

**KEENE PUBLIC LIBRARY  
BOARD OF TRUSTEES  
ANNUAL MEETING  
Tuesday, August 23, 2011 at 5:00 P.M.  
Trustees Room**

**AGENDA**

1. Call to order
2. Approval of the August 24, 2010 Annual Meeting minutes
3. Annual Reports
  - a. President's Report (page 1)
  - b. Treasurer's Reports (page 13)
  - c. Finance (page 19)
  - d. Building and Grounds (page 21)
  - e. Policy (page 23)
  - f. Fine Arts (page 25)
  - g. Community Outreach (page 27)
  - h. Long Range Planning Committee (page 29)
  - i. Friends of the Keene Public Library (page 31)
  - j. Cheshire County Literacy Coalition (page 33)
  - k. Horatio Colony Museum (page 35)
  - l. Nominating Committee (page 37)
  - m. Director's Report (page 39)
    - Staff Reports
      1. Youth Dept. (page 41)
      2. Community Services (page 47)
      3. AV (page 51)
      4. Reference, Interlibrary Loan, Internet (page 53)
      5. Technology (page 57)
    - Statistical Reports
      1. Circulation (page S1)
      2. Database Usage (page S7)
      3. Acquisitions (page S9)
4. Adjournment

**Keene Public Library  
Board of Trustees  
August 24, 2010  
Annual Meeting Minutes**

**Attending:** Paul Henkel, Ken Jue, Greg Martin, Rebecca Osborne, Judy Putnam, Lynn Simington, Bill Stroup, Beth Truman, Judy Noonan, Ruth Venezia, and Library Director Nancy Vincent.

**Guests:** Mayor Dale Pregent

**Unable to attend:** Sally Miller, Carrie Round

- 1) President Bill Stroup called the meeting to order at 5:05 p.m.
- 2) Annual Meeting Minutes of August 25, 2009 presented for approval.

On a motion duly made and seconded, it was:

VOTED: to accept the minutes as written – *approved unanimously.*

3) Annual Reports –

a) President's Welcome (Bill Stroup)

- Bill welcomed the trustees and extended thanks and appreciation for the support of the Board over his past two terms.
- Bill acknowledged the support of the City of Keene, KPL staff & Director Nancy Vincent, and the Friends of Keene Public Library.

b) Treasurer's Report (Judy Putnam)

- 2010-2011 budget passed in May
- Opening Balance = \$28,457.52, Closing Balance = \$36,059.95
- KPL received gifts of more than \$7000 (majority in memory of George Hanna and Patricia Faulkner); this amount demonstrated "extraordinary generosity"
- KPL received \$11,000 in grants (most for the benefit of children and young adult categories). \$1000 for Lincoln exhibit finally used.
- On behalf of the Board, Ken Jue thanked Judy for her continued contribution as Treasurer.

On a motion duly made and seconded, it was:

VOTED: to accept the Treasurer's Report - *approved unanimously.*

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c) Finance (Paul Henkel)

- City's KPL Annual Operating budget set at \$1.163 M for FY10-11
- Books and A/V increased by \$5000 (moving towards our target goal of \$146K)

On a motion duly made and seconded, it was:

VOTED: to insert corrected paragraph for NH Charitable Foundation  
(p. 32) - *approved unanimously.*

- Roof replacement – USDA grant will reimburse City for 15% of cost (roughly \$9000). Bid has gone out for rebid; once reviewed, work will begin.

On a motion duly made and seconded, it was:

VOTED: to accept Finance Committee report as amended – *approved unanimously.*

d) Building & Grounds (Paul Henkel)

- Parking – Court building renovation will put additional pressure on Winter Street and Annex parking spaces. Need additional options to maintain reasonable access for library patrons. The Committee will be looking for planning and investment from the City. There may be parking opportunity for KPL with the renovation of School Street slated for next year (also Winter and Summer Streets). Jim Donison in Public Works overseeing the project. Mayor Pregent said that the City will work to come up with additional parking during the Court House construction period next year, while also counseling the Board to prepare to manage library patron expectations. The City is attempting to identify parking options at Gilbo Avenue or with area businesses, both temporary and long-term.
- Annex – use of 2<sup>nd</sup> floor; need improved access to comply with ADA and fire codes. Suggest considering options for shared public/private financing. Suggestion made by Keene State architecture students to join the Annex and Library via a connecting atrium.
- Landscaping – good success achieved this year on continued beautification efforts. Need irrigation and watering system. Tree maintenance project should be completed by beginning of fall. Will support tree better and more economically. Ruth Venezia offered the idea of using “water gardens” for irrigation. (New concept in irrigation that utilizes rain water.) Judy thanked both Paul and his wife for watering the Library plantings by hand.

On a motion duly made and seconded, it was:

VOTED: to accept Building & Grounds Committee report - *approved unanimously.*

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e) Policy (Greg Martin)

- Relatively uneventful year for the Policy committee.
- Reviewed procedures involved in registering a minor for a Library card.

On a motion duly made and seconded, it was:

VOTED: to accept Policy Committee report – *approved unanimously.*

f) Community Outreach (Beth Truman)

- Significant increase in program offerings thanks to two Americorps/VISTA volunteers, support of staff and Friends of KPL.
- Reflections project – released final two films in the series. Won “Small Project” award! Boxed sets of all films in series still available. The Committee extends thanks and appreciation to Nancy Vincent and Sally Miller for stewarding this wonderful effort.
- 14,523 people attended Community Outreach programs last year
- Beth expressed thanks to the Keene Sentinel for providing excellent coverage of KPL events.

On a motion duly made and seconded, it was:

VOTED: to accept Community Outreach Committee report – *approved unanimously.*

g) Long Range Planning (Nancy Vincent for Sally Miller)

- Huge effort by LRP committee made to finalize draft of new 5-yr plan (2010-2015), with five primary goals identified for the Library.
- Thanks extended to Sally Miller, Beth Truman and Carrie Round for their work.
- Implementation phase beginning now
- The long-range plan will guide future activities of Board of Trustees

On a motion duly made and seconded, it was:

VOTED: to accept Long Range Planning Committee report – *approved unanimously.*

h) Friends of KPL (Bill Stroup reviewed report submitted by Friends President, Carol Schroeder)

- Semi-annual book sale brought in \$24,000 between this year’s two events.
- Another successful year of the Reading with Ribby program

On a motion duly made and seconded, it was:

VOTED: to accept Friends of Keene Public Library report – *approved unanimously.*

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i) Literacy (Nancy Vincent)

- Cheshire County Literacy Coalition supported Reach Out and Read program (at Cheshire Medical Center) and the Betty Cox award, given to an outstanding student in the Adult Diploma program (Betty Cox was a stellar advocate for literacy who recently passed away.)

