sponsoring Chautauqua. This year Chautauqua featured book discussions and reenactment of Hedy Lamarr and Nicola Tesla.**

### **Upcoming events:**

**August 28 @ 11:00 am - October 14 @ 4:00 pm**

**WABANAKI BASKETS: THE UNBROKEN CIRCLE**

**August 31 @ 4:30 pm - 5:30 pm**

**EXHIBIT GALLERY TALK: WABANAKI BASKETS**

**September 7 @ 10:00 am - 12:00 pm**

**ABENAKI TRADITIONAL UNDERSTANDING OF THE ENVIRONMENT**

*At Horatio Colony Nature Preserve, 35 Daniels Hill Road  
Keene, NH 03431 United States*

**October 4 @ 6:30 pm - 8:00 pm**

**Candlelight Open House**

**October 5 @ 9:00 am - 12:00 pm**

**Interpreting Natural History**

*At Horatio Colony Nature Preserve, 35 Daniels Hill Road  
Keene, NH 03431 United States*

**November 6 @ 7:00 pm - 8:30 pm**

**Victorian Christmas Card Workshop**

**November 16 @ 9:00 am - 12:00 pm**

**New England Soils Trek**

*At Horatio Colony Nature Preserve, 35 Daniels Hill Road  
Keene, NH 03431 United States*

**December 6 and December 7 @ 7:00 pm - 8:30 pm**

**Holiday Open House**

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 2019-20

President - Jennifer Alexander

Vice President - William Stroup

Treasurer – Judith Putnam

Secretary – Kathleen Kennedy Burke

## **Library Director's Report 2018-19**

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 144th ANNUAL REPORT IS HEREWITH SUBMITTED:

In this year's annual report, I aimed to identify very special moments; I soon realized, however, that these were too numerous to acknowledge. Each year library services have adjusted to the community's needs through the dedication and efforts—indeed, just plain hard work—of Trustees, Friends, City of Keene and community members who, under the guidance of the library's staff, work hard to support both traditional and innovative library initiatives. With such help, accomplishments both big and small are achieved each year. They are pivotal to providing quality library services to our community.

The year such completed is certainly no exception. The foremost achievement has been the completion of the Library Renovation Project and the opening of the library's magnificent new space. Pre-construction began in fall 2017 with an estimated completion date of late October 2018; in fact, completion was achieved only in June 2019. The formal dedication on June 23, 2019—marked by a ribbon cutting, acknowledgments of appreciation, and the official opening of the library's doors to the community—was highly rewarding to all involved.

In preparation for the re-opening, the Keene Public Library's staff and Board of Trustees focused on establishing policies and procedures appropriate to operating the expanded facility with its enhanced functions. Redistributing staffing to cover the new Atrium and Teen Services desks, together with ensuring proper services in the new Makerspace, have been key objectives over the past three years. As is invariably true, the library's staff will enable the library to operate successfully. What follows is a listing of changes that have been incorporated over the past year to support this objective:

1. Judith Koopmann resigned as Librarian I to relocate to Colorado.
  - a. Jenna Henderson was given additional hours in technical services to work on cataloging.
  - b. Sonja Martineau and Todd Niemi were hired as part-time Library Aides to work at the circulation desk.
2. Peggy Thornton resigned as part-time Library Aide to relocate to Washington State.
  - a. Holly Filiault and Ryan O'Hora were hired as part-time Library Aides to work at the circulation desk.
  - b. Cindy Brewster (Library Aide, part-time) was assigned hours in technical services to process books.
3. Sheila Williams retired as full-time Librarian I – A/V librarian.
  - a. Jay Fee was promoted to full-time Librarian I – YA librarian.
  - b. Sheila Williams returned as Library I part-time – A/V librarian.
  - c. Amanda Dell was hired as part-time Library Aide to work in the youth department.
4. Tracy Snow switched from full-time Librarian I to work solely on the Little Makers Grant program. We anticipate adding a part-time Library Aide to work in the youth department.
5. Finally, following a nation-wide search, Marti Fiske, who has served as director of the Dorothy Ailing Memorial Library in Williston, Vermont, will replace Nancy Vincent, who officially retires on August 28, 2019.

Soon after her arrival in Keene in 2018, Tammy Parrott began recruiting special volunteers for a Way Finder program deemed essential for greeting people at the library's new West Street entrance. The program is designed to help patrons find their way to library services and programs. Now "up-and-running," the program is already working well.

Significantly, our library continues to reap rewards from dedicated volunteers who help with so many essential tasks, including collection maintenance. Throughout the lengthy period of transition, Friends volunteers worked diligently on the book sale; thankfully, the sale can now return to the library, with the first one scheduled for October 18-20.

Special thanks must go to the library's staff. Throughout a trying period of staff transition and physical disruption in their work spaces, the staff provided exceptional service. It is impossible to overstate what an invaluable asset they are to the community. They comprise a great team.

As has been common for many years, I will end my report with a list of individuals and entities that deserve recognition for the enormous help they've provided in ensuring the library's success during 2018-2019: Library Trustees and Staff; the Library Friends and Volunteers; the Next Chapter Campaign Committee, the City Manager; the City Attorney; the Mayor and City Council; the City Council Liaison to the Library; the City Finance Director; the Purchasing, Planning, Public Works, Parks and Recreation, and Facilities Departments; President and Chief Financial Officer of Monadnock Economic Development Corporation; the Keene State College Library Staff; the Old Homestead Garden Club; the Keene High School Horticulture Class and the many individuals who so generously donated to the library capital campaign drive.

As I look to the future, I wish to stress the incomparable privilege that it's been to serve since 1994 as the Keene Public Library Director. I was fortunate to have trained for a profession that fulfilled me for so many years, and to have chanced on the opportunity to work in that profession in Keene. As I step into retirement, I wish to extend my heartfelt appreciation and thanks to everyone, and an equally heartfelt welcome to Marti.

