

KEENE PUBLIC LIBRARY
BOARD OF TRUSTEES ANNUAL MEETING
Tuesday, August 27, 2024 at 5:30 P.M.

AGENDA

1. Call to order
2. Approval of the August 22, 2023 Annual Meeting minutes (page 2)
3. Annual Reports
 - a. President's Report (page 4)
 - b. Treasurer's Reports
 - Primary Account Expenditures (page 5)
 - Encumbered & Restricted Funds (page 6)
 - Donations & Distributions (page 7)
 - Portfolio Changes (page 8)
 - Trustee Budget (page 9)
 - c. Finance (page 10)
 - d. Overview of Finances for Next Fiscal Year (page 12)
 - d. Building and Grounds (page 14)
 - e. Policy (page 16)
 - f. Fine Arts (page 18)
 - g. Community Outreach (page 19)
 - h. Long Range Planning Committee (page 21)
 - i. Friends of the Keene Public Library (page 22)
 - j. Liaison to the Friends (page 24)
 - j. Horatio Colony Museum (page 25)
 - k. Nominating Committee (page 26)
 - l. Director's Report (page 27)
 - m. Staff Reports
 - Youth Dept. (page 30)
 - Community Services (page 31)
 - Programming (page 32)
 - System Administration (page 33)
 - Reference and Adult Collection Development (page 35)
 - Library Displays (page 37)
 - Library Volunteers (page 38)
 - Meeting Room Usage (page 39)
 - n. Statistical Reports
 - Library Statistics (page 40)
 - Electronic Resources (page 41)
 - Acquisitions (page 42)
 - Programs (page 43)
 - Circulation (page 44)
4. Adjournment

Minutes of the Keene Public Library Trustees' Annual Meeting
Tuesday, August 23, 2023 5:00 pm The Miller-Vincent Room

Present: Bill Stroup, Paul Henkel, Kathleen Packard, Ritu jBudakoti, Yves Gakunde,. Jane Pitts, Judy Putnam, Trustees; Marti Fiske, Library Director; Bobby Williams, City Council Liaison.

President Bill Stroup welcomed everyone to the Annual Meeting.

It was moved (Yves G) and seconded that the minutes of the August, 2022 Annual Meeting be approved. The motion passed unanimously.

Bill invited the person responsible for each section of the Annual Report to make any comments.

On the Treasurer's reports, Judy noted that the current value column of the Portfolio Changes, page 11 had been left off the report, and said that Sean had resent the page and corrected the report.

Buildings and Grounds: on a question from Yves, Marti noted that the installation of a fan in the equipment closet in Heberton Hall has helped to cool the equipment somewhat, but it should be cooler yet. Cohen hall has air conditioning, and did not have a fan installed in the AV room. The situation is complicated: air conditioning in the room helps, but when the room is not in use, everything is turned off. The temperature in both closets is monitored, and the situation is under review.

Policy: Kathleen noted that numerous policies were created, reviewed, or rewritten and accepted this year.

Fine Arts: Judy showed the Trustees one of the three watercolors by Dorinda Jarrest that Trevor Price's daughter, Sharon Price Aadelen, has donated to the Library. It is a sketch of the 1980 addition viewed from Winter Street. The painting was commissioned as a gift to Mr. Price who was the President of the Trustees at that time and oversaw the building project.

Outreach: Ritu said that with staff changes coming up, the work of this committee may see significant change. Staff and committee members are very involved in outreach events, an impressive list of which is included in the Annual Report.

The question was raised of whether committees may have non-trustee members. Some already do. Kathleen suggested it would be appropriate to review policy and by-laws, and if this is not mentioned, it should be made clear that it's OK to do so, and should outline any guidelines that may be appropriate.

Long Range Planning: Marti noted that the long-range planning was a successful project with the combined forces of Staff, Trustees and citizen volunteers on the committee. Non-library

volunteers, Susan Mathews and Leatrice Oram, brought expertise to the committee and were very important participants.

Nominating Committee: Since we don't yet have a nominee for secretary, it was moved by Judy, and seconded by Yves, that we nominate Bill Stroup, President; Kathleen Packard, Vice President; and Jane Pitts, Treasurer. The motion passed unanimously.

In the absence of a "full time" secretary, Kathleen suggested that we assign Trustees to act as secretary for the next four Trustee meetings. The following was agreed: August and September, Judy Putnam, October, Paul Henkel; November, Yves Gakunde, and December, Ritu Budakoti.

Director's Report: Marti made special note of her appreciation of the support the Friends give to the Library, and mentioned that the combined support of the Trustees and the Friends means that 5% of the Library budget is funded outside of the City budget, by non-tax payer dollars.

Bill noted that there are five pages of statistics at the end of the annual report.

Paul Henkel moved, and Jane Pitts seconded, that we accept the 2022-2023 Annual Report. The motion passed unanimously.

Respectfully submitted,

Judy Putnam
Acting Secretary

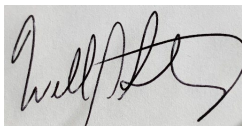
President's Report for the Keene Public Library's Annual Report, 2024.

A major theme for this year's annual report is "partnerships." The Library's strategic plan recognizes the need to adapt to the needs of our community, from the kinds of materials available in our collections, to the best and most inclusive ways of using our spaces, to recognizing the groups and organizations with which we can best collaborate. As you read this report with its details from Trustee subcommittees, from Staff in all of the Library's departments, and of data that captures the wide numbers of patrons served in the Library's various capacities, the story that emerges is one that combines consistency and innovation.

The Library's expanded spaces opened just before Covid, and it has been a personal joy for me as well as a community asset for our City to see how these resources have come to be used by our community, and this report includes many examples of this. Another partnership from the past year that helped our region was our agreement to make materials available to patrons of the Mount Ceasar Union Library during the period of their structurally mandated closure. In this year in which we celebrated 125 years of service at this address on West Street we were reminded of the many times in which the Library has needed help (such as the 1918 influenza epidemic and the 1938 hurricane) and received it both from the City of Keene and the wider region.

Last autumn, the Keene Public Library launched a new Outdoor Gear Library in partnership with the Cheshire County Conservation District (CCCD) and Monadnock Outdoors to encourage and foster connections to nature and improve community well-being. The groups worked together to choose items, considering durability, expense, and ease of transport, storage, and maintenance. The collection of 69 items includes folding kayaks, inflatable paddleboards, fishing gear, tents, hiking poles, snowshoes and more. Cheshire Medical Center's Healthy Monadnock Alliance granted nearly \$10,000 to make the outdoor gear available for free loan to any resident of Cheshire County. The Outdoor Gear Library was the third collaboration with the Cheshire County Conservation District. Keene Public Library also hosts a Garden Tool Library and Seed Library available for free to any Cheshire County resident. Each spring the Library encourages borrowers to grow extra rows for donation to The Community Kitchen. Library programs include several gardening and food sustainability programs each year featuring area gardening experts. The Conservation District continues to fund the purchase of seeds with an annual grant of \$2,500.

As you read this report (whether it is before the Annual Meeting or in the future) notice how many partnerships come up, help us think of new ones for the coming years, and join me in appreciation of the energy and professionalism of our staff and of the very special partnerships between the Library Trustees, the Friends of the Keene Public Library, and the City of Keene that fosters such best practices in a 21st century library in support of our community.