On a motion duly made and seconded, it was:

VOTED: to accept Literacy Committee report – *approved unanimously.*

j) Horatio Colony Museum & Nature Preserve (Paul Henkel)

- Horatio Colony Museum continues to partner with KPL and the Historical Society on a variety of programs for the community, including Chautauqua.
- Correction – pg. 49 should read “Warder”

On a motion duly made and seconded, it was:

VOTED: to accept Horatio Colony Committee report as amended –  
*approved unanimously.*

k) Nominating Committee (Bill Stroup)

- Bill presented the committee’s slate of officers for FY 2010-2011:  
**President:** Greg Martin  
**Vice-President:** Beth Truman  
**Treasurer:** Judy Putnam  
**Secretary:** Rebecca Osborne

On a motion duly made and seconded, it was:

VOTED: to accept 2010 – 2011 slate of officers as presented by the  
Nominating Committee – *approved unanimously.*

l) Director’s Report (Nancy Vincent)

Nancy presented the highlights of the Director’s 136<sup>th</sup> Annual Report:

- Partnership with Historical Society to create a site of historical photos on Flickr Commons; more than 100,000 views worldwide (“NH treasure trove”). Coordinated by BJ Wahl and volunteer Bob Borden.
  - Staff annual reports reflect work over the year and its quality (also sent to the State Library)
  - Nancy expressed her appreciation and thanks to the Board of Trustees and to members of the community for their support of the Library.
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On a motion duly made and seconded, it was:

VOTED: to accept the Director's and Staff reports – *approved  
unanimously.*

- Bill called attention to the Statistical reports for the year, indicating a grand total of 340,000 items circulated last year.
- Judy Noonan asked about outreach efforts to the new jail and KPL's ability to build a collection to support the goals of the jail. Nancy has had discussions with Rick Van Wickler, Superintendent of the Cheshire County Department of Corrections, on how the Cheshire County Literacy Coalition might provide assistance as needed. Potential for future collaboration here.

On a motion duly made and seconded, it was:

VOTED: to adjourn the meeting – *approved unanimously.*

Meeting adjourned at 6:13pm.

Respectfully submitted,

Rebecca B. Osborne  
Secretary

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## PRESIDENT'S ANNUAL REPORT

2010-2011

The Board of Trustees had a busy year for 2010-2011. We began the year expanding our reach into the community by welcoming new board members Malcolm Katz and Robert Lindberg. We also invited members of the greater Keene community to participate on our Outreach Committee in an effort to broaden our perspective on library use and the issues affecting library users. The Outreach Committee devised a survey, distributed it through the internet and by handouts, seeking public input on the library. The Long Range Committee also conducted another week long recording of library use in an effort to get a better handle on who uses the library and when the greatest use occurs.

Another major concentration during the year was in the area of facility improvement so that we are putting our best forward to the community. Paul Henkel, as chair of the Buildings and Grounds Committee, along with his committee members, coordinated landscaping efforts, as well as much needed repairs to the library roof, air compressor, and the windows and cornices of the historic library buildings. The work on the windows and cornices of the two buildings is a long term project extending over a number of years due to funding considerations.

Tough economic times forced the Board of Trustees to focus our energies on rebalancing our endowment portfolio and tightening our belt with the annual budget. Budgetary concerns at the city level limited increases in the library operating budget to 1.5% at the most. The library staff, along with the majority of other city workers, voted to forego their cost of living raises. Our city councilors were left scrambling to figure out ways to fund workers' retirement funds. The Board of Trustees managed to hold the line on the library collection development with the financial assistance of gifts from the community and the continued generosity of the Friends of the Keene Public Library.

Adequate parking for library users continued to be a concern. The Trustees created an Ad Hoc Committee to deal with the issue and to monitor the impact of the construction of the new central fire station and new courthouse in the neighborhood. Under the able leadership of its Chairman Paul Henkel, the Ad Hoc Committee members attended numerous hearings on the parking situation and developed a newer and better configuration for the library's existing parking. This issue is an ongoing concern for the library and warrants continued vigilance on the part of the Trustees.

This is my last year on the Board of Trustees because of my move to Lowell, Massachusetts. Beth Truman assumes the role as President of the Board of Trustees with Bill Stroup assuming my position as a Thayer Trustee. I wish those individuals well for the coming year and express my gratitude to Nancy Vincent, the Keene Library Executive Director, her talented staff, the Friends of the Keene Public Library, and my other colleagues on the Board. There is not a more dedicated group of individuals than those in furthering the best interest of the Keene Public Library. It was an honor and pleasure to serve with them.

Respectfully submitted,



Gregory Martin, President

**Keene Public Library  
Trustee Budget July 1, 2011- June 30, 2012**

**Income**

Trustee Held Investments	4,500.00 *
Money Market	10.00 *
 Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Other	500.00
 Outreach Projects	
From KPL endowment at NHCF	5,000.00
From Eugene Choe Fund	131.41
Encumbered from previous year	1,000.00 (estimate)
 Landscaping (encumbered from previous year)	594.42
Hanna Fund	1,265.45
Goodnow Gift	900.00
Staff Conference	
From encumbered funds	2,000.00 (estimate)
Millenium Fund/ clocks	100.00
 <b>Total Income</b>	<b>17,001.28</b>