Respectfully submitted  
Nancy Vincent

## Youth Services Annual Report 2018-2019

### STAFFING

We are now staffing two new service desks, the Teen Space and the Makerspace. Jay Fee is now a fulltime Teen Services Librarian, and he is the primary staff member in the Teen Space. Other staff people fill in as needed. We are trying to keep the area staffed from 2:30 to 7 p.m. Monday through Thursdays. During the school year, we will add Friday and Saturday hours as well. The Makerspace is opened 12 hours a week, and although it is primarily an adult and teen space, two youth staff members have taken over responsibility for staffing open and instructional hours. These two new spaces have impacted the Youth Department schedule and last year, we hired a new Youth and Teen Library Aide. Her name is Amanda Dell. We will soon be hiring an additional part-time Youth Aide because Tracy Snow has reduced some of her desk hours so that she can spend more hours on the IMLS grant. While she works on the IMLS grant, she is funded through IMLS project funds.

### PROGRAMMING

This year, the youth services staff offered 520 events for youth from birth to 18 years of age with 8,287 people in attendance, which is a 28% drop in the number of programs and a 13 % drop in attendance from the previous year. This shift is due in large part to the challenges the department and the public faced during our renovation project. Although most spaces have been opened up to programming, we still have one room, the Kay Fox Room that has not yet been fully renovated.

<b>Program</b>	<b>Target Age</b>	<b># of Events</b>	<b>Attendance</b>	<b>Average Attendance per Program</b>
Outreach		66	3,884	59
Infants and Toddlers		118	1,540	13
Preschool		66	587	9
School Age		125	1,577	13
Tweens		25	117	5
Teens		<u>145</u>	<u>582</u>	<u>4</u>
<b>TOTALS</b>		<b>520</b>	<b>8,287</b>	<b>16</b>

Some of our most popular programs have been our puppet shows and costume character parties. Last year, we had our first annual Noon Eve's Year Celebration, and it was a great success. We also continued popular slime and playdough programs and a weekly Messy Art program that brings in many young families on Monday mornings.

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.

### YOUTH COLLECTION

Overall, youth material circulation continues to see yearly decreases. Reading habits have changed for children as well as adults, and our reduction is consistent with the rest of the library circulation. However, a close look at the figures reveals that the most significant decline is in Youth and YA nonfiction. Since the fiscal year 2013-2013, total youth, circulation has declined by 26%. There are many possible reasons for this. Changes in the way our students are taught have made a big difference. Students do not have the homework that they once did. Many schools are moving to one-to-one student-computer ratio, which impacts circulation at a public library. In response, we are changing the type of books and material that we purchase. We still buy research material but not as much as we once did. Now we are buying recreational nonfiction and fiction. We are purchasing multiple copies of popular titles, and we try to anticipate community interests so that the material is in the library when people are looking for it.

	<b>FY12-13</b>	<b>FY13-14</b>	<b>FY14-15</b>	<b>FY15-16</b>	<b>FY16-17</b>	<b>FY17-18</b>
Juvenile & YA Fiction	61,446	64,835	61,450	59,491	51,706	48,913
Juvenile & YA Non-Fiction	13,842	12,585	12,108	10,645	9,009	7,785
Juvenile/YA Magazines	732	693	568	440	435	289
Juvenile/YA Media	24,105	25,456	27,029	25,950	24,050	21,637
<b><u>Total Juvenile &amp; YA Materials</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>

We pay close attention to what is hot and popular at the library so we can report that the most checked out authors are Mo Willems, Dav Pilkey, Dr. Suess, J. K. Rowling, Jeff Kinney, Erin Hunter, Eric Carle, Cynthia Rylant, Mary Pope Osborne, Ted Arnold, Dan Gutman, and Geronimo Stilton. We have a new product from Sierra called Decision Center that allows us to keep track of the most popular authors and titles. I use this to purchase multiple copies when necessary and additional read-alike titles.

### **FAMILY PLACE and LITTLE MAKERS**

This is our fourth year as a Family Place Library. Because of construction and the relocation of Cheshire TV to the Kay Fox Room, our Family Place programming has been limited. As a Family Place Library, we partner with local family-serving agencies and professionals to help parents of young children build foundations for early learning. Research has proven that the ways adults respond to and interact with children from birth-to-five years have dramatic effects on the brain, stimulating a child's social, emotional, and intellectual development.

Little Makers is the name of our IMLS grant project. Tracy Snow is our project coordinator. She has spent that last year planning programs, offering pop-up activities, and ordering materials. Now that Cheshire TV has vacated the Kay Fox Room, she has begun to move things into the space. The first full Little Makers program will be held Saturday, August 24.

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

## Community Services Annual Report 2018-2019

### 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 2018-19, the library presented a total of 968 events to 13,198 people. Library program attendance per capita is 0.56. The number of events offered and the total number of people attending events is down by 15 and 16%. This past year, we were limited in the meeting and parking spaces, and much of our time was spent moving and removing furniture and supplies from one room to another. We did feel it was essential to continue programming, and we think that our efforts during our construction year will help us as we move into even more programming space. However, there were several annual programs such as our Astronomy Lecture series and Indie Author day that we did have to put on hold.

At many of our programs, we give out free books. We estimate that during the period we gave out 1,500 books at events such as our summer reading kickoff, Library Card Sign-Up Month, and All Hallows Read at the Monadnock Pumpkin Festival.

#### Library Sponsored Events, July 1, 2018-June 30, 2019

Age Group	Events	Attendance	Average Attendance per Program
Community Outreach Programs	33	3,501	106
Class Visits to KPL– all ages	11	177	16
Community Meals – all ages	33	349	11
Children’s Programs (birth-tweens)	334	3,821	11
Teen Programs	145	582	4
<u>Adult Programs</u>	<u>401</u>	<u>4,768</u>	<u>12</u>
<b>TOTALS</b>	<b>957</b>	<b>13,198</b>	<b>14</b>

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### GRANTS

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

- CliF (Children’s Literacy Foundation) Summer Readers Grant, for a summer book event and books for distribution.
- A health care enrollment grant from PLA for social media PR.
- A grant from ALA for a Thinking Money for Kids exhibit, which we will host during the summer of 2020.
- We partnered with the Cheshire County Conservation District on a grant, which provided funds for the seed and tool lending library.