Dr. William Stroup

Chair, Keene Public Library Board of Trustees

Annual Report

Keene Public Library Trustees

July 1, 2023 - June 30, 2024

Opening Balance **\$ 36,216.07**

Income

Gifts:

General Library Support	\$	700.00
Memorial Gifts	\$	1,050.00
For Books (including Rotary Bookshelf)	\$	200.00
Summer Lunches Program	\$	1,860.00
Lipsky Book Fund	\$	325.00
Thomas P. Wright Fund	\$	1,000.00

Grants:

CCCD Monadnock Grows	\$	5,000.00
C&S Grocers	\$	500.00
Space Science Institute	\$	999.81

Distributions:

Lichman Trust	\$	250.00
NHCF Endowment	\$	6,068.11

FKPL Reimbursement	\$	10,263.74
Investment Income	\$	17,463.94
Money Market Dividends	\$	1,721.83

Total Income **\$ 47,402.43**

Expenses

General Library Support	\$	4,354.93
Trustee Supported Projects	\$	17,191.78
Fine Arts	\$	2,078.00
Buildings & Grounds	\$	1,524.95
Director's Discretionary	\$	1,995.68
Staff Development	\$	3,693.85
NHLTA	\$	1,035.00
Outreach	\$	687.87
Summer Lunches	\$	279.24
Miscellaneous	\$	59.88
FKPL Expenses	\$	10,263.74
Lipsky Gifts to Restricted Fund	\$	325.00

Grant expenditures:

CCCD Monadnock Grows	\$	2,579.62
C&S Grocers	\$	500.00
Space Science Institute	\$	159.05

Total Expenses **\$ 46,728.59**

Closing Balance **\$ 36,889.91**

Encumbered and Restricted Funds

Keene Public Library Trustees
7/1/2023 to 6/30/2024

Gift Encumbered balances	Balance 7/1/23	Received	Expended	Balance 6/30/24
Unrestricted Gifts				
Phil Faulkner Bequest	\$8,330.44		-\$4,500.00 *	\$3,830.44
Jeanne Parsons Memorial Gift	\$0.00	\$1,000.00	-\$1,000.00 **	\$0.00
Haley Memorial Gift	\$10,000.00		-\$10,000.00 ***	\$0.00
Other unrestricted gifts	\$10,881.84	\$750.00	-\$10,327.17	\$1,304.67
Total:				\$5,135.11
Restricted Gifts				
Hanna Fund (Green,Price Rooms)	\$1,265.45		\$0.00	\$1,265.45
Fox Memorial (Kay Fox Room)	\$1,004.00		\$0.00	\$1,004.00
Thomas P. Wright Fund (Wright Room)	\$0.00	\$1,000.00	\$0.00	\$1,000.00
Lichman Trust Distribution (Books on Politics, Religion)	\$136.02	\$250.00	-\$386.02	\$0.00
For Books (including Rotary Bookshelf)	\$1,300.00	\$200.00	-\$1,500.00	\$0.00
For Summer Lunches Program	\$0.00	\$1,860.00	-\$279.24	\$1,580.76
For Makerspace	\$100.00		\$0.00	\$100.00
From the sale of "KPL History Book"	\$274.31		-\$274.31	\$0.00
Millenium Clock Fund	\$100.00		-\$100.00	\$0.00
Dollars for Doers	\$153.72		-\$153.72	\$0.00
Total:				\$4,950.21
Trustee Encumbered balances	Balance 6/30/23	Encumbered in Budget	Expended	Balance 6/26/24
For Outreach Programming	\$6,096.75	\$0.00	-\$687.87	\$5,408.88
For Staff Development	\$7,768.30	\$3,500.00	-\$3,693.85	\$7,574.45
For Strategic Planning	\$3,418.66	\$750.00	\$0.00	\$4,168.66
For Maintenance Reserve	\$4,940.52	\$500.00	\$0.00	\$5,440.52
Total:				\$22,592.51
Grants	Balance 6/30/23	Received	Expended	Balance 6/26/24
C&S Grocers (Summer Lunch Program)	\$0.00	\$500.00	-\$500.00	\$0.00
CCCD (Cheshire County Conservation District) Monadnock Grows	-\$1,071.57	\$5,000.00	-\$2,579.62	\$1,348.81
Space Science Institute	\$0.00	\$999.81	-\$159.05 ~	\$0.00
Total:				\$1,348.81
Total Encumbered:				\$34,026.64

* DEI Analysis

** Seth Thomas Regulator Clock Restoration

*** 70 new chairs for Heberton Hall

~ No running balance. This is a reimbursement grant.

Gifts, Grants, and Distributions to the Keene Public Library

Keene Public Library Trustees

July 1, 2023 - June 30, 2024

Gifts for General Library Support:

Jonathan M. Bloom and Sheila S. Blair	\$500.00	
Alex and Coleen Kossakoski	\$100.00	
Cooper Warren	\$50.00	
Jon Warren	\$50.00	

Gift for the Wright Reading Room:

Thomas P. Wright Fund	\$1,000.00	
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Gift in Memory of Roupen Baker:

Steven and Diane Bacon	\$50.00	
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Gift in Memory of Jeanne Parsons:

Estate of Jeanne Parsons	\$1,000.00	
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Gift to Keene Rotary Bookshelf program:

Peter Hansel	\$50.00	
Charles A Prigge	\$50.00	
Cameron Tease	\$50.00	
Louise Zerba	\$50.00	

Gifts to Lipsky Book Fund

Aaron Lipsky	\$25.00	
Dorothy and Nelson Saks	\$300.00	

Gifts to the Summer Lunch Program:

Lou-Anne Beauregard	\$360.00	
Paul and Sussan Henkel	\$500.00	
Keene Elm City Rotary Club	\$1,000.00	\$5,135.00

Grants Received:

CCCD Monadnock Grows	\$5,000.00	
C&S Grocers	\$500.00	
Space Science Institute	\$999.81	\$6,499.81

Distribution from Jacob Lichman Trust	\$250.00	
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Distribution from NH Charitable Endowment Fund:	\$6,068.11	\$6,318.11
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Total Gifts, Grants, and Distributions received: \$17,952.92

Portfolio Changes

Keene Public Library Trustees

July 1, 2023 - June 30, 2024

SUMMARY OF ACCOUNTS:

	7/1/23	6/30/24
Investment Account		
Mutual Funds	\$343,178.21	\$371,781.87
Cash	\$2,437.39	\$2,553.70
Permanently Restricted Funds Account		
Mutual Funds	\$171,068.76	\$179,195.22
Cash	\$33,685.34	\$42,271.00
Checking Account		
Cash	\$36,216.07	\$36,889.91
Total Value	\$586,585.77	\$632,691.70

Trustee Budget (Trustee Held Funds)

Keene Public Library Trustees

For Fiscal Year 2024-2025

	FY23-24	FY24-25
Income		
Cash on Hand	\$15,000.00	\$30,000.00
Income from the Restricted Account (Jane Green fund)	\$12,000.00	\$15,000.00
NHCF Endowment Distribution for Outreach	\$6,096.00	\$6,068.00
Unanticipated Income (donations, bequests, etc...)	\$2,150.00	\$2,500.00
*Reimbursement by the Friends of the KPL	\$55,000.00	\$55,000.00
Total Income:	\$90,246.00	\$108,568.00

Expenses

Trustee Initiated expenses:

Buildings and Grounds Committee	\$6,500.00	\$22,000.00
Fine Arts Committee	\$4,500.00	\$4,500.00
NH Library Trustee Association	\$400.00	\$700.00
Strategic Planning Reserve	\$750.00	\$750.00
Maintenance Reserve (eg. furniture replacement)	\$500.00	\$500.00
Other Trustee Projects	\$6,000.00	\$7,550.00

Library Initiated expenses:

Books and Equipment	\$5,000.00	\$5,000.00
Director's Discretionary Account	\$2,000.00	\$3,000.00
Staff Development and Conferences	\$3,500.00	\$3,500.00
Outreach and Programming	\$6,096.00	\$6,068.00

*Expended on P-Card on behalf of the Friends of the KPL \$55,000.00 \$55,000.00

Total Expenses: \$90,246.00 \$108,568.00

Notes:

*The list of donations and services made by the Friends of the KPL to the Library will be itemized every month for acceptance by the Trustees. The total value of the anticipated donations will be up to \$55,000.00.

Grant income and expenses will be tracked separately.

*Finance Committee
Keene Public Library Trustees
Annual Report for 2023-2024*

June 31, 2024

At the annual meeting in August 2023, Jane Pitts became the new Treasurer of the Trustees. Having served as the treasurer of the Friends of KPL, and the Ladies Charitable Society, she was able to assume full responsibility for the position with the Library Trustees. Judy Putnam, who served as treasurer for many years, became chair of the finance committee and stood by to assist Jane as needed. The third member of the finance committee was Justin Somma.

The biggest challenge for the new treasurer turned out to be the changes necessary in the p-card account, both removing names and adding names, but eventually Jane was able to remove Judy and Gail Zachariah as card holders and to add herself and Amy Kraemer as new card holders. Marti Fiske is the third card holder. Use of the p-cards both for Library business and on behalf of the Friends has proven to be efficient once the bureaucracy is finalized.

This was the first year that the Trustee Budget allocated funds directly to committees of the Board. The Fine Arts Committee and the Buildings and Grounds Committee had a budget assigned to them based on their expected expenditures, (Fine Arts, \$4,500; Buildings and Grounds, \$6,500). There was also a line in the Budget for Other Trustee Projects for \$6,000. These new lines give the Trustees leeway to consider projects during the year without wondering if we can afford them. Larger projects that exceeded the budgeted amounts require consideration and approval by the board.