**Expense**

Staff Conferences and Workshops	
Encumbered from previous year	2,000.00 (estimate)
From investment income	3,000.00 *
Fine Arts	
Green and Price Room Enhancements (Hanna)	1,265.45
Millenium Fund/clocks	100.00
Other fine arts	100.00 *
Goodnow Fund	900.00
Endowment Committee	0.00 *
Landscaping Project	594.42
Books and materials	1,500.00
Outreach	
From endowment NHCF	5,000.00
From Eugene Choe Fund/summer reading	131.41
Encumbered from previous years	1,000.00 (estimate)
Furniture replacement reserve (6th year)	500.00 *
Reserve for long range planning (3rd year)	750.00 *
Miscellaneous	160.00 *
 <b>Total Expenses</b>	<b>17,001.28</b>

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

**KPL Trustees  
Edward Jones Account  
Annual Report 2010-2011**

**Opening Balance** **\$36,158.95**

**Income**

Donations for Books and Materials	
General Donations	\$3,180.00
Rotary Donations	450.00
Memorial Gifts	975.00
Thayer Fund (KPL Second Account)	233.60
Donations for Programming/Summer Read	340.00
Choe Fund Income	131.41
Lipsky Book Fund	
Donations	250.00
Investment Income (KPL Second Account)	65.71
Gift/unrestricted	300.00
Grant Income	
Chautauqua 2010	2,631.00
Chautauqua 2011	1,725.00
Investment Income	5,023.05
Money Market Interest	3.56
Distribution from NHCF Endowment/Outreach	5,086.04
Bond Redemption	9,000.00
<b>Total Income</b>	<b>29,394.37</b>

**Expenses**

Books and Materials	6,525.53
Staff Conference	\$2,727.43
Outreach Programming	
Outreach Programming	561.02
Summer Reading	1,746.05
Grant Expense	
Chautauqua 2010	6,229.12
Granite State Reads	2,166.53
Pontine Theater	450.00

Rotary/Success by Six	539.00
Furniture Repair	1,714.82
Landscaping	39.31
Securities Purchased	9,005.58
Misc	
Reimburse FKPL	99.00
Bank Charge	9.00
<b>Total Expenses</b>	<b>31,812.39</b>

**Closing Balance**

**\$33,740.93**

**KPL Trustees  
Annual Report, June 30, 2011**

**Changes in Portfolio July 1, 2010 – June 30, 2011**

**Edward Jones, Original Account (#---248-1-2)**

	<b>6/30/10</b>	<b>6/30/11</b>
Corporate Bonds		
Banc One Corp	9,090.72	
Mutual Funds	139,659.74	168,129.94
Cash and Money Market	30,594.94	33,740.93
<b>Total</b>	<b>179,345.40</b>	<b>201,870.87</b>

**Edward Jones, Second Account (#---286-1-1)**

Cash	9,601.08	849.89
Mutual Funds	10,590.30	20,616.52
<b>Total</b>	<b>20,191.38</b>	<b>21,466.41</b>
<b>Total of two accounts</b>	<b>\$ 199,536.78</b>	<b>\$ 223,337.28</b>

**Notes:**

In Account –248-1-2, The Banc One Corp. note for \$9,000 which came due in the first quarter, was reinvested during the second quarter: \$4,500 into Capital World Bond Fund, and \$4,500 in the Intermediate Bond Fund of America.

In Account -286-1-1, in November, the cash (\$9,000) resulting from the maturity of a CD holding Choe and Lipsky Funds (Choe 76.5%, Lipsky 23.5 %) was reinvested: \$4,500 in the Inter Bond Fund of America, and \$4,500 in the Capital World Bond Fund. Income from these two funds will be split in the same percentages as above and used for the designated purposes.

**Securities Purchased 2010-2011**  
7/1/10 through 6/30/11

<u>Date</u>	<u>Memo</u>	<u>Amount</u>
10/5/10	Capital World Bond Fund	-4,500.00
10/5/10	Intermediate Bond Fund	-4,505.58
Total 7/1/10 - 6/30/11		<u>-9,005.58</u>
Total Inflows		0.00
Total Outflows		-9,005.58
Net Total		<u><u>-9,005.58</u></u>

**Securities Purchased (KPL 2nd)**  
7/1/10 through 6/30/11

<b>Date</b>	<b>Memo</b>	<b>Amount</b>
11/2/10	Interbond Fund of America 320.97x\$14.02 2.5%chg	-4,500.00
11/2/10	Capital World Bond Fund 204.453x\$22.01 3.5% chg	-4,500.00
Total 7/1/10 - 6/30/11		-9,000.00
Total Inflows		0.00
Total Outflows		-9,000.00
<b>Net Total</b>		<b>-9,000.00</b>