### OUTREACH AND COMMUNITY COLLABORATIONS

During the past year, 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 and we visited all of the Keene public schools to promote our Summer Reading Program. We had booths at the Monadnock Earth Day Festival, the Keene Fall Festival, the Monadnock Pumpkin Festival, and the Reading with Ribby Night at the Keene Swamp Bats.

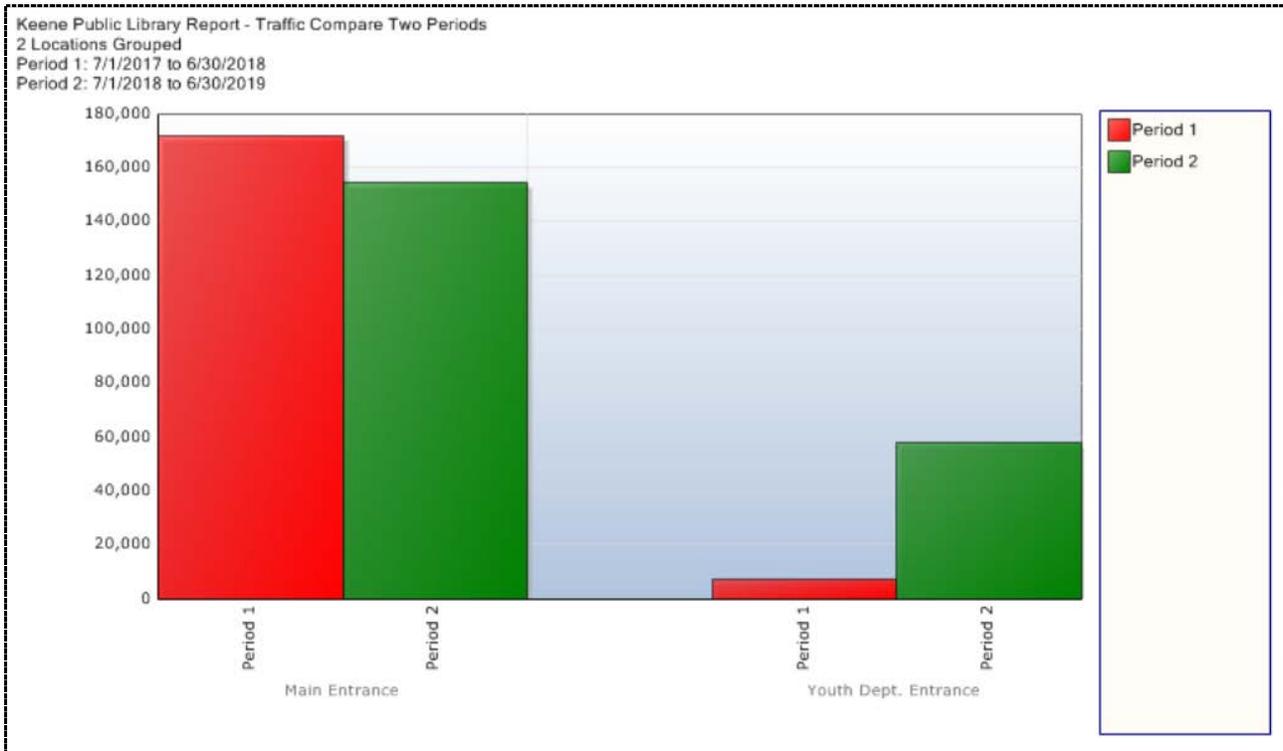
### MAKER PROGRAMS

We were pleased to open our new Kingsbury Makerspace. Equipment was provided by the Kingsburys and project funds, an award grant through Infysis, and a donation from the Corning Foundation. We have

recently developed policy and procedures for using the equipment. Jay Fee and Amy Kraemer are staffing the space so that we can provide approximately four hours of instruction and 12 hours of open hours a week.

**DOOR COUNT**

There were some periods during construction that our door counters were inoperable, but they do provide a sense of how busy the library was this past year. We had slightly fewer visitors this past year than we did the previous year. In total, there were 154,735 visitors in 2018-2019. There were 57,895 visitors to the Youth Department. This is 37% of the total number of visitors. In terms of foot traffic, our busiest hour is between 4 pm and 5 pm. Last year, the busiest day was Tuesday.



**SOCIAL MEDIA**

The library has a presence on Facebook, Twitter, Foursquare, Good Reads, Flickr, WordPress, Instagram, Pinterest, LinkedIn, and Tumblr.

On June 29, 2018, we had 2,770 Facebook fans and 2,670 followers. Our Facebook fans are 77% women and 22% for men. Currently, 22% of our fans are women between the ages of 25-34; 21.8% of are women between the ages of 35-44, and 13% are women between the ages of 45-54. Only 4% are men between the ages of 45-54.

We have 2,465 monthly Pinterest viewers. 83.7% of our viewers are female, and 5.5% of our viewers are male. 22.1% are ages 25-34, and 22.1% are ages 35-44.

**PR AND PUBLIC RELATIONS**

We subscribe to Library Aware, which we use to create and manage our PR campaigns to reach 165,450 users. Last year, we also used Library Aware to produce 428 printed materials including flyers, posters, shelf signage, pamphlets, and bookmarks, to post 4 flyers to the library catalog, to send 62 E-blasts (154,528 emails sent, 29,352 unique opens, 19.02% open rate, 3,553 clicks), to create 72 Facebook posts (255 clicks) and to upload 7 website widgets to our previous library website (8,113 views, 28 clicks).

With Library Aware, we send out monthly or bi-monthly newsletters highlighting library materials and events. Currently 3,601 active email addresses. Last year, we sent 11,448 emails, which at a 33.21 unique open rate and 3,014 clicks on links within the emails. Currently, 43% of our email readers are using mobile devices, and 57% of our readers are using desktops.

We use Library Aware to create flyers and print PR materials as well. Last year, we used Library Aware to create 569 PR pieces.