The Keene Public Library Endowment Fund, established at the New Hampshire Charitable Foundation in about 2001 to primarily support outreach programming, distributed \$6,068.11. This fund occasionally receives donations and has a value of \$172,894.46 as of June 30, 2024.

The Friends of KPL gives support to the Library of about \$55,000 annually. These funds support programming, equipment purchases and maintenance, and maintenance of the popular fish tank. The Friends have been an important and steady source of support for the Library, using income from their investments as well as raising money with two major book sales and by participating in NH Charitable Gaming at the local casino.

The Library has hosted a summer lunch program for many years. This year the USDA grant for the program fell through when the NH Food Bank was unable to find a kitchen in the region to manage the program. The Trustees were asked to consider spending funds to cover some of the program's food costs. Consultation with the NHDOJ/Division of Trusts advised that if the lunch program is connected to Library programming, it would probably be permissible to use Trustee

funds to support the purchase of food. In the end, outreach to the community brought donations to cover the program this summer and Trustee funds were not required.

In January, Alan Stroshine of Edward Jones reviewed the Library Trustees' investment portfolio. The Trustees voted to follow his recommendation and rebalance the investment portfolio by selling the New Perspective Fund, an equity fund that currently represents about 2% of our holdings, and purchasing more holdings in the High-Income Trust Fund (fixed income). The rationale: Anticipation is that as interest rates will continue to drop, bond values will rise.

Finally, the Trustees supported the Director in the presentation of budget requests for changes to the Library portion of the City budget. This year requested changes were minimal, involving an increase of about \$5,000 over a few categories that were over budget last year, and the addition of a line for software, separated from books and materials.

In the coming Library fiscal year, at the end of December 2024, the Tax Credit project that supported the renovation of the Masonic Building will come to the end of its seven-year schedule and the renovated Masonic building and connector will revert to City ownership. The City of Keene and the Monadnock Economic Development Corporation and library representatives had a brief meeting regarding the unwinding that will happen this fall. It is hoped, and expected, that the process will go smoothly.

Thank you to committee members, Jane Pitts and Justin Somma, for dedicated work on the Trustees financial resources!!

Judy Putnam,
Finance Committee Chair

Overview of Library Finances for Next Fiscal Year: FY2025

City of Keene Annual Operating Budget – Library

Provides for personnel and operating expenses approved by the City Council for the next fiscal year. The budget approved for FY2025 is \$1,801,126. The approved Collections budget is \$155,000. Collections include materials for all audiences in reference, print, AV, Library of Things, streaming and digital formats. This year, for the first time, administrative software has been removed from the Collections budget and put into a separate line.

City Held Trust Funds

The City Held Trust Funds are spent in accordance with the directive of each trust. The budget approved for FY2025 is \$3,500.

City of Keene Annual Operating Budget – Library Facilities Maintenance

Facility issues are reviewed by the Building and Grounds Committee consisting of City Staff, Trustees and Friends. Utilities, repairs, maintenance, janitorial and mechanical staffing at the Library, and other related items are managed and budgeted under the Facilities Department. The Library Facilities Maintenance budget approved by the City Council for FY2025 is \$775,178.

City of Keene Annual Operating Budget- Information Technology

The “IT Cloud Applications” fund in the Information Technology Department budget covers the large cost digital subscriptions costs vital for each department. The Library’s Cloud line primarily covers the cost of the Integrated Library System (Circulation, Catalog and Technical Services) at \$31,759.

City of Keene Capital Improvements Projects Budget (CIP).

There are no CIP projects for the Library in FY2025.

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.” The balance as of June 30, 2024 is \$151,038.

Friends of the Keene Public Library

The Friends of the Library continue to supplement the Library. The Friends financial year begins in January and ends in December. The Friends pledged a total of \$52,300 in direct support to the Library for calendar year 2024. They pay for Library programs, interns in the Maker Space, volunteer recognition, equipment, repairs, and maintenance of equipment. The Friends also provide all museum passes loaned to patrons through separate funds paid directly to the museums at annual cost of approximately \$9,300.

KPL Trustee Budget

The Trustee budget comes from anticipated income from investments and donations, including the donations from Friends of the Library. The Trustees budget supplements collections, equipment, furniture, staff training and maintenance of the grounds and building. It also pays for strategic planning, Trustee training and membership of the New Hampshire Library Trustees Association. The budget for FY2025 from Trustees is \$53,568 from sources other than the Friends of the Library.

KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2024, is \$632,691.70 versus last year's value of \$585,585.77.

New Hampshire Charitable Foundation (NHCF). The NHCF holds one fund for the benefit of the Keene Public Library. The "Keene Public Library Endowment Fund" supports the library's Outreach programs, generally at about \$5,000 each year. The June 30, 2024 balance was \$172,894.46. Last year's value as of June 30, 2023 was \$161,499.68.

Annual Report of the Buildings and Grounds Committee August 2024

Members included Paul Henkel, Scott Martin, Kathleen Packard, Sally Rinehart, Justin Somma, Assistant Library Director Susan Bloom and Library Director Marti Fiske.

Maintenance - Brian Lloyd repaired and painted the louvered shutters in the Miller-Vincent Room. The completed ones work more easily and look nice. Brickwork on the Winter Street side was repaired.

Equipment for Cohen Hall – A podium was purchased for Cohen Hall.

Lighting in the Large Print Book area and part of the Fiction area. Patrons complain lighting is inadequate to read book titles in this area. Stacks had been added and moved to improve sight lines and provide for better supervision soon after lighting was installed in 1999. Improved lighting with better energy efficiency will be a future project.

Human Services – There have been City Manager led discussions about area-wide emergency planning and homelessness. It was noted that Heberton Hall does not have a generator to provide electric power to keep the propane-fueled heating plant operating in the event of a power outage. In order to be ready for such an emergency a generator will be needed.

Landscaping – Trees and garden and lawn areas continue to be well maintained by the City facilities staff. Under their direction, Sara Mustin Stockwell continues to maintain the Winter Street side including the book drop garden area in beautiful style.

Landscaping/Tree Identification – Paul Henkel identified URLs of wiki sites describing the Library's tree species. The URLs were shortened and transformed into QR codes. Isaiah Dokus, a staff member, utilized our Maker Space to laser etch tree tags. Paul drafted individual bookmarks for each of the twelve distinct trees. Katelyn McStravick skillfully formatted the bookmarks, enhancing them with appealing artwork. Justin Somma's idea of a bookmark rack was met with enthusiasm, and Trustees generously donated to provide the rack as a 125th anniversary gift from trustees and staff. Arborist Bud Winsor, with 27 years of experience managing KSC grounds, expertly mounted the tags onto the trees. Susan Bloom coordinated the effort.

Bus Shelter Graffiti and Bench - Kathleen mentioned graffiti in the bus shelter. Marti arranged to have the graffiti removed. She also arranged to have a bench installed so waiting passengers could sit in the shelter.

Acoustic Improvement of Cohen Hall and of the Main Lobby where the Circulation Desk is located – An acoustical study was conducted at the Keene Public Library which highlighted the issue of high reverberation times in both Cohen Hall and the Circulation Lobby. Reverberation times are currently 1.9 seconds in Cohen Hall and 1.7 seconds in the Circulation Lobby, which is significantly higher than the recommended range of 0.8 to 1.0 seconds. This excessive

reverberation reduces speech intelligibility and music clarity. To address this issue, the study recommended the addition of sound-absorbing materials to reduce the reverberation time.

For Cohen Hall, the recommended treatment area is 2500 square feet, which is approximately the floor area. Treating the entire ceiling with a 1-inch absorptive product would achieve the desired results at speech frequencies. Sprinkler heads and lighting fixtures would need to be extended.

For better music, addressing low-frequency reverberation in this space is more challenging due to its masonry walls. Using specialized resonators could be effective but would be impractical due to their size and negative architectural effect. Instead, using panels in the 45-degree angled corners of the walls could provide some low-frequency absorption.

For the Circulation Lobby, approximately 1800 square feet of 1-inch-thick fabric-wrapped panel absorbers are suggested.

Suspended panels in a so-called “cloud” could be used to absorb sound and interrupt reflections from the ceiling. This might be less expensive but would have an architectural effect.