**Donations to KPL 2010-2011**  
7/1/10 through 6/30/11

<u>Date</u>	<u>Payee</u>	<u>Memo</u>	<u>Category</u>	<u>Amount</u>
<b>Income/Expenses</b>				
Income				
<u>Donation:</u>				
<u>Books and Materials</u>				
7/28/10	Chloe Curtis Cherkassky		Donation:Books and Materials	50.00
9/2/10	Fraternal Order of Eagles	for large print books	Donation:Books and Materials	500.00
10/28/10	Monday Night AA		Donation:Books and Materials	90.00
12/9/10	Friends of KPL	in honor of Carol Schroeder	Donation:Books and Materials	50.00
1/27/11	Monday Night AA		Donation:Books and Materials	90.00
1/27/11	Mary Ellen Moore	Moore gift for books on CD 1/2011	Donation:Books and Materials	2,000.00
2/11/11	Jacob J. Lichman Memorial Trust		Donation:Books and Materials	250.00
4/14/11	Overeaters Anon		Donation:Books and Materials	30.00
5/2/11	Deborah Larrimore	donation	Donation:Books and Materials	20.00
6/7/11	Markem-Imaje	Match/Phil Faulkner,Rotary	Donation:Books and Materials	100.00
Total Books and Materials				3,180.00
<u>Lipsky Book Fund</u>				
12/10/10	Aaron A. Lipsky	Lipsky Book Fund	Donation:Lipsky Book Fund	100.00
12/28/10	Dorothy and Nelson Saks	Lipsky Book Fund	Donation:Lipsky Book Fund	150.00
Total Lipsky Book Fund				250.00
<u>Donation - Other</u>				
10/5/10	Lawrence and Marjorie Dachowski	unrestricted	Donation	300.00
Total Donation - Other				300.00
Total Donation				3,730.00
<u>Donation for Programming:</u>				
<u>Summer Reading</u>				
7/28/10	Suzanne S. Krautmann	Summer reading	Donation for Programming:Summer Reading	40.00
9/2/10	Keene Lions Club	Summer Reading	Donation for Programming:Summer Reading	300.00
Total Summer Reading				340.00
Total Donation for Programming				340.00
<u>Memorial donations</u>				
9/2/10	Edward and Cornelia Saradarian	Patricia Faulkner	Memorial donations	50.00
9/21/10	Robert and Loretta Lariviere	Rosamond Chabot	Memorial donations	25.00
9/21/10	Freda Chabot	Rosamond Chabot	Memorial donations	20.00
9/21/10	Thomas and Karen Chabot	Rosamond Chabot	Memorial donations	100.00
10/5/10	Roy and Anne Piper	Buffy Bailey Sedlacek	Memorial donations	50.00
10/5/10	Roland and Phyllis Parker	Rosamond Chabot	Memorial donations	20.00
12/9/10	Daniel Mutnansky	Rosamond Chabot	Memorial donations	25.00
12/28/10	Kirke and Venita Jorgensen	Judith Sargent	Memorial donations	50.00
1/27/11	Herbert and Dorothy Howard	June Ann Mugford	Memorial donations	50.00
1/27/11	Cushing Anderson and Susan Kazanas	Dorothy Kazanas	Memorial donations	50.00
2/11/11	Violet Krause	Florence Crowell	Memorial donations	60.00
3/1/11	Kathleen and Lester Wheeler	Florence Crowell	Memorial donations	25.00
3/1/11	Marilyn and Bruce Soper	Phyllis Moyer	Memorial donations	100.00
3/1/11	VVA Chapter 654	Florence Crowell	Memorial donations	100.00
3/1/11	Vietnam Veterans of America Inc	Florence Crowell	Memorial donations	50.00
3/31/11	KPL Staff	Jacqueline Burnham	Memorial donations	30.00
3/31/11	Verna and Karon DeMarino	Florence Crowell	Memorial donations	100.00
5/2/11	Mason and Theresa Lurvey	Helen McKinnon	Memorial donations	30.00
5/17/11	James Greenwood/Patricia Greenwood	Robert Bradeen	Memorial donations	40.00
Total Memorial donations				975.00
<u>Rotary donations</u>				

**Donations to KPL 2010-2011**  
7/1/10 through 6/30/11

<b>Date</b>	<b>Payee</b>	<b>Memo</b>	<b>Category</b>	<b>Amount</b>
7/28/10	Robert Mucha		Rotary donations	25.00
9/2/10	Alex Kossakoski		Rotary donations	25.00
10/5/10	John Harper		Rotary donations	25.00
10/5/10	Carolyn Blastos		Rotary donations	25.00
12/28/10	Richard Berry		Rotary donations	25.00
12/28/10	F. Barrett Faulkner		Rotary donations	25.00
2/11/11	Roland Harper		Rotary donations	25.00
2/11/11	Jane Lane		Rotary donations	25.00
3/22/11	C S Raymond		Rotary donations	25.00
3/22/11	Charles A. Prigge		Rotary donations	25.00
3/22/11	Allan Freeman		Rotary donations	25.00
4/14/11	Peter Hansel		Rotary donations	25.00
5/2/11	Rodney Obien		Rotary donations	25.00
5/2/11	Chandler Fairbanks		Rotary donations	25.00
5/17/11	Philip Faulkner		Rotary donations	100.00
	Total Rotary donations			<u>450.00</u>
	Total Income			<u>5,495.00</u>
	<b>Total Income/Expenses</b>			<b><u>5,495.00</u></b>

**Grant Activity**  
 7/1/10 through 6/30/11

Date	Num	Payee	Memo	Category	Cl r	Amount
7/1/10	713	Pontine Theater (6/24)	Pontine Theater	Grant Expense:pontine theater		-450.00
7/1/10	714	Gail Zachariah 6/24	reimburse	Grant Expense:Chautauqua		-896.69
7/14/10	715	Howard Frank Moser	chautauqua	Grant Expense:Chautauqua		-500.00
7/14/10	716	Eric Bye	chautauqua	Grant Expense:Chautauqua		-247.00
7/28/10	717	Graham Warder	chautauqua	Grant Expense:Chautauqua		-350.00
7/28/10	718	Dennis Boggs	Chautauqua	Grant Expense:Chautauqua		-120.13
7/28/10	718	Dennis Boggs	Chautauqua, Lincoln	Grant Expense:Lincoln		-1,000.00
7/28/10	719	Charles Everett Pace	chautauqua	Grant Expense:Chautauqua		-1,000.00
7/28/10	720	Eric Bye	chautauqua	Grant Expense:Chautauqua		-100.00
7/28/10	721	Gail Zachariah	chautauqua, reimburse	Grant Expense:Chautauqua		-568.30
8/4/10	723	Colony House	Chautauqua	Grant Expense:Chautauqua		-681.25
8/17/10	726	Toadstool Bookstore	Chautauqua	Grant Expense:Chautauqua		-56.25
8/17/10	727	B & J Lighting and Sound	Chautauqua	Grant Expense:Chautauqua		-675.00
9/2/10		Public Donations for Chautauqua	Chautauqua	Grant Income:Chautauqua		131.00
9/21/10	730	Cheshire TV	Chautauqua	Grant Expense:Chautauqua		-25.50
9/21/10	732	Clara Rose Thornton	Granite state Reads	Grant Expense:Granite State Reads		-300.00
10/28/10	735	American Library Association	success by six	Grant Expense:Rotary		-539.00
10/28/10	736	Gail Zachariah	Tech Soup	Grant Expense:Granite State Reads		-525.00
11/9/10	737	Friends of KPL	reimburse/Braden Press/Park St. Foun	Grant Expense:Granite State Reads		-76.40
11/9/10	738	Friends of KPL	reimburse/Angela Frazier/Park St. Foun	Grant Expense:Granite State Reads		-360.00
11/9/10	740	Gail Zachariah	reimburse/ALA/Park St. Foun	Grant Expense:Granite State Reads		-91.03
11/10/10	741	Gail Zachariah	reimburse	Grant Expense:Granite State Reads		-465.00
12/9/10		NH Humanities Council	Chautauqua 2010	Grant Income:Chautauqua		2,500.00
12/9/10	743	Gail Zachariah	reimburse	Grant Expense:Granite State Reads		-349.10
3/1/11	747	Gail Zachariah	Chautauqua	Grant Expense:Chautauqua		-9.00
4/14/11		C&S Wholesale Grocers	Chautauqua 2011	Grant Income:Chautauqua		1,725.00
Total 7/1/10 - 6/30/11						-5,028.65
Total Inflows						4,356.00
Total Outflows						-9,384.65
<b>Net Total</b>						<b>-5,028.65</b>