In January, we subscribed to Wowbrary, which sends out weekly emails and social media posts of new library materials. We have 68 active email readers. This weekly list is also published on our social media accounts. Last year, Wowbrary began listing new Overdrive magazines in their weekly email.

We are fortunate that the Friends of the Keene Public provided the financial support so that we could place ads on Facebook and in the Shopper News, radio announcements, an advertisement in a map printed by uaai.com, and the phone book. This year, we also ran video promotions at Keene Cinema and on Cheshire TV during December and for our summer reading programs.

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

## 2018-2019 Audio-Visual Report

This year was an exciting time for the collection. We now have a new location and new well-lit shelving. The patrons are finding it easier to locate specific items and to browse.

The Adult Audio-Visual collection currently comprises over 9% of the total library material holdings and is over 18% of the total library circulation.

The popularity of the New Hampshire Downloadable Book Consortium collection continues to grow. We had an additional 262 new users log on joining the thousand active users in circulating 30,110 titles of ebooks and audiobooks. That is a 19.14% increase over last years' circulation.

The Audio-Visual department is committed to providing our public with quality materials in a timely manner to support their entertainment and informational needs.

Format	Number of holdings	Number of circulations this year
DVDs	7209	34,891
Books on CD	2275	5181
Music CDs	1376	1729
<b>TOTAL</b>	<b>10,860</b>	<b>41,801</b>

Respectfully submitted  
Sheila Williams  
Audio-Visual Librarian

## REFERENCE STATISTICS

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	1207	1403	
INFORMATION	1818	2795	
REFERENCE	3387	1782	<u>TOTAL</u>
	6412	5980	12392

## INTERLIBRARY LOAN STATISTICS FISCAL YEAR 18 - 19

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 the eighteen months since this failure all libraries in the state that primarily relied on the state system have been trying to manually continue interlibrary loan services through email and phone requests.

On July 11<sup>th</sup> 2019 the Governor & Executive Council approved an interlibrary loan system contract with Auto-Graphics. The state library is in the process of collecting information to build the new interlibrary loan system.

Here at KPL we have tried to track our interlibrary loan requests through a very inexact manual system. In the last year we have borrowed approximately 1143 items for our patrons. We have sent 1728 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 computers. Over this past year the library's 16 internet computers were used 14,132 times. Our 2 laptops circulated 1007 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 reference librarians have taught 12 training classes.

John Johnson, Reference Librarian

## Technology Report 2018-2019

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

We migrated to the new system in late June of 2018 and have spent the year since then getting the new system properly installed and learning how to use it. Our previous system, Millennium, was also an Innovative product so a lot of it seemed familiar. The new system came with features that the old system did not have, however, and we are still working on getting some of those features up and running.

  - **Acquisitions**, a new module that will allow us to set up and track our acquisitions funds, as well as do electronic ordering and invoicing.
  - **Electronic Resource Management (ERM)** will allow us to maintain information about the vendors we get electronic resources from, keep track of licensing, and know when to pay the annual subscription fees. We can also use ERM to load records from EBSCO and other vendors into Sierra, eliminating the need for the manual process we had been using.
  - **Decision Center** generates reports that will help us with collection management (how things circulate, what to weed, etc.).
  - **Encore**, a new discovery tool that can be used along with our online catalog or instead of it. Encore provides better and different ways for patrons to find our materials.
  - **Web Access Management (WAM)** uses the Sierra system to authenticate patrons when they are logging in to online journals and other electronic resources. When a patron enters a library barcode as part of the log in process, the system checks Sierra to make sure the barcode belongs to an active patron record before allowing access to the resource. This helps us comply with the licensing agreements we have with our vendors, which require us to limit access to authorized patrons. WAM has been in use since about January of 2019 and is working well.
- **Mobile Access**

The LibraryAnywhere app was discontinued in the fall of 2018 as we anticipated using MyLibrary!, the mobile app that came with our Sierra bundle. As it turned out the Sierra app does not work in a consortial environment, which we have because we share the system with Keene State College. We heard from patrons who missed having access through a mobile app so we went back to LibraryAnywhere. It is reasonably priced, easy to administer, and well used. In lieu of the MyLibrary! app, Innovative offered us (including Keene State College) 10 free hours of online training. These training hours will be used to help staff implement and learn to use features of Sierra that we did not have with Millennium.
- **Scheduling Software**

In June 2019 the library subscribed to an online scheduling program called LibStaffer. This has made it possible for us to move from a paper system to online service desk schedules that can be viewed by staff from home as well as at work. LibStaffer also makes it much easier to create and fill desk shifts, swap shifts, and schedule time off. June was our testing month with LibStaffer, with the intent of moving completely off the paper system by early FY 2020.

- **Online Tools and Learning Resources**

Many of our online resources such as Ancestry.com, ValueLine, and Universal Class continue to be well used (see 22-Summary of Database Statistics for the statistics). Two of the resources we have subscribed to for a number of years, Chilton Online Auto Repair and the Gale Legal Forms online collection, showed steadily declining usage so we made the decision to discontinue both of them.

- **Staff and Patron Technology Training**

- The construction project necessitated a lot of moving around of both staff and patron computer stations, so that was a priority during a good part of FY 2019. For example, while the main adult area of the library was being recarpeted we set up six adult internet computers in one of the front reading rooms and had a temporary reference desk in the other reading room along with the public printer. The circulation desk computers were temporarily set up in the front hallway at one point. The city's IT department was a huge help to library staff as we figured out ways to continue services to our patrons with as little disruption as possible.
- Library staff continued to provide on-the-spot assistance and one-on-one appointments for patrons needing help with a variety of computer-related issues and help with using our downloadable books.
- We did a group staff training session on LibStaffer, which we found was a great way – and fun! – to get everyone up to speed on the new system.
- Two staff members attended the Innovative Users Group annual conference in May 2019 (again, generously supported by the Trustees). The conference is always a great source of information, was especially beneficial this year as we had been on Sierra for several months, and went with a lot of questions.