Treating the ceiling with troweled-on acoustical plaster could be effective. Sprinkler heads would need to be extended.

Submitted by Paul Henkel, Chair

The 2023-4 year was typically active for the Policy Committee. The Committee met regularly and reviewed numerous policies as well as created two new ones. All proposed policy updates and additions were approved, some with minor revisions from Board input. The city Attorney reviewed policies as needed. Below is the list of new policies and policy updates that were passed.

New Policies and Accompanying Waivers/Applications that were approved this year:

Library of Things (LOT), Garden Tools, and Outdoor Gear Policy - 10/24/23

LOT, Garden Tools, and Outdoor Gear Waiver

Program & Outreach Policy - 11/14/23

Outreach Request Form

Library Sponsored Program Proposal Application

Existing policies that were updated and approved this year:

Use of Library Space Policy - 12/19/23

Library Space Fee Schedule - 12/19/23

Borrowing Policy - 12/19/23

Review of Non-public Minutes - 2/27/24

Confidentiality of Library Records - 4/23/24

Mobile Hotspots Policy - 5/28/24

Of note, the Review of Non-public Minutes policy needed to be updated because of a new RSA - RSA 91-A:3, IV - that states each library must adopt a procedure for reviewing sealed minutes. This is to prevent sealed minutes from arbitrarily staying sealed forever. The Board has since reviewed all the existing sealed minutes according to the adopted policy.

The Library of Things, Garden Tools, and Outdoor Gear Policy and Waiver was created because it is a new collection, including items acquired through a partnership with the Cheshire County Conservation District (CCCD), Healthy Monadnock Alliance, and the KPL. This partnership allows for items in the Garden Tools Library to be borrowed free of charge by any resident of Cheshire County. This separate policy addresses the details of the collection, including selection criteria and borrowing terms.

A Program & Outreach policy was finalized this year. It outlines what programming is offered and details the criteria for how it is chosen. Of note, it defines Library-sponsored events and non-sponsored events as well as establishes the scope and procedures for requesting Library outreach.

The Use of Library Space policy and the Library Space Fee Schedule needed to be updated to include reservation/holding policy details, including charges for reservations and cancellation terms.

The Confidentiality of Library Records policy update clarified language for the use of patron records, in particular minors, in regards to fines/lost materials.

The Mobile Hotspots policy changed borrowing terms, updated the late fee, and added the hotspots to the LOT collection and its borrowing policy terms. There had been a high number of losses since the introduction of this new resource and the updates addressed them.

Next year the committee will update the Borrowing policy to make adjustments regarding the temporary card holder section. The Committee will also be updating the Maker Space Policy since it has not been reviewed and updated since its adoption.

Respectfully submitted,

Kathleen Packard

Policy Committee, Chair

Fine Arts Committee

KPL Trustees

Annual Report 2023-2024

The Committee met every other month. Members of the committee have been Judy Putnam, chair; Jane Pitts, Trustee; Kathleen Kennedy Burke, former Trustee; and Susan Bloom, Assistant Library Director.

In August 2023, the Trustees accepted the gift of three paintings by Dorinda Jarrest from Sharon Price Aadelen, daughter of former trustee Trevor Price. These paintings have been hung in the Booras Meeting Room.

The antique Seth Thomas regulator clock, which had stopped in the spring, was taken for assessment by Richard Bates, the British Clockmaker. The problem was metal fatigue in the calendar mechanism. He repaired the clock and returned it to its home at the bottom of the staircase.

Working with Shannon Perry of the Keene High School Art Department, an exhibition of the NH Scholastic Award-winning art from the students at Keene High School was mounted in February 2024. Work, hung in the circulation desk area and the atrium, drew a large number of appreciative viewers.

The committee also oversaw the creation of two plaques honoring Sally Miller and Nancy Vincent which have been hung in the Miller-Vincent Room. The plaques feature a photograph and the City's citations for their work as Library Director and Library Trustee.

Susan Bloom and the staff selected and ordered a display case to be a secure space to exhibit small collections. It has been put in place outside the Thayer Reading room, as one enters the atrium.

The committee expects guidance from the city in the future as to the artwork the Library owns, and the City's insurance program.

Judy Putnam

Chair, Fine Arts Committee

Community Outreach Committee Report FY 2024

Mission Statement

The mission of the Community Outreach Committee (COC) is to assist the Keene Public Library (KPL) in connecting with its patrons and effectively communicating announcements, updates, and information about current and future events, programs, and services offered by KPL.

Community Outreach Committee (COC) Membership

The committee currently comprises three KPL Board members and a Library representative. The aim is to foster active community participation in library programs, events, and services.

Ritu Budakoti- Chair of the subcommittee/ KPL Trustee Member

Yves Gakunde- KPL Trustee Member

Katherine Baer- KPL Trustee member

Amy Kraemer- KPL Representative

The committee invited Amy Kraemer to join the committee as a Library representative and she served as a vital link that contributed significantly to the committee's outreach efforts.

Fiscal Year 2023-2024 Achievements

During the 2023-2024 fiscal year, the Community Outreach Committee played a crucial role in reaching the community for awareness and participation in the 125th Birthday of the Thayer Library Building that took place in April 2024.

The outreach committee continued their efforts in identifying the needs of community members for resources, programs, and catering to the ever growing and expanding needs of the community. These steps were aligned with the KPL Strategic Plan.

Initiatives and Outreach

KPL has excelled in various initiatives, particularly in programming and outreach for children and adults. The COC is proud to report a successful year in engaging with the community through numerous events.

- Participated in community/parent nights at the Franklin, Fuller, Wheelock and Symonds
- We had several class visits from Franklin, Fuller, Wheelock and Symonds school classes
- Our teen librarian visited Keene Middle and High schools on several occasions as well as Gathering Waters, Ashuelot Valley Academy, MC2 and Trinity Country School.
- The library hosted the Keene High School Scholastic Art Awards exhibit

- Partnered with Keene State College Education Honor Society to present the Ladybug Book Awards.
- Keene Pride Fest 2023
- Keene International Festival
- Youth Fest
- Ready for Kindergarten Outreach Program – (2-3 yr.) and (4-5 yr.)
- Conducted several tours for Keene State Students
- Monadnock Earth Day Festival
- Pollinator Palooza at Ashuelot River Park
- Einbeck Tour
- Leadership Monadnock Tour
- Juneteenth Celebration

Conclusion

The Community Outreach Committee is dedicated to enhancing KPL's engagement with the community. Through strategic planning and a wide array of outreach programs, the committee continues to support and promote KPL's mission. The successful outreach efforts of the past year demonstrate the committee's commitment to fostering a vibrant and inclusive community connected through the library's services and programs.

Ritu Budakoti

Chair, Community Outreach Committee

Long Range Planning Committee

The Long Range Planning Committee did not meet in FY24.

Friends President's Annual Report 2023

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

It was in 1982 that the Friends became a non-profit organization whose mission is to support the Keene Public Library and promote literacy in the community. We recently held our 40th Annual Book Sale in 2023 with the help of volunteers, members, directors and trustees. Many thanks to all those who volunteered to make it another great book sale.

Library Support: Our contribution to the library's collection development was used towards digital learning and youth and adult programming resources. We also continue to provide maintenance of the ever-popular aquarium in the youth department (about \$2257). Big ticket items: Makerspace internships \$12,000, Bibliolabs \$1,950 (local library publishing tools), and Makerspace annual equipment maintenance contract (\$1875). We continue the Museum Pass Program with 20 museums, this year at a cost of \$9290 with the most popular being Montshire Museum of Science. Many thanks to Marilyn Gemmell for managing this effort.

The Treasurer's Annual Report prepared by Marilyn Gemmell and the Heberton Funds Annual Report prepared by Paul Ledell will give more details about the funding from the Friends.

Community Outreach The Friends continue our partnership with the Swamp Bats Baseball organization in Keene to sponsor the elementary literacy program "Mr. Gemmell's Reading with Ribby" for a 21st year, reaching 1978 children in 31 schools in Keene and surrounding area schools.

With the detective work of Claire Coey I want to report that the Friends had 167 volunteers working on the Book Sales. This included Mike Cheltowski and 12 Monadnock Regional High School Interact students and another dozen members of the Keene Rotary Club.

Membership & Board Contributions: This year the Membership and Development Committee headed by Claire and Jack Coey. They have published the three very interesting newsletters again this year. There is a donation leaf in the newsletter that encourages our members to continue to support the Friends.