**KPL Investment Income 2010-2011**  
 7/1/10 through 6/30/11

<b>Date</b>	<b>Memo</b>	<b>Amount</b>
7/31/10	Bond Fund of America	38.06
7/31/10	American High Income Trust	133.32
7/31/10	Bond Fund of America	38.07
7/31/10	American High Income Trust	133.44
8/27/10	Banc OneCorp Note	450.00
8/27/10	Bond Fund of America	38.08
9/24/10	American High Income Trust (Aug)	133.40
9/24/10	Fundamental Investors	74.61
9/24/10	Income Fund of America	48.64
9/24/10	Capital World Growth and Income	94.22
9/24/10	Capital Income Builder	123.24
10/29/10	Bond Fund of America	38.03
10/29/10	American High Income Fund	133.35
10/29/10	Bond Fund of America	38.08
10/29/10	International Bond Fund of America	5.58
10/29/10	American High Income Turst	133.45
10/29/10	MFD Class Action Voucer Equity Trade Commission	6.75
11/26/10	Bond Fund of America	38.02
12/28/10	American High Income Trust	133.32
12/28/10	International Bond Fund	7.85
12/28/10	Fundamental Investors Fund	130.56
12/28/10	Capital World Growth and Income	125.62
12/28/10	Capital Income Builder Fund	188.97
12/28/10	Income Fund of America	74.43
12/28/10	Capital World Bond Fund	56.71
12/28/10	Bond Fund of America	42.01
12/28/10	New World Fund	254.46
12/28/10	New Perspective Fund	189.11
12/28/10	American High Income Trust	200.00
12/28/10	International Bond Fund of America	8.87
12/28/10	American High Income Trust	42.31
12/28/10	Smallcap World Fund	127.07
1/28/11	Bond Fund of America	28.21
2/25/11	International Bond Fund of America	8.17
2/25/11	American High Income Trust	66.65
3/31/11	Bond Fund of America	32.10
3/31/11	International Bond Fund of America	8.92
3/31/11	American High Income Trust	133.43
3/31/11	Fundamental Investors Fund	74.61
3/31/11	Capital World Growth and Income	94.22
3/31/11	Income Fund of America	48.64
3/31/11	Capital Income Builder Fund	125.98
3/31/11	Capital World Bond Fund	36.85
4/29/11	Bond Fund of America	32.16
4/29/11	International Bond Fund of America	8.04
4/29/11	American High Income Trust	133.32
4/29/11	Bond Fund of America	34.52
4/29/11	International Bond Fund of America	8.51
4/29/11	American High Income Trust	133.37
5/27/11	American High Income Trust	129.68
5/27/11	International Bond Fund of America	7.70
5/27/11	Bond Fund of America	34.87
6/29/11	Fundamental Investors Fund	74.61
6/29/11	Amcap Fund	61.63
6/29/11	Income Fund of America	48.64
6/29/11	Capital Income Builder Fund	127.35
6/29/11	Capital World Growth and Income	251.24

Total 7/1/10 - 6/30/11 5,023.05

Total Inflows 5,023.05  
 Total Outflows 0.00

**KPL Investment Income 2010-2011**  
7/1/10 through 6/30/11

<u>Date</u>	<u>Memo</u>	<u>Amount</u>
<b>Net Total</b>		<b><u>5,023.05</u></b>

**KPL Trustees  
Encumbered and Restricted Funds  
2010-2011**

	Balance 6/30/10	Changes 10-11	Balance 6/30/11
For Books and Materials	18,294.33		
Memorial Gifts		975.00	
Rotary Donations		450.00	
Other Donations		3,180.00	
Thayer Fund Investment Income		233.60	
Purchase of books		-6,525.53	16,607.40
For Outreach Programming	-199.81		
Donations for Outreach Programs		340.00	
From Endowment		5,086.04	
From Endowment CD			
Spent on all Outreach Programming		-2,307.07	
			2,919.16
For Staff Training	1,022.48		
Trustee Budget 10-11		3,000.00	
Used in 09-10		-2,727.43	1,295.05
From Sale of KPL History	274.31		274.31
Landscaping project (trustees)	633.73	-39.31	594.42
Hanna Fund	1,265.45		1,265.45
	-		
Fox Memorial	1,004.00		1,004.00
Millenium Clock	100.00		100.00
Goodnow Gift (signs)	900.01		900.01
Lipsky Book Fund	448.65		
Donations		250.00	
Lipsky Fund Investment Income		65.71	764.36
Choe Fund	-		
Choe Fund Investment Income		131.41	
to outreach budget		-131.41	
Grants	1,510.17		
Grant Income		4,356.00	

Grant Expenses		-6,229.12	-362.95
Reserve for Long Range Plan	750.00	750.00	1,500.00
Reserve for Furniture Replace Trustee Budget	2,000.00	500.00	
Total Restricted Funds	29,503.32	-56.93	29,446.39
Cash in Checking Account	36,158.95		33,740.93

KPL Board of Trustees  
Finance Committee  
Overview of Library Finance  
2010-11 Report

City of Keene Annual Operating Budget – Library

- Provides for staff and operating expenses and is approved by the City Council in June for the next fiscal year. The figure approved for FY 2011-12 is \$1,247,308. 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 annual budget figure for books and AV materials. To support a 5% replacement target, \$167,300 is needed. Factoring in funds from the Friends, City-held trust funds, and donations, we would need \$145,600 from the City to make up the difference.

The current city funding 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 2011-12 is \$3,000.

City of Keene Annual Operating Budget – Library Facility Maintenance

The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2011-12 is \$236,985.