Submitted by Cary Jardine, Digital Services Librarian

## **Technical Services Annual Report 2018-19**

During fiscal year 2018-19 Technical Services, in most senses, continued to perform those same duties that it has been for many years, and in the same fashion. As anticipated and reported last year, we did undergo some staffing changes.

Judith Koopman, collection development and cataloging librarian, retired and her duties were distributed between Tammy Parrott and Jenna Henderson. Tammy is selecting materials for the adult fiction and nonfiction collections and Jenna is cataloging all materials in the collection with the exception of Audio Visual. Peggy Thornton, Technical Services Library Aide and Circulation Library Aide, also resigned. Jenna also assumed the duties that Peggy performed in Technical services, until it was possible to transition a new person into that role. Cindy Brewster is now in that dual role, Technical Services Library Aide and Circulation Library Aide, as was Peggy.

Additionally, Shelia Williams submitted her resignation, with her final day being at the end of July. Anticipating this change in status and her desire to return in a part-time AV collection development and cataloging role, we have made some adjustments. Since her part-time hours will be focused in Technical Services, the adjustments have been minor – primarily we are focusing backup and cross training. Other adjustments have been to move the rest of the acquisitions tasks to Sean Wiley, administrative assistant, and increased hours for Jenna Henderson.

The Technical Services department is now made up of entirely part-time staff members except for Tammy Parrott.

This year we began the groundwork to automate selection and ordering. Our ILS supports ordering material directly from an acquisitions module within Sierra, as did Millennium. While Keene State had been using the previous acquisitions module, we had not. The required back-end work has begun and, when completed, will eliminate two steps in our current processes, freeing up staff time for other tasks. Finally, we will have the ability to produce regular reports on the status of the individual materials budgets (expenditures, encumbered funds, and available balance) and the percentage of budget remaining.

Although we were not able to finish set-up on the back end, the needed Sierra modules will be activated within the first quarter of this fiscal year to allow the work to be finished. In order to have accurate figures at year-end, Sean Wiley is tracking expenditures for bulk entry.

We look forward to a year of consolidation of efforts, cross-training to ensure depth of skills, and creating added value for patrons.

Submitted by Tammy Parrott, Assistant Director

**KEENE PUBLIC LIBRARY**  
**July 2017 - June 2018**  
**Statistical Report**

*Population Served* 23,419

*Total number of active borrowers*

Cards as of 6/30/17 19,116

Adult resident cards	10,269
Adult non-resident cards	1,647
Youth resident cards	3,321
Youth non-resident cards	643
Business/Organizations	140
KPL Outreach	25
Staff & Other Libraries	422
KPL Patron Archive	1,077

*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)

*Total weekly library staff hours:* 653

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

*Average weekly volunteer hours:* 7.2

**Meeting Room Usage 2017-2018**

City Staff Department Use (Other than Library Personnel)	9 Events	104 Participants
Library Staff, Trustees and Friends Use	181 Events	1,374 Participants
<b>TOTAL OUTSIDE GROUPS AND ORGANIZATIONS</b>	<b>392 Events</b>	<b>2,304 Participants</b>

(of these, 137 events and 207 participants were classified as Tutoring Groups)

There were 72 Unique Outside Organizations who used Library space.

Except for Cheshire TV and Rotary, the use of Heberton Hall was for all intents and purposes was limited to Library programs during this past year. This accounts for the great discrepancy in numbers from previous years.

Also, it should be noted that there was a great increase in the Library use of room space for programs that included Summer meals every day for a two month period, and use of the Kay Fox Room by Cheshire TV for a great part of the year. Construction necessarily impeded much availability of space for community use.

People requesting space that we could not accommodate were directed to Parks and Rec, the facility room at the Ice Arena, Bentley Commons, and other low-cost community spaces. Repeatedly we heard that community members anxious to resume their use of library space and anticipating the new addition.

Meeting room statistics  
Respectfully submitted by  
Colleen Swider

## KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- July 2018-June 2019

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
<b>Adult</b>													
fiction	4939	2756	2838	3128	2991	2881	3442	2995	3316	3311	3277	3293	39167
nonfiction	1807	823	1063	1496	1429	1498	1835	1606	1681	1651	1601	1395	17885
books on CD	485	485	450	497	391	363	414	383	428	425	441	419	5181
magazines	254	277	120	167	161	166	386	228	222	249	231	298	2759
music	139	107	103	217	222	240	143	119	104	130	96	109	1729
DVDs	3019	3197	2477	2628	2818	3004	3317	3005	3297	2864	2811	2454	34891
<b>Youth</b>													
fiction	3620	3775	3005	3398	3062	2650	3576	3098	3579	3254	2891	3552	39460
nonfiction	499	703	645	715	562	483	721	545	840	637	653	470	7473
CD/cassette/playaway	150	218	99	130	114	144	116	167	153	81	133	135	1640
magazines	15	19	18	17	10	10	9	9	12	6	4	13	142
music	29	38	61	46	38	48	44	25	29	22	29	60	469
DVD/VHS/launch/views	859	1107	849	954	1074	774	833	827	853	844	744	804	10522
gaming	81	76	56	40	76	68	53	89	59	73	49	76	7965
<b>Young Adult</b>													
fiction	648	207	345	451	408	330	326	296	395	453	390	417	4666
nonfiction	19	8	15	13	18	15	24	17	14	8	9	19	179
CD/playaway	11	4	8	3	9	6	9	4	8	7	10	6	85
magazines	3	8	3	2	4	2	4	7	5	1	2	1	42
DVDs	369	208	214	426	330	256	337	319	352	413	364	278	3866
gaming	18	7	5	8	10	29	19	13	11	18	12	17	167
electronic books	1119	1107	1052	1015	1006	1128	1088	1112	1099	1007	1006	1018	12757
downloadable audio bks	1440	1538	1447	1468	1357	1346	1425	1293	1485	1518	1554	1596	17467
laptops	46	49	42	37	24	27	21	27	16	24	22	23	358
equipment	2	0	0	2	1	0	0	0	0	0	3	5	13
interlibrary loan	69	130	84	111	90	68	66	124	103	110	94	94	1143
museum passes	219	243	105	95	106	140	117	134	182	192	114	138	1785
renewals	3725	2163	1764	2146	1913	1892	2083	1895	2172	2033	1910	1834	25530
<b>TOTAL</b>	<b>23584</b>	<b>19253</b>	<b>16868</b>	<b>19210</b>	<b>18224</b>	<b>17568</b>	<b>20408</b>	<b>18337</b>	<b>20415</b>	<b>19331</b>	<b>18450</b>	<b>18524</b>	<b>230172</b>