We thank Director Paul Ledell for his work in setting up the request for funding from the Wonder Casino. In 2023 the 10 days of receiving a percentage of the profits of the Casino netted the Friends \$19288. Also, another grateful thanks to Marilyn Gemmell for help with the museum pass program as she maintains contacts with the organizations to keep this service available to the Library.

Many thanks to our members and volunteers without whom our book sale would not be possible. It begins with the sorting of the books donated by community members. There are about 15 regulars who sort, price and box books for our book sales. Special thanks to Connie Van Kirk who does the sorting for all the children's books. They come in every week, sort, chat, and laugh as we find interesting things left in donated books. We are so grateful for retired antiquarian book seller Frank Bequaert who has worked with us to create a Valuable Books section at the Fall Book Sale. He and our special Kurt Hulit raised \$600 at the Fall Book Sale this year. We have all learned a lot about what makes a book valuable.

We also initiated a Pop-Up Book Sale for youth ages 8 to 14. Having many youth boxes of donated books that never made it to Fall Book Sale, we held this special sale on Saturday November in the lobby of the Library from 11AM to 2PM at the recommendation of Marti Fiske and Susan Bloom. The books were half-price, and it was wonderful to see so many students come and choose books.

In Appreciation The Friends are grateful to the Library Board of Trustees, Library Director Marti Fiske and Assistant Director Susan Bloom, and all the library staff, for their continued support to our organization. I want to thank my wonderful directors for all their wisdom, ideas, hard work and assistance throughout the year.

Finally, it has been an honor to serve as your President, and with your support I look forward to another successful year with the Friends.

Jan Manwaring

June 19, 2024

2023-2024 Annual Report Friends of Keene Public Library Liaison

I have been the liaison to the Friends' meetings this year.

The Friends continue to be an important support of the Library in their fundraising, their outreach and their careful support of meeting the Library's needs.

The Annual report of the Friends' President is included in the Trustees' annual report, but I would like to particularly note a couple of things.

As President, Jan Manwaring has continued to strengthen the board and the team that works on the book sales. The newsletter was published regularly and Mr. Gemmel's Reading with Ribby has continued as a strong outreach to the community.

Two book sales were very successful and other funding from the NH charitable gambling program was also successful.

In the Trustees' fiscal year (not the same as the Friends' fiscal year), July 1, 2023 – June 30, 2024, the Friends reported expenses on behalf of the Library as over \$47,000. This includes the \$10,263 shown on the Trustee Treasurer's report which is the portion expended by the Library Staff using the Trustee p-cards and reimbursed by the Friends.

The Friends of KPL are poised for another strong year under the continued leadership of Jan Manwaring

Judy Putnam
Library Trustee Liaison to FKPL

Horatio Colony Museum Report for 2024

The Library has a longstanding relationship with the Horatio Colony House Museum and Nature Preserve. In the past year, following the departure of the previous executive director, the organization's programming has focused on the Nature Preserve, its collaboration with Antioch New England and as a site for Harris Center programming in Keene. The Library is represented on the HCM Advisory Board by Paul Henkel, and has the additional representation of Board President William Stroup in his role as liaison between HCM and Keene State College.

We look forward to further collaborations in the coming year with HCM trustees including Joslin Kimball-Frank and other community leaders as the institution moves forward.

Submitted by Paul Henkel, Trustee

The Nominating Committee is pleased to present the following slate of officers for the 2024-2025 KPL Board for consideration at the 2024 Annual Meeting:

President: Dr. William Stroup

Vice President: Justin Somma

Treasurer: Jane Pitts

Secretary: Kathleen Baer

Keene Public Library
Library Director's Report 2023-2024

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 149TH ANNUAL REPORT IS HEREWITH SUBMITTED:

The Friends of the Library and the Library Trustees have continued their valuable financial support of Library. Together, they provide 100% of library programs and 7% of the library's total operating budget. Last fiscal year, the Friends provided nearly \$61,600 in support of programs, equipment, equipment maintenance, Makerspace interns and the popular Museum Pass Program. This is in addition to over \$46,700 from Library Trustees for staff education, equipment, and special projects.

A cadre of volunteers also aided the Library. Collectively they provide about 30 hours per week in assistance, primarily at the Atrium service desk.

It has been an eventful year!

Community Garden Connections presented the Library with their 2023 Community Cornerstone Award. The recognition was "For another year of hard work and dedication in partnership with Community Garden Connections to support healthy food and community resilience."

From September 2023 through March 2024, the Keene Public Library provided library services at no cost to residents of Swanzey while the Mount Caesar Union Library was closed for renovations. Over the course of six months, Swanzey citizens borrowed nearly 4,700 items from Keene Public Library.

The Library created an English Language Learners and a World Language Collections, with 117 books in 16 languages. The collections were inspired by visits with Keene Community Education classes and outreach at the Keene International Festival.

Last autumn, the Library launched a new Outdoor Gear Library in partnership with the Cheshire County Conservation District (CCCD) and Healthy Monadnock Alliance. The groups worked together to choose items, considering durability, expense, and ease of transport, storage, and maintenance. The collection includes folding kayaks, inflatable paddleboards, fishing gear, tents, hiking poles, snowshoes and more. Cheshire Medical Center's Healthy Monadnock Alliance provided \$10,000 for purchases. The outdoor gear is available for free loan to any resident of Cheshire County. This was our third collaboration with the Cheshire County Conservation District. CCCD previously funded our Garden Tool and Seed Libraries which are also available to Cheshire County residents.

With the significant increase in non-traditional materials being loaned, staff realized that we could no longer efficiently manage reservation processes manually. We needed a better way to get timely information on offerings and availability to patrons. After trying a variety of software,

Assabet was chosen as the new interface for non-traditional materials. With increased visibility, the once quiet collection of equipment has taken off. The Seed, Gardening, Outdoor Gear and the Library's self-funded Library of Things have been especially popular with apartment dwellers, seniors who have downsized, people testing out new hobbies, and those seeking recreation with their extended families.

In January 2024, Keene Public Library joined the coalition of public libraries partnered with the State of New Hampshire Law Library to provide legal research assistance, access to Westlaw database and law books for the southwest region of New Hampshire. It was a natural partnership. The Library is within meters of the county courthouse. There are already people coming in to use public computers to file court papers. Now staff, with training supplemented by the State Law Library, are even better placed to help the public.

In April 2024, the Library celebrated 125 years in our current location thanks to the building donation by Edward Carrington Thayer. At the celebration, staff provided behind-the-scenes tours; Trustee President and Keene State Professor of Literature, Bill Stroup, gave a lecture on 1890's literature; games from the 1890s were available in the Youth area; and birthday cakes were served. The day's finale was a concert by Keene Chamber Orchestra that included music played at the 1899 opening of the Thayer Building and from the surrounding decade. A history timeline of the Library was on display for the following week.

This summer New Hampshire Food Bank was unable to provide free summer lunches through a USDA grant due to the lack of staffed kitchens in the region. With less than six weeks' notice, staff managed to piece together funding for a basic lunch program. Thirty-five meals were provided each weekday by The Community Kitchen and supplemented by staff. Funding came from a NH Gives campaign by Monadnock Understands Childhood Hunger and donations from Elm City Rotary, C & S Grocers, individuals and local stores who provided gift cards. In searching for solutions, staff discovered that other area agencies are having similar problems with food service programs. The Library will be convening with community partners to try to solve the problem so that area food programs can be sustained in future years.

All of the Library's services would not be possible without the hardworking and dedicated Library staff, the support of the City residents, Library Trustees, Friends of the Library, and partnerships with community organizations and the other City departments. Thank you!

The following staff changes occurred within the 2023-2024 fiscal year.

Comings:

Alondra Bolanos: Page
Tina Fava: Aide (Circulation)
Tracy Flower: Aide (Circulation)
Eleanor Green: Librarian I (Youth & Community Services)
Edward Mahoney: Makerspace Intern

Scout Mercer: Librarian II (Youth & Community Services)
Eddie Singer: Aide (Circulation)
Tammy Squires: Aide (Youth & Community Services)

Goings:

Daniel Andrews: Aide (Circulation)
Moses Fisher: Aide (Circulation)
Margaret Plant: Makerspace Intern
Karl Porschitz: Page
Toshiko Ruffle: Aide (Circulation)
Colleen Swider: Librarian I (Youth & Community Services)
Hillary Washburn: Per Diem
Gail Zachariah: Head of Youth & Community Services

New Duties:

Parker Goodreau: Librarian I (Youth & Community Services)
Cary Jardine: Per Diem
Amy Kraemer: Head of Youth & Community Services
Katelyn McStravick: Librarian I (Community Relations Specialist)
Colleen Swider: Per Diem

Youth Services Annual Report 2023-2024

What most defines the youth department for this past year is transition and transformation! In August of 2023 after 23 years Gail Zachariah moved on and 7 months later in February after 34 years, Colleen Swider retired. In January, I moved into the position of Head of Youth and Community Services. The first goal was to create a team of passionate professional librarians ready to begin a new approach to library services to children and families.