The Facility maintenance budget is under the Parks, Recreation and Facilities Department and is currently administered by Med Kopczynski, Assistant City Manager and Health director who is serving as Interim Director of Facilities.

### City of Keene Annual Operating Budget: Public Library Annex

The Pond Mansion/Heberton Hall Budget is approved by the City Council in June for the next fiscal year. The figure approved FY 2011-12 is \$25,123.

As with all city facilities, this budget is under the Parks, Recreation and Facilities Department budget and is administered by Interim Director Med Kopczynski. The Pond Mansion/Heberton Hall facility maintenance issues are reviewed by the Trustee's Building and Grounds committee.

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

The CIP included a project to repair roofs and replacement of historic windows at the Library and the Library Annex with funding to be requested from unspent monies from the city's Marlborough roof project.

### KPL Trustee Budget

The proposed budget for 2010-11 (adopted by the trustees in June) is \$17,001.28. This reflects the anticipated income from investments as well as monies encumbered for specific purposes that will be used for those purposes this year.

It should be noted that all grants that are given directly to KPL are monitored and administered by the treasurer of the trustees under the supervision of the library director. A record of all grants given directly to the library is part of the treasurer's report. (See Treasurer's Annual Report 2009-10)

### KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones was \$188,746.46 versus \$159,340.76 a year ago.

### New Hampshire Charitable Foundation

Two funds are held by the New Hampshire Charitable Foundation for the benefit of the library. They are the "Keene Public Library Endowment Fund" and the "Elizabeth Jones Faulkner Memorial Trust". On June 30, 2011, the total value of the Keene Public Library Endowment was \$117,633.76 versus \$103,763.50 a year ago and the total value of the Elizabeth Jones Faulkner Memorial Trust was \$29,970.63 versus 25,418.82 a year ago.

**August 12, 2011**

## **Buildings and Grounds Annual Report 2010-2011**

The Annex roof was replaced this year.

**There are several buildings and grounds projects we would like to do:**

Reconstruction of the Mansard eaves of the Library and Annex

Replacement or restoration of the library and annex windows

Reconstruction of the library porch

Adding spaces and rerouting the traffic flow in the Annex parking lot

Adding an elevator to the Annex

A bid process led by Med Kopczynski has been completed for the work on the Mansard eaves and reconstruction of windows and one response was received. Funding for work on the eaves is being pursued on a priority basis to avoid further deterioration of the buildings. It is anticipated the windows and the porch will be included in a CIP for the fiscal year beginning July 1, 2012.

Annex lot improvements may be included in the city's planned reconstruction of Winter Street.

**Parking.** The size of the city's Elm Street lot was reduced during and after construction of the new fire station. Among other streets, the city has designated Summer and Middle Streets one-way. Six new public parking places have been added on Middle Street. However, a like number of spaces on Summer Street at the intersection with Court Street are now reserved permitted parking for businesses displaced from the Elm Street lot. When construction of the new courthouse begins in Spring 2012, half the spaces in the Court Street lot and several adjacent spaces on Winter Street will be permanently lost.

The city may build a three story structure on Elm Street. The County may be able to use some of the Latchis Theater site for staff parking. The city may eventually build a parking structure on Gilbo Avenue.

**Lighting.** As part of a city wide project, a lighting efficiency study was completed by Honeywell Corporation and several fixtures were replaced with higher efficiency bulbs.

**Landscaping.** An area was established for vinca in a portion of the Thayer Oak watershed. The City provided holly plants along the uphill edge. A border of flowers and a 18" high wrought iron fence was added. Jerry McDougal, a member of the city staff placed cobblestones in an artful triangle under the lamp on Winter Street. The city added a golden mop cypress and the Old Homestead Garden Club added flowers at the junction of sidewalks at the northwest corner of the library.

Respectfully submitted,

Paul Henkel

## POLICY COMMITTEE

### 2010-2011 ANNUAL REPORT

The Policy Committee met infrequently in the 2010-2011 year which usually means we had a relatively quiet year at the Library.

In the spring 2011 two incidents occurred at the Library which required our undivided attention. There was an incident in the Youth Department of the Library to which the Keene Police Department responded. A child was alleged to have engaged in inappropriate conduct with another child. Both children were released into the custody of their parents. A second incident occurred the next day at which the Keene Police arrested a teenager outside on the Library grounds for charges unrelated to his use of the Library.

The resulting publicity surrounding these incidents generated discussion within the Keene community and on the Board of Trustees regarding the safety of Library users within the building and whether steps, if any, should be taken to address the informal gatherings of teenagers outside the Library but on Library grounds. The Policy Committee met and with the participation of its members and many of those from the Board of Trustees we determined that the following steps should be taken, subject to the approval of the full Board of Trustees:

1. Investigate the possibility of installing a motion activated external camera above the Library main entrance.
2. Redirect the smokers to a newly designated area more away from the main entrance.
3. More visible posting of Library rules and regulations.
4. Reconfigure the space in the Youth Department to eliminate the more obscured areas.

The Committee also discussed the ideas of holding a community open house, of conducting more library tours, and of making Library Trustees more available to answer questions from the public. Standing Committees of the Library were designated to explore and to implement these possible

strategies. That process is still pending.

Both long time members of the Policy Committee are leaving the Board of Trustees this year so there will be an entirely new Policy Committee next year. I wish the best to my colleague, Rebecca Osborn, and I express my appreciation for her many years of hard work for the Library and for her common sense and sound advice.

Respectfully submitted,

Gregory Martin, Chair

Fine Art Committee  
Annual Report 2010-2011

The committee met and discussed the following:

External signage needs which will be coordinated with the Library Building and Grounds committee.

An internal sign stating the library rules of conduct which could be designed for the back of the Elmer Hoag lobby sign.

The need to have the library art work reappraised and to locate a conservator who could be contacted if anything happened to a piece in our collection. Maureen Ahern, Director of Thorne-Sagendorph Art Gallery at Keene State College, suggested contacting either the Courier Museum or Hood Museum.