<b>COMPARATIVE CIRCULATION STATISTICS</b>			
<b>July 2015 - June 2018</b>			
	<u>7/16-6/17</u>	<u>7/17-6/18</u>	<u>7/18-6/19</u>
Adult Fiction	44,872	42,909	39,167
Adult Non-Fiction	23,464	20,731	17,885
<b><u>Total Adult Book</u></b>	<b><u>68,336</u></b>	<b><u>63,640</u></b>	<b><u>57,052</u></b>
Juvenile & YA Fiction	51,706	48,913	44,126
Juvenile & YA Non-Fiction	9,009	7,785	7,652
<b><u>Total Juvenile &amp; YA Book</u></b>	<b><u>60,715</u></b>	<b><u>56,698</u></b>	<b><u>51,778</u></b>
<b><u>TOTAL BOOK</u></b>	<b><u>129,051</u></b>	<b><u>120,338</u></b>	<b><u>108,830</u></b>
Adult Magazines	3,457	3,027	2,759
Juvenile & YA Magazines	435	289	184
<b><u>TOTAL MAGAZINES</u></b>	<b><u>3,892</u></b>	<b><u>3,316</u></b>	<b><u>2,943</u></b>
Adult Books on CD	7,753	6,417	5,181
Juvenile & YA Books on CD & Playaway	2,227	1,867	1,725
Adult DVDs	39,529	35,989	34,891
Juv. & YA DVDs, Videos & Playaway Views	18,815	18,123	14,388
Adult Music CDs	2,572	2,234	1,729
Juvenile & YA Music CDs	416	413	554
<b><u>TOTAL AV</u></b>	<b><u>71,312</u></b>	<b><u>65,043</u></b>	<b><u>58,468</u></b>
Renewals	30,180	29,909	25,530
Museum Passes	1,882	2,024	1,785
Laptops	352	640	358
Interlibrary Loan	1,375	1,356	1,143
Equipment & Gaming	2,642	1,429	976
<b><u>TOTAL OTHER</u></b>	<b><u>36,431</u></b>	<b><u>35,358</u></b>	<b><u>29,792</u></b>
Downloadable Audiobooks	11,522	13,743	17,467
Downloadable Ebooks	9,888	11,529	12,757
<b><u>TOTAL DOWNLOADABLES</u></b>	<b><u>21,410</u></b>	<b><u>25,272</u></b>	<b><u>30,224</u></b>
<b><u>GRAND TOTAL CIRCULATION</u></b>	<b><u>262,096</u></b>	<b><u>249,327</u></b>	<b><u>230,257</u></b>

## SUMMARY OF DATABASE AND OTHER ELECTRONIC RESOURCE STATISTICS

### July 1, 2018-June 30, 2019

Two databases have been discontinued due to decreasing usage statistics: Chilton's Online Auto Repair Manuals, and the Gale Legal Forms database.

- KPL website**    164,386 page views    117, 768 unique page views  
 Top ten most visited pages include (in descending order): [Library Resources](#); [Library Card information](#); [Calendar of Events](#); [About the Library](#); [E-reading and Listening](#); [Kids & Teens](#); [Vital Records](#); [New Title Lists](#); [Museum Pass information](#); [Hours/Holidays](#)
- LibAnywhere** (library mobile app) 283 users from September 2018-June 2019  
 The app we'd hoped to get as part of our migration to Sierra turned out not to work for our combined KPL/KSC library system so we went back to LibAnywhere, the app we'd been using previously. We had several requests for an app and those patrons who had used LibAnywhere said they liked it, so we chose to go back to it. We resubscribed in September 2018. Numbers are lower than in previous years and there are a couple of reasons for that. We dropped the app for a few months in anticipation of the new Sierra app, which probably lost us some users. More significantly, our new website is extremely mobile-friendly so fewer users are looking for a stand-alone library app. Because LibAnywhere is a fairly inexpensive option (\$300 for a year) we will continue with it and keep an eye on usage.
- Ancestry.com**

				
<h2 style="color: green;">Database Activity Summary</h2>				
<b>Time Frame - Jul 2018 to Jun 2019</b>				
<b>Client 7569 - KEENE PUBLIC LIBRARY</b>				
Searches	Database	Citation Image	Text	Total
6452	Ancestry Library Edition all databases	1489	4808	6297
<b>6452</b>	<b>Grand Total</b>	<b>1489</b>	<b>4808</b>	<b>6297</b>
<b>6452 Total Unique Searches (Search Button Pressed)</b>				

- **Biblioboard** 51 record views; 87 successful title requests
- **EBSCO databases**

Database	Database Sessions	Total Searches	Total Requests	Total Full-Text Requests	Abstract Requests
AHFS Consumer Medication Information	2	14	0	0	0
Academic Search Premier	137	207	136	109	27
American Heritage Children's Dictionary	11	20	0	0	0
Associated Press Video Collection	121	286	7	7	0
Business Source Premier	80	116	71	55	16
Consumer Health Complete	20	31	78	31	47
ERIC	42	130	17	0	14
Flipster	51	79	34	34	0
Funk & Wagnalls New World Encyclopedia	50	144	6	4	2
GreenFILE	33	104	1	0	1
Health Source - Consumer Edition	46	148	36	24	12
Image Collection	235	723	8	0	8
Image Quick View Collection	4	4	4	4	0
Library, Information Science & Technology	173	320	212	0	33
MAS Ultra - School Edition	50	142	78	52	26
Marketline Company Profiles Authority	39	113	0	0	0
MasterFILE Premier	254	643	764	443	317
Middle Search Plus	56	168	84	70	14
Newspaper Source	56	166	59	30	29
Novelist	5	14	9	0	8
Novelist K-8	2	2	2	0	2
Novelist Plus	123	400	421	0	382
Primary Search	60	182	34	26	8
Professional Development Collection	41	124	29	20	9
Regional Business News	33	105	11	4	7
Salud en Espanol	11	20	0	0	0
TOPICsearch	52	163	1	1	0
Topic Overviews K-5	11	21	2	2	0