Parker Goodreau was promoted to Librarian I. Parker uses their vast knowledge of literature towards creating relevant displays and providing excellent reader advisory services. Eleanor Green, our teen librarian who came on board in August of 2023, has contributed enormously to the youth department with creative programming for all ages and ambitious outreach activities. Eleanor has implemented many new programs especially for teens and brought many new young people into the library. Her energy and enthusiasm are contagious. Scout Mercer joined our team in April of 2024 and quickly became an integral part of our team providing expertise in collections management. She is an excellent reader advisor and comes up with the most imaginative and engaging passive programming for all to enjoy. Our on-call librarians Maureen Meyer, Nancy Ancharski and Colleen Swider, continue to provide their vast knowledge of children's literature and experience working with children and families. Lastly there are those who are integral to keeping the department running smoothly, our stalwart aides: Catherine Lehane, Bruce Abare and Tammi Squires. It is because of all these talented people that we continue to grow in our success providing excellent youth services to the Keene community.

Youth Collections:

We continue to build on our impressive collection for youth, teens and caregivers with a continuing emphasis on diversity, equity and inclusion, including popular and popular titles in multiple languages. Our young adult non-fiction collection has been renewed as has the Manga collection. As we begin our new year, we are looking forward to evaluating our non-fiction collections in the youth department to more closely align with topics currently taught in schools as well as current cultural concerns.

Programming:

With the support of the Friends, Trustees and many volunteers we have been able to continue providing established popular infant and preschool programs, story time programs, the annual Trick or Treat at the Library, Ladybug book program in partnership with students from Keene State College, Noon Years Eve, Keene school district's Ready for Kindergarten program and the Summer Reading Program. This summer's reading program had more than 500 of which one third completed the challenge. Our Terrific Tuesday programs provided a variety of entertaining and educational opportunities to over 450 people of all ages. We hope you will join us for another year of inspiring programming.

Respectfully Submitted, Amy Kraemer, Head of Youth and Community Services

COMMUNITY SERVICES

There have been many new and exciting opportunities to engage with community members this year. Our most recent partnerships include working with the Keene Community Kitchen, Feeding Tiny Tummies, Monadnock Understands Childhood Hunger, C&S Wholesale, Mr. G's Market, Target, Elm City Rotary and Hannaford to bring the Community Lunch program to fruition. For ten weeks during the summer months, we provide healthy lunches, games, music and arts and crafts activities to people of all ages.

Hosting the Keene High School students' Scholastic Art Awards exhibit and our collaboration with Keene High School Extended Learning Opportunities program have resulted in stronger relationships with Keene High School students and families. Our teen librarian visited area middle and high schools several times over the winter, which seems likely to have encouraged a record number of 53 teens to register for summer reading!

Our relationship with Keene State College Department of Sustainable Product Design & Innovation continues to supply us with talented Interns to work in the Kingsbury Makerspace. This past year we have had three students who did exemplary work assisting patrons in the Makerspace.

This spring, we began working with Graduate student interns from Antioch University Department of Education, to provide new STEM and Place Based learning programs for early elementary age children and families.

In addition to our outreach efforts in our schools, we continue to promote library services, highlighting our new collections and programs by participating in city wide events such as the City of Keene Community Night event, Juneteenth, Keene Pride, International Festival, Earth Day, Wizarding week, Elevate the Arts and the Keene Farmers Market. We will continue to develop and strengthen relationships with area organizations to bring even more exciting educational and cultural experiences to our community.

Respectfully submitted,

Amy Kraemer, Head of Youth and Community Services

PROGRAMMING

In many ways outreach initiatives and library programming go hand in hand. Getting out into the community and learning about community interests and needs have allowed us to re-evaluate library programming and to be more intentional about reaching new audiences, to ensure we are providing opportunities for all of our residents. Key to accomplishing this is inviting all library staff to participate in outreach efforts and to share their insights by coming together for quarterly discussions to plan programs.

This new approach has resulted in many new and innovative programs such as a book discussion group for readers of speculative fiction, a LGBTQ+ book group, and a revamped weekly adult movie presentation with monthly themes and films that are more diverse and appeal to wider audiences. Library staff have enthusiastically shared their own passions and skills providing engaging adult craft programs such as paper flower craft, ikebana fiber arts and gardening programs. Professional artists and makers have been introduced to the Kingsbury makerspace through workshops designed and implemented by our talented Keene State College interns.

The library continues to be a hub for community conversations about historic, scientific and current events with programs in partnership with regional organizations such as Black Heritage Trail NH, Keene Amateur Astronomers, Inc., and the Cohen Center for Holocaust and Genocide Studies at Keene State College.

This is all in addition to our established programs such as the popular Cookies and Coloring group, the literary themed Holiday Tea, the Great Books discussion group, and the Fiction and Memoir writers' group. We continue our popular gardening programs, musical performances (for all ages including pop, jazz, folk and classical) and the many programs for children and families as mentioned in the report on the youth department.

Respectfully submitted,

Amy Kraemer, Head of Youth Services and Community Services

Systems Administration

The year started off with the Keene Public Library entering into an agreement with the Mt. Caesar Union Library (MCUL) of Swanzey, NH, which provided their members access to our library's physical collection while their facility was closed to the public for needed renovations. Between September 1, 2023, and March 30, 2024, 51 MCUL patrons took advantage of the opportunity to use their existing MCUL library card to borrow items from our library. From Caddie Gregory, the Director of the Mt. Caesar Union Library: "I don't know how to thank you all enough for offering collaborative borrowing privileges to our patrons during our closure."

As we continually look for ways to enhance the patron borrowing experience, we enabled two features this year that provide more control and ease using our circulation system. We first enabled Patron-Initiated Hold Cancellation, which gave patrons the ability to cancel holds from their online account. More recently, we instituted Automatic Renewals, which allows our circulation software to determine whether an item is eligible for renewal three days before its due date. When eligible, the system will automatically extend an item's due date without the patron having to request a renewal themselves.

In early 2024, our library added new equipment with the intention of enhancing our patron's onsite experience as well. We installed two digital displays, one in our atrium and another behind the circulation desk, which present more opportunities for us to promote the events, resources, and services our library provides. In February 2024, we also entered into a partnership with the State of New Hampshire Judicial Branch. This arrangement supplied our library with a laptop that grants community members access to the legal database, Westlaw. We were also given a small collection of legal titles, which included the New Hampshire Practice Series, published by Lexis Nexis, and the New Hampshire Revised Statutes Annotated, published by Thompson Reuters. These legal resources are available to all library visitors and do not require a library card.

Our library's calendar also received an upgrade this year. With our previous calendar software being discontinued in 2024, we had an opportunity to evaluate our scheduling needs and select a solution that offers separate spaces for public library events, outside group's events, and private small group room reservations. We determined that Springshare's LibCal platform presented the best multi-calendar option, with customizable event views and easy to navigate room management.

However, the most exciting patron enhancement we introduced this year is our new Museum Pass and Library of Things, Garden Tools, and Outdoor Gear Collections'

reservation system using Assabet Interactive. Beginning in February 2024, for the first time, patrons could reserve passes to 22 museums and 87 different pieces of equipment up to 6 months in advance using an online calendar reservation system. The Assabet Interactive platform is setup to authenticate library accounts, saving patrons time by prefilling account information, and its email system keeps borrowers up to date of when an item is ready to be picked up, a reservation is nearing its end, and when an item has been returned. Additionally, the Assabet Interactive display allows us to provide links to items' manuals and video tutorials, providing patrons with the knowledge they need to use and enjoy the variety of tools and equipment we make available. From its introduction to the end of June 2024, over 200 passes and 170 objects were checked out using the Assabet reservation system.