Committee members:

Judith Noonan  
Judith Putnam  
Lynn Simington

## Community Outreach Report 2010-2011

The numbers of patrons utilizing library services continues to increase and, in response, under the expert guidance of Gail Zachariah, Head of Youth and Community Services, several programs were added and continued including book groups, workshops, children's events, the summer reading program, and family dances, to name a few. Many were notably well attended, and we continue to be thankful to Gail and the staff for their continued dedication to the community in their efforts.

	<u>Events</u>	<u>Hours</u>	<u>Attendance</u>
Adult Programs:	219	420	2,433
Children's Programs:	384	360	5,721
Outreach Tours and Community Visits:	54	72.5	2,681
Young Adult Programs:	270	694.5	2,577
Totals for Library Sponsored Events for Period:	927	1,547	13,412

The Committee added past trustees, community members and Friends to it's members this year. We are pleased to welcome Jill Cielinski, Georgia Tasoulas, and Theresa Quigley, in addition to standing members John Cunningham, Lynn Simington, Gail Zachariah and Beth Truman.

A community survey was done in order to gain a better understanding of the community's needs, where we are doing well, and where we could improve in keeping with the goals set forth for the committee in the Long Range Plan. There was an excellent response to the surveys and this data is set to be analyzed and the next steps taken in the coming year pursuant to the Long Range Plan.

The library was able to get two AmeriCorps/ VISTA workers last year through the generosity of the Friends of the Keene Public Library. These workers aid in many facets of library programming including the ability to offer more programs for school aged children.

The Committee would like to thank the Friends of the Keene Public Library for their continued financial support. We would also like to thank the staff and Director Nancy Vincent for their continued dedication and attention to providing quality programming, and creatively seeking out ways to form mutually beneficial partnerships within the community. In addition we'd also like to thank the Keene Sentinel for their continued and valued support of the Library through extensive free advertising of Outreach programming.

Respectfully Submitted,  
Beth Truman  
Chair  
Community Outreach Committee

KPL Board of Trustees

LONG RANGE PLANNING COMMITTEE

Annual Report – Fiscal Year 2010-11

The Long Range Planning Committee continues to monitor the progress made on our LRP goals.

**GOAL 1**

**Build and maintain a collection of materials in a variety of formats to provide people of all ages, abilities and backgrounds with materials that satisfy their informational and educational needs and personal interests.**

Comments: We have been fortunate during this period of constricted budgets to maintain level city funding and to have the support of the Friends of KPL. It is of the utmost importance that we do not fall behind in building and maintaining our collection. More material is available on line and the library has subscribed to new services, however, the demands on our collection continue. The Collection Development Report will be reviewed by the Finance Committee at their February meeting and presented to the board in March of next year.

**GOAL 2**

**Assist patrons of all ages with information, research and reader's advisory services, both in-house and remotely through the Library's website, public access computers, and electronic databases. Provide the public and Staff with the training necessary to use new technologies.**

Comments: In the present economy, more people are coming to the library. Many are seeking assistance in employment searches, resume writing and access to the internet. The Trustees' Budget continues to provide training funds for staff workshops and conferences, especially in the ever-changing field of information technology, and the staff continues to offer training in the use of these new technologies to library patrons.

**GOAL 3**

**Provide library programming and activities both within the library and in the Keene community for people of all ages and facilitate the use of the library by city and public groups for community meetings.**

Comments: The staff and the Outreach Committee continue to seek grants and funding for our many outreach projects. These programs serve a wide age-range of patrons (young children, teens, adults and seniors). Our teen programming has been cited in a national magazine and the

library has seen a 15% increase in participation in homework assistance and academic development programs. Work is progressing in the development of a programming manual.

#### **GOAL 4**

**Maintain an organizational structure and a skilled workforce that supports optimum service levels**

Comments: The staff continues to meet the demands of the public in a timely manner. The addition of two AmeriCorps workers in the Youth Department (made possible by the Friends of KPL) has had a significant impact on teen programming.

#### **GOAL 5**

**Provide and maintain Library facilities and grounds which (1) are attractive, safe and accessible; (2) accommodate Library services and programs and (3) provide space for City and community meetings and forums.**

Comments: The Building and Facilities Committee has done an outstanding job on the landscaping of the library. In partnership with the Old Homestead Garden Club, the city and Keene High School, many projects have been accomplished. The Building and Facilities Committee has also been pro-active in addressing the impact the new court house renovations will have on library parking.

The first floor of the Library Annex is well-used by Cheshire TV and for library and community programming. However, we must continue to move forward with the renovations of the second floor of the Annex so that it will meet our future space needs. A plan by Katz Architects has already been developed. The committee will need to investigate possible grants for library renovations, seek to have the city include the Library Annex renovations project on the CIP, and investigate other avenues of funding. Taking a pro-active stance on this project is essential.

Respectfully submitted,

Nancy Vincent  
Sally Miller

## Annual President's Report, FKPL, May 2011

Recently the *Keene Sentinel* ran a story on the negative impact the recession is having on public libraries, noting that this year 72% of these vital resources have suffered from budget cuts, many with sizable staff losses as well. At the same time, on a more positive note, there has been a surge in public library use nationwide during these hard economic times.

The Keene Public Library is not an exception on both the budget front and the demand placed on its resources. A recent library count of patron use (for April 25-29) indicated that 4,112 patrons entered the library over those five days. With the Library's superb staff and its extraordinary management, the impact of budget cuts—and the pain they often cause--has been minimized, and the increase in patron usage has been effectively accommodated.

The Friends of the Keene Public Library (FKPL) have also played a key role in efforts to compensate for budget losses. Our mission, it should be recalled, is to support the Library and staff in areas not funded by the city budget and to provide enriching programs at no charge for adults and children in the community. That mission has never been more important than it is during these difficult economic times.

I'm pleased to underscore for all our patrons and Friends that during our 29<sup>th</sup> year as an organization we were able to accomplish our mission, largely a result of our semi-annual book sales, our healthy and growing membership support, several crucial bequest annuities, and our army of volunteers. Library director Nancy Vincent states that "the Friends' support for programming, and this year for Americorps positions that provide staff help with this programming, is essential to the services that the library provides." She adds that "the willingness to supplement the collection in these hard times and to keep the collection from falling behind is of paramount importance as well." She concludes, "The Library could not fully meet its mission and objectives without this help."