- **Filipster magazines** 35 online views

- **Gale Virtual Reference Library**

Product Description	Inside Remote	Sessions	Full Text Retrievals	Retrievals	Searches	Turn-Aways
<b>Gale Virtual Reference Library</b>	Remote	33	41	41	42	0
	Inside	12	15	15	11	0
	<b>Summary</b>	21	26	26	31	0
<b>Summary</b>		<b>33</b>	<b>41</b>	<b>41</b>	<b>42</b>	<b>0</b>

- **Learning Express Library**

**Report: LearningExpress Library 3.0 Detailed Usage Report**

**Account:** Institutional Sale

**Institution:** Keene Public Library

**Date range:** 7/1/2018 to 6/30/2019

**Report Description**

This report provides usage statistics at the institutional level on the number of sessions started; user registrations; page hits on the Main Homepage, Center Homepage, Login, Registration, My Center, Guidance, Help, Index, Resources, Search, Video Guide, and Administrator page; number of individual resources added to user accounts, including tests, tutorials, computer courses, and eBooks; and total number of resources.

**Report Description**

Institution Name	Sessions	Registrations	Page Hits	# of Tests	# of Tutorials	# of Computer Courses	# of eBooks	Total # of Resources
Totals	33	16	268	27	2	0	14	43
Keene Public Library	33	16	268	27	2	0	14	43

Report Date: 8/1/2019

Page 1 of 1

- **Mango Languages** 947 total sessions; 642 mobile sessions; 12.63 average learning time (minutes)
- **New York Times (online version)** 1996 on-site (in library) sessions; 89 off-site log-ins
- **OverDrive (NH Downloadable Books)**
  - Ebook checkouts 12757; 19% increase in usage over last year
  - Audiobook checkouts 17467; 17% increase in usage over last year
- **Safari Tech Books Online** 68 sessions; 111 (book) sections viewed

- **Teen Book Cloud** 35 book views
- **Tumblebooks** 1088 book views
- **Tumblebook Cloud Jr.** 96 book views
- **Audiobook Cloud** 571 book views
- **Tutor.com** Live sessions: 12 Skills Center usage: 1
- **Universal Class**



- **ValueLine** 2561 log ins; 22,995 searches; 6783 document downloads

2018-19 Acquisition & Holdings Statistics		
New items added 7/01/2018 - 6/30/2019		TOTAL HOLDINGS
<b>BOOKS</b>	<b>ITEMS ADDED</b>	<b>TOTAL BOOKS (PRINT)</b>
Adult (incl. pbk)	2255	66223
Juvenile	2209	42458
Pamphlets	0	212
Young Adult	325	8238
<b>TOTAL</b>	<b>4789</b>	<b>117131</b>
<b>ADULT AUDIOVISUAL</b>	<b>ITEMS ADDED</b>	<b>TOTAL AV HOLDINGS</b>
DVDS	482	7619
Books on CD	92	2241
Music CDs	8	1406
<b>TOTAL</b>	<b>582</b>	<b>11266</b>
<b>YOUTH</b>	<b>ITEMS ADDED</b>	
DVDs	130	2819
Books on cassette	0	3
Books on CD	14	838
Music CDs	4	431
Puzzles & Games	11	115
Video games	6	237
Playaways	70	489
Playaway views	11	87
Launch pads	3	46
<b>TOTAL</b>	<b>249</b>	<b>5065</b>
<b>YA A/V</b>	<b>ITEMS ADDED</b>	<b>TOTAL YA A/V</b>
DVDs	110	1245
Books on CD	1	176
Playaways	14	89
Videogames	14	118
<b>TOTAL</b>	<b>132</b>	<b>1628</b>
Books	4789	117131
Adult AV	582	11266
Youth AV	249	5065
YA AV	132	1628
<b>TOTAL ITEMS ADDED</b>	<b>5752</b>	<b>TOTAL HOLDINGS: 135090</b>