Finally, we continue to work closely with Keene State College's Mason Library, sharing circulation software and an online catalog. During this past year, we upgraded our circulation software to its newest version, Sierra 6.1. Together we also coordinated with Innovative Interfaces to migrate our database to a new server on their parent company's, Clarivate, private cloud server. This migration required communicating with the many vendors we work with to ensure uninterrupted access to digital resources, like OverDrive/Libby, hoopla, and Kanopy.

Submitted by Jay Fee, Library Systems Administrator

Keene Public Library Adult Services

Reference Services

The reference services at Keene Public Library provide access to both digital and physical collections. Our reference staff assists patrons with a range of technology questions, from using the catalog to accessing digital download services like Overdrive, Hoopla, and Kanopy. We've helped patrons in various situations, such as printing court documents and finding information on preserving rare apple varieties. Our staff also supports family research by locating old maps and city directories to trace where ancestors lived and were born. Sharing the new world languages collection with the public has been a particular highlight for us.

Through interlibrary loan, we offer patrons nationwide access to materials beyond Keene Public Library and Keene State College. Our notary public service remains popular. This year, in partnership with the State Law Library, we've expanded our legal research offerings, adding new print materials and providing a laptop for Westlaw searches. Several reference staff contribute to creating library displays that highlight our diverse collection, and many also participate in adult programming, including promoting and assisting with the adult summer reading program.

The library is a participant in the IRS's Tax Form Outlet Program, offering basic tax forms provided by the IRS free of charge. We receive a variety of requests for assistance from outside the Keene area, particularly from those researching family history for locating obituaries and newspaper articles. Additionally, our reference desk staff help patrons find community services to meet their housing, mental health, and food security needs.

Collection Development

Music CD Collection

The major project in the adult collection this year involved reorganizing the musical CD collection. Previously arranged by genre, this system made it challenging to find specific artists and resulted in some artists' albums being split across multiple genres. To improve browsing, we restructured the collection to be alphabetical by artist (or album name if by multiple artists) with

three broad categories: Classic, Holiday, and General. While the Holiday collection primarily featured Christmas music, it now includes music for other holidays such as Passover, Holi, the Solstices, and Chinese New Year to support our DEI goals. Every CD was re-labeled and re-cataloged with new, browsable genre subject headings.

World Language Collection

We continued to expand the World Language Collection introduced at the end of the last fiscal year. Collaborating with a local ESL program, we purchased books in languages spoken by students and hosted library visits. The collection now includes 39 ESL educational titles, and 77 fiction, poetry, and popular non-fiction works in 18 languages, including Arabic, Haitian Creole, Hebrew, Korean, Portuguese, and Ukrainian. We also added two magazines: India Today and Hola.

Collection Maintenance

Ongoing weeding of all collections resulted in 78 boxes sent to Better World Books, nearly double the previous fiscal year's amount. In the adult collections, we focused particularly on weeding the large print, non-fiction, and sci-fi/fantasy sections.

Submitted by John Johnson, Head of Reference and Jenna Henderson, Collection Development

2024 Book Displays Annual Report

Book displays at KPL serve several functions when it comes to serving the public. Our displays reflect patron interests, promote materials that patrons might not otherwise seek out, highlight our collection, support and promote diversity, and provide visual interest. In the adult collection there are four displays that are rotated asynchronously once a month, two in the lobby and two in the reference area. Patrons have approached staff to tell us how much they appreciate our displays in all our collections. One such patron told a member of reference staff that they always enjoy seeing the new displays in the area and that they seem very popular due to the frequent gaps and replacements in the displays. Over the last year each display has accounted for nearly 200 external circulations.



The youth department has several displays functioning simultaneously, which are particularly successful. Staff members on circulation report that they often encounter batches of picture books from youth displays when performing check-out duties. Youth displays change at least once a month. They may be seasonal, program-related or align with heritage and pride months. For parents visiting the youth department, these are a curated selection of books that they can browse at a glance and know that the topic will be timely and engaging for their children. The displays allow patrons of all ages to quickly know a little more about an item based on the topic and make browsing quicker and easier. This is where many people learn about new authors that they have not tried yet or indulge in a favorite genre with titles they haven't encountered before.



While the ideal is for display items to be checked out, simply having them up is beneficial to the library community. Displays offer new perspectives, reader's advisory, and help promote our collection. A patron might not check out a book on display in February, but they might tell a friend about that book or remember it later and decide to borrow the book. Displays also offer visibility to underrepresented groups and topics and are a great way to help patrons from all walks of life to feel not only comfortable but welcome at KPL. They are part of the dynamic landscape of the modern library and offer opportunities for additional insight into library programs and current events.

Submitted by Katelyn McStravick, Community Relations Specialist

Keene Public Library Volunteers

Keene Public Library volunteers are the cornerstone of our welcoming and inclusive environment. Their warm smiles and friendly demeanor make every visitor feel valued. Atrium volunteers set the tone for countless library experiences, contributing an impressive average of 28 hours per week over the past year.

Library volunteers were instrumental in the success of our Summer Lunch Program, ensuring that community members of all ages had access to nutritious meals. Volunteers across the library have also made significant contributions to youth services and circulation, enhancing the overall patron experience.

Our teen volunteers are a small but mighty group. Inviting teens to volunteer is a win-win situation. Volunteers get valuable work experience, and we get fresh ideas for displays, assistance with shelving, and program preparation across the youth services department. One teen who started as a volunteer is now a paid library page. Another of our other volunteer is heading off to college after being with us for over two years.

We are incredibly grateful for the time and talent our volunteers generously share.

Ann Heffernon
Carol Jeffery
Catherine Behrens
Charlene Haas
Charles Ferrando
Claire Coey
Christine Mousseau
Eileen Nelson
Electra Cummings
Jane Cunningham
Kathleen K. Burke
Louise Zerba
Marianne Parisi
Martha Collins
Pat Barber
Randy Filleaut
Sharon Beaty
Susan Matthews
Alton Downes
James De Maria
Alondra Bolanos
Tina Dretzin
Charlene Murray

Submitted by Susan Bloom, Assistant Director

Meeting Room Usage July 2023 – July 2024

The meeting rooms and event spaces at the Keene Public Library have been actively utilized by the Keene community. The Keene Public Library is now recognized as a regional conference center, significantly supporting the region's economy. This August, the Sweet Adelines, a female a cappella club, will host their North Atlantic regional conference at the library. Conference attendees often bring their spouses and families for mini vacations, boosting local tourism.

In the past year, over 40 organizations reserved the library spaces for private events, including Keene Pride, Southwest Regional Planning Commission, Grand Monadnock Youth Choir, Monadnock International Film Festival, Raylynmor Opera, and Our Lady of Mercy Academy. The spaces were used for a variety of events, such as large meetings, performances, a graduation, several school plays, a prom, board meetings, and baby showers.

Additionally, over 45 organizations reserved rooms for public meetings. These groups represented a broad range, including Monadnock Beekeepers, Monadnock Sustainability Hub, Keene Toastmasters, Medicare and Social Security Education, Keene Serenity Center, various political organizations, and faith-oriented meetings.

The City of Keene, library staff, the Library Board of Trustees, and the Friends of the Keene Public Library scheduled over 160 meetings in the past year, attended by 964 people. The library also hosted several art exhibitions in the Atrium and the Circulation Lobby, including Children's Artwork for Kyrgyzstan, Keene High School Art School, and the 125th Anniversary Library History and Photo Exhibit.

Respectfully Submitted by Susan Bloom, Assistant Director

Fiscal Year 2023 Basic Statistics

General Statistics

Library Visits	93,595	(Main Entrance traffic statistics were affected by damaged equipment for several months)
Reference Transactions	12,896	
Interlibrary Loans KPL Patron Requests	1,732	
Interlibrary Loans Other Library Requests	2,174	
Public Computer Usage	8,889	
Laptop Usage	62	
Website Statistics (Pages Viewed)	172,443	
Notary Public Transactions	484	

Registered Users

Adult Resident Cards	9,162
Adult Non-Resident Cards	1,156
Youth Resident Cards	2,372
Youth Non-Resident Cards	673
Business/Organizations	40
KPL Outreach	12
Staff & Other Libraries	429
Cheshire County Special Borrowers	10
MCUL (Sept '23 thru Mar '24)	51
	13,905

Meeting Room Usage

	Events	Participants
City Staff (Other than Library Personnel)	28	584
Library Staff, Trustees and Friends	164	985
Outside Groups and Organizations		
Private Group Events	96	1,827
Public Free Meetings	241	2,664
Collaboration Room Occupents	545	964

Door Count

	FY 23	FY 24	% Change
Main Entrance	83,741	64,975	-22%
Atrium North	7,324	8,683	19%
Atrium South	8,915	6,702	-25%
Heberton Hall	15,763	13,235	-16%
Total	115,743	93,595	-19%

Electronic Resources Usage

Database	Statistics	Measure
Ancestry	1,451	Searches
	1,875	Documents used
Biblioboard	9	Title Requests
	25	Record Views
EBSCO ebooks	11	eBook accesses
Heritage Quest	183	Searches
	61	Documents used
hoopla (New January 2023)	4,151	Circulation
	376	New Patrons
	239	Unique Borrowers
Kanopy	47,920	Visitor Sessions
	4,521	Videos Played
LibraryAnywhere	70	Users
	93	Visits
Mango Languages	733	Sessions
Most popular languages	338	French
	99	French, Canadian
New York Times (digital)	33	Searches
	30	Item Requests
Niche Academy (Makerspace Tutorials)	3,412	Views
Novelist Plus (includes K-8)	1,080	Searches
	1,216	Item Investigations
OverDrive	27,738	Audiobooks
	14,482	eBooks
	7,691	Magazines
	8,787	Advantage Only
TumbleBooks	849	Tumblebooks Views
	477	AudioBookCloud views
Universal Class	18	New Registrations
	34	New Courses Started
	645	Videos Watched
	133	Login Sessions
	720	Lessons Viewed
	763	Student Submissions
Value Line	1,990	Logins
	26,647	Searches
	18,606	Downloads

Fiscal Year 2023 Acquisition and Holding Statistics

Format	Age	Items Added	Items Withdrawn	Current Holdings
Print Materials	Adult	2,881	5,566	54,497
	Youth	1,394	218	42,131
	Young Adult	688	1,169	6,871
		4,963	6,953	103,499
Books on CD	Adult	63	157	2,297
	Youth	2	4	316
	Young Adult	0	0	6
Music on CD	Adult	36	403	1,014
	Youth	0	0	282
		101	564	3,915
DVD	Adult	272	501	7,290
	Youth	34	3	2,382
	Young Adult	24	9	1,207
	330	513	10,879	
Playaways/Launchpads	N/A	60	5	1,095
Video Games	N/A	14	17	375
Mobile Hotspots	N/A	0	2	9
Garden Tools	N/A	0	2	78
Outdoor Gear		79	0	79
Museum Passes	N/A	1	0	38
Other	N/A	28	19	291
Periodicals (Issues)	N/A	1,550	1,557	4,578
		1,732	1,602	6,543
		7,126	9,632	124,836

Fiscal Year 2024 Library Program Statistics

On-Site Programs	# of Events	Attendance
On-Site Programs		
Children's Programs Age 0 - 5	89	2,547
Children's Programs Age 6 - 11	73	895
Young Adult Programs	116	948
Adult Programs	229	3,191
Other Programs (Virtual)	18	36
	525	7,617

Offsite Library Programs	# of Events	Attendance
Children's Program Age 0 - 5	0	0
Children's Program Age 6 - 11	4	1,200
Young Adult Program	7	708
Adult Programs	5	41
All Ages	9	1,466
	25	3,415

Other Programs	# of Events	Attendance
Passive Programs	45	See Note
Prerecorded Programs	0	
Prerecorded Programs Views within 30 days	0	
	46	

Summer Reading Programs	# of Events	Attendance
Attendance of Summer Reading Programs for Children	18	468
Attendance of Summer Reading Programs for Young Adults	8	282
Attendance of Summer Reading Programs for Adults	0	0
	26	750

Note - The library did not track attendance for Passive Programs in FY23/24

Fiscal Year 2023 Comparative Circulation Statistics

	7/20 - 6/21	7/21 - 6/22	7/22 - 6/23	7/23 - 6/24
Adult Fiction	28,420	35,492	35,110	34,123
Adult Non-Fiction	10,521	12,984	12,689	12,411
Total Adult Book	38,941	48,476	47,799	46,534
Juvenile and YA Fiction	30,928	37,238	36,830	38,914
Juvenile and YA Non-Fiction	5,082	5,865	5,941	5,524
Juvenile and YA Book	36,010	43,103	42,771	44,438
Total Book	74,951	91,579	90,570	90,972
Adult Magazines	731	1,757	1,677	1,418
Juvenile and YA Magazines	70	95	132	120
Total Magazines	801	1,852	1,809	1,538
Adult Books on CD	1,782	2,120	1,900	1,565
Juvenile and YA Books on CD & Playaway	975	1,318	1,556	1,378
Adult DVDs	12,803	14,980	14,077	12,295
Juvenile and YA DVDs, Videos and Playaway Views	4,569	9,302	9,826	9,276
Adult Music CDs	398	718	980	747
Juvenile and YA Music CDs	185	270	89	131
Total AV	20,712	28,708	28,428	25,392
Renewals	21,111	14,002	13,701	12,932
Museum Passes**	328	921	1,206	974
Laptops	1	35	85	67
Interlibrary Loan	518	1,040	1,099	1,070
Juvenile and YA Gaming	334	771	1,225	1,282
Equipment	69	211	197	428
Total Other	22,361	16,980	17,513	16,753
Downloadable Audiobooks	19,728	21,746	27,129	27,494
Electronic Books	16,789	15,476	15,115	15,958
Downloadable Magazines	943	1,864	2,143	7,691
Streaming Videos	7,975	3,425	3,866	5,330
Total Downloadables	45,435	42,511	48,253	56,473
Grand Total Circulation	164,260	181,630	186,573	191,128

** The method of tracking Museum Passes changed during FY23-FY24. We are now tracking number of passes instead of number of people using the pass.

KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- JULY 2023 - JUNE 2024

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Adult													
fiction	3314	3439	2940	2766	2481	2606	2941	2721	2765	2716	2657	2777	34123
nonfiction	1054	1166	1022	968	1012	920	1318	1026	1032	1090	946	857	12411
books on CD	132	164	143	136	120	112	131	135	117	125	131	119	1565
magazines	123	167	122	101	113	99	116	114	130	124	122	87	1418
music	48	60	89	73	88	81	87	70	31	55	47	18	747
DVDs	1024	1010	875	860	1233	1270	1185	993	1074	982	928	861	12295
Youth													
fiction	3031	3257	2441	2619	2663	2298	2947	3055	3115	2998	2744	3187	34355
nonfiction	482	440	310	364	368	338	622	373	666	552	450	397	5362
books on CD/playaway/tonies	132	127	73	63	90	105	106	91	126	155	95	190	1353
magazines	12	9	3	5	5	10	5	1	26	13	12	6	107
music	20	7	5	11	11	24	6	11	16	9	1	10	131
DVDs/launch/play-view	706	571	487	490	520	720	559	566	565	632	600	579	6995
gaming	103	140	76	65	92	88	97	96	94	78	83	16	1028
Young Adult													
fiction	510	552	518	317	322	308	396	347	312	304	367	306	4559
nonfiction	13	18	19	20	12	10	10	10	17	8	15	10	162
CD/playaway	5	6	2	1	0	1	3	3	1	1	1	1	25
magazines	3	2	0	2	6	0	0	0	0	0	0	0	13
DVDs	209	351	220	310	115	52	167	231	135	190	167	134	2281
gaming	20	33	26		12	16	36	22	35	13	25	16	254
electronic books	1765	1423	1250	1163	1168	1215	1486	1267	1431	1333	1296	1161	15958
downloadable audio bks	2538	2477	2344	2366	2276	2417	194	2380	2573	2668	2609	2652	27494
downloadable magazines	231	204	336	646	627	607	842	1040	985	538	948	687	7691
streaming videos	379	389	348	429	508	505	541	446	362	500	506	417	5330
laptops	0	9	5	4	7	7	12	1	5	11	4	2	67
equipment	15	28	31	19	20	14	30	22	35	66	82	66	428
interlibrary loan	69	99	94	97	83	95	61	89	108	106	103	66	1070
museum passes	160	166	67	63	66	104	114	44	41	61	42	46	974
renewals	1211	1400	1093	1042	1070	966	1062	1047	1046	995	1155	845	12932
TOTAL	17309	17714	14939	15000	15088	14988	15074	16201	16843	16323	16136	15513	191128