## **A partial Inventory of items to be placed in the Keene Public Library Time Capsule**

- 1) Jeff Newcomer's photos, photos on a CD, and description of his photo techniques
- 2) From Paul, Sussan and Alex Henkel: Copy of the dedication ceremony for the Keene Public Library, 1999; Copy of the 2009 dedication of the Library's landscaping; Vintage postcard of the Library From Lynn Simington; Circular slide rule (with instructions); Lisa K. Henkel Award for Excellence in Inclusion; History of the Keene Public Library, by Susan Peery
- 3) Mascoma Bank Brochure
- 4) Keene State College 2018 yearbook
- 5) From the Mayor's office: a "Wolf" design tee shirt from the Mountain company.
- 6) From Yankee Publications: almanac and calendar.
- 7) DVD of documentary: "*Here Am I, Send Me: The Journey of Jonathan Daniels*," by Larry Benaquist and Bill Sullivan.
- 8) Book on the Walldogs mural project.
- 9) Coloring book of Keene scenes.
- 10) 2018 Keene High School Yearbook
- 11) Keene Middle School 2018 yearbook, student letters included.
- 12) "Keene Citizens Guide to the City Budget."
- 13) Keene Lions Club information from Walter Mess, and bell from Chuck Redfern.
- 14) Sealed letter from Historical Society of Cheshire County Director, Alan Rumrill.
- 15) A map of the Keene Bike Trails. A map of local mountain biking trails.
- 16) A map of Keene, focusing on local businesses from Mark Rebillard.
- 17) A pair of ceremonial safety glasses for viewing the Aug. 21, 2019 solar eclipse, and article.
- 18) A promotional card for the "Greatest Showman" event, Heberton Hall.
- 19) From Ryan Owens, Monadnock Conservancy informational packet.
- 20) Keene Chamber of Commerce information.
- 21) Note and information from Eleanor Wall.
- 22) From Ernest Hebert: A letter to his grandson Zeno Ryan and copy of his book of poetry.
- 23) A photograph of the Keene City Council, the Mayor, the City Clerk and the City Manager
- 24) Capital Campaign brochure of the Keene Public Library and newspaper clippings.
- 25) Various articles on current events.
- 26) Book *The Four*, by Scott Galloway.
- 27) Article from the "Keene Sentinel," June 3, 2018, on the Time Capsule.
- 28) Southwest Region Planning Committee 2015 booklet on plans for the future.
- 29) A letter to future library patrons from City Attorney Thomas P. Mullins
- 30) New Hampshire Daughters of the American Revolution membership pin.
- 31) Poem by Jeff Staples entitled "Talking Stick."
- 32) A Monadnock Family Services stress ball.
- 33) C&S Wholesale Grocers information packet.
- 34) *The Land Between: A Celebration of the Ashuelot River and Its Park.*
- 35) Keene Library Maple Tree: Commemorative pieces by The Monadnock Wood Turners.
- 36) 2007 Calendar, featuring the Keene Public Library.
- 37) Historical Society of Cheshire County; the Bruder House dedication newsletter.
- 38) Menus of *The Pub* and *The Stage*, restaurants in Keene.
- 39) Ernest Hebert, dedication addresses, for 6/23/19; 4/22/14
- 40) Keene Public Library budget; the 2019-2020 "Citizen's Budget Guide for the City of Keene."
- 41) Two sheets of United States Postal Service Commemorative stamps, commemorating the completion of the transcontinental railroad.
- 42) Friends of the Keene Public Library; letter to "Custodians of the Future," June, 2019.

- 43) Wood turnings—three photos from the Sugar Maple tree which was removed from the library grounds in December 2017.
- 44) *The Walldogs* murals project memorabilia.
- 45) Photographs of the sixteen *Walldogs* murals on a CD-ROM, taken by Jeffrey Newcomer.
- 46) Mayor Kendall Lane’s remarks made at the dedication of the Keene Public Library, June 23, 2019.
- 47) PC Connection annual report and public relations packet.
- 48) Annual report and magazine from Dartmouth-Hitchcock Clinic, with letter.
- 49) “Zombie Beatdown” band; posters, letter.
- 50) Letter from nine-year old Avery Vestal which includes her observations regarding the dedication of the Keene Public Library, 2019. Avery is the daughter of Trustee Kathleen Packard.
- 51) New Hampshire Senate resolution, commemorating the dedication of the expansion of the Keene Public Library; June, 2019.
- 52) CD-ROM of photographs of the Keene Public Library dedication ceremony, taken by Steve Hooper.
- 53) From Mayor Aaron Lipsky; letter plus a publication, “Extraordinary Women.”
- 54) “Reflections,” a five DVD collection of documentaries on local history.
- 55) A 3-D printer printing of the Keene Public Library logo.
- 56) Copy of the Robert Frost poem, “The Black Cottage.”
- 57) Article from *The Keene Sentinel*, “Message to the Future,” on the meaning of the Keene Public Library time capsule.
- 58) Article from *The Keene Sentinel*, on the history of the Keene Public Library, June 22, 2019, written by Steve Gilbert.
- 59) Article from *The Keene Sentinel*, on “Four on the Fourth” footrace, held on the Fourth of July. Published July 5, 2019.
- 60) Engraved metal plates having the names and birth dates of the Rob Thierren and John Black families.
- 61) Letter from Library Director Nancy Vincent
- 62) Disc containing pictures from the celebration opening the renovated Library June 23 2019

# The Next Chapter

## Celebrating the Partnership

of  
The City of Keene  
Keene Public Library Board of Trustees  
The Friends of Keene Public Library  
and  
The Community



## Grand Opening and Dedication

### Keene Public Library

*Library Director, Nancy Vincent*

**Sunday, June 23 2019**

## Dedication Activities

2:00 Ribbon Cutting—Gallup Porch

2:15 Dedication and Thanks—Heberton Hall

*Opening/Welcome*—Kendall Lane, Mayor

*A Message from the Trustees*—Nat Stout, President

*A Message from the Friends of KPL*—Jill Cielinski, President

*Thank You to Donors*—Judy Putnam and Alfrida Englund,

Co-Chairs, Next Chapter Capital Campaign

*Address*—Ernest Hebert, Professor of English, Author,

Honorary Chair, Next Chapter Campaign

*Closing Remarks*—Mayor Lane

3:00 Tours begin on the quarter hour

**Ongoing, beginning at 3:00**

Putnam Atrium: Monadnock Grows Together, Seed & Garden

Tool Library

West St. Lobby: Time capsule display; art objects from Library trees

Youth Dept: Summer Reading sign-up; Little Maker activities

Timken Teen Space: Rubik's Cube mosaic; green screen photo booth

## Performances

### Cohen Hall

3:00 Virginia Eskin, piano

3:30 The Edge Ensemble

Kim Dupuis, Director

Dannien Licata, Actor

Kenzie Yelin, Actor

4:00 MoCo Arts Students

Reagan Messer, Director

4:30 The Elm City

Saxophone Quartet

Justin Pekey, alto and soprano

Jason Koerber, alto

Bruce Elliot, tenor

Jeff Vain, baritone

5:00 Monadnock International

Film Festival

Diana Costello, Exec. Director

*Somewhere in July*, a film by

Laina Barakat

### Putnam Atrium

3:00 The Fireside Winds

Julie Armstrong, flute

Susan Henkel, oboe

Mary Seaver, clarinet

### Gallup-Minard Courtyard

5:30 Cecilia Ensemble

Esher Rhodes, Director

Grand Monadnock Youth

Choirs

*Hearing assistance generously donated by Keene Lions Club.*