Our two singular book sales this membership year grossed c. \$23,131. Though not a record (down c. \$870 compared to last year), this was nonetheless a sizable amount, making an enormous difference in the ways the Friends can carry out its mission. As indicated in a recent letter of thanks in the *Sentinel*, we are grateful to the many individuals who help make these sales such great successes, from our donors (of books, CDs, DVDs, puzzles, videos, etc.), our book sorters and pricers, our faithful customers, and those who actually help to make the sales a reality (table workers, cashiers, etc.). As in past years, we are especially grateful to Yvonne DeMay who serves as

chair of the book sales, organizing the details, assigning individuals to jobs, and even making sure the lower floor of the library is cleaned after the sale.

Another major source of Friends income is memberships, which remain steady, totaling as of 9 May \$5,330 (contributions from 82 of c. 200 members; last year's total was \$5819). With many demands made on our Friends' resources, we are ever more grateful for the support we continue to receive.

As much as possible, and thanks to our various sources of income, the Friends this year have increased its financial support of collection development, as it has the last several years, helping to compensate in a modest way the City's budget cuts. We have been diligent in sustaining the Library's various programs, ranging from family dances, family and youth programs, film series, performer fees, to publicity ads, summer reading programs, and a wide assortment of free or discounted museum passes to the Library for the use of patrons. This year 14 various museums throughout New England are represented. One special project that we supported this year was the Trustee's landscaping plans for the exterior of the Library.

We are pleased that this year we have increased our financial support as part of our sponsorship of "Mr. Gemmell's Reading with Ribby" program. This is our seventh year of support for an important program that challenges students in grades K-5 to meet individual reading goals over a predetermined period of time. This program has grown in popularity each year. We're pleased that "Ribby" has also become a more active partner with the Friends (Ribby made a star appearance at our Spring book sale).

Finally, over the past two years the Friends Board has been delighted that four new members have joined us (one is actually a rejoin [last year]—Lillian Smith Novak--now our Membership chair). Also last year Hope Therrien was elected to the Board and will become Treasurer after this meeting). Just elected for 2011-12 are Jill Cielinski and Bridget Hansel as members at large. We are very pleased to have these four in our ranks. As I complete my first year as the Board's President, I'd like thank all board members for their dedication, numerous contributions, and faithful participation on our Board. We are most fortunate to have such a terrific group of board members.

Don B. Wilmeth

Cheshire County Literacy Coalition  
Annual Report to the Keene Public Library Board of Trustees  
August 2011

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

- The Success-by-Six committee, a joint committee of both Keene rotary clubs, made its annual \$1,000 donation to the Coalition, designated for the Reach Out and Read program.
- The Coalition awarded one Betty Cox award to an outstanding student in the Adult Diploma program.

**Horatio Colony Museum And Nature Preserve  
Keene Public Library Annual Report 2011**

**Museum activities**

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. There are a number of significant collections which have been featured in years past and which can be seen on the website. These include napkin rings, inkwells and cribbage boards.

In July the museum featured

\* *The Emperor and the Bee Boy* - a dramatic reading of a play by Horatio Colony.

\* *Prints of John James Audubon* - a lecture presentation.

**Chautauqua 2011 was held in July.**

It was funded by the New Hampshire Humanities Council, the Keene Sentinel and the partnering organizations of Keene Public Library, the Historical Society of Cheshire County and the Horatio Colony House Museum. The main event was July 28 at Heberton Hall featuring portrayals of authors William Faulkner and Kate Chopin. Two book discussions were held in preparation for Chautauqua.

**Future events include:**

**Friday, August 26 - 7:00 pm**

**New Hampshire Writers' Series: The Slow Word Movement**

With writer, teacher and *Whole Terrain* Managing Director **Rowland S. Russell** - reading, story and discussion. Reservations required.

**Saturday, September 10 – 10:00 am**

**Museum Garden Series: Spring Forward with Spring Bulb Planting**

Sarah Mustin Stockwell, will cover what bulbs do well in our gardens in Keene.

**Wednesday, September 15 - 4:00 pm**

**New Hampshire Writers' Series: Clock, Clock, Clock**

Author Howard Mansfield will look at how our lives have been speeding up since the 1700's. Reservations required.

**Thursday, September 21 - 4:00 - 5:00 pm**

**Nature Journaling Workshop**

With author of *The Nature Connection*, Clare Walker. Reservations required.

**Thursday, September 30 - 3:00 pm**  
**4th Annual American Girl Tea**

Reservations required. Contact Gail or Colleen at Keene Public Library

**Wednesday, November 9 - 7:00 pm**  
**Victorian Christmas Card Workshop**

Reservations required. \$5 materials fee

The museum is open for tours May 1 through October 15, Wednesday through Sunday from 11:00 AM to 4:00 PM and by appointment throughout the winter. Exhibits change periodically.

**Nature preserve**

The original Nature Preserve consists of approximately 600 acres located on Daniel's Hill Road in Keene which are open to the public for hiking and nature study. The preserve is open to the public every day from dawn to dusk. It contains marked trails with numbered stops at dramatic geological features and historical ruins. A guide book is available at the trailhead. A new trail links the Nature Preserve to the California Brook Project. Several nature programs for children are held at the Nature Preserve each year as noted on the website.

Additional information including upcoming events at the museum and nature preserve is available at the website

<http://www.horatiocolonymuseum.org/>

Paul Henkel

## Nominating Committee Report 2011-12

The Nominating Committee is pleased to present the following slate of Officers  
For 2011-2012

President: Elizabeth Truman

Vice President: Paul Henkel

Treasurer: Judy Putnam

Secretary: Judith Noonan

DIRECTOR'S REPORT  
2010-11

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 137th ANNUAL REPORT IS HEREWITH SUBMITTED:

For the third year, the city faced difficult economic challenges as state revenues continued to decrease and the state in looking to balance its budgets, distributed additional costs to municipalities. Some of the state funding issues remained unresolved throughout the city's budget process. One projected impact was the state's decision not to fund its portion of retirement contributions. Some of the lost funding was made up in increased employee contributions. City employees, in recognition of the times, voted in support of eliminating the COLA increase this year.

The budget cuts to the State Library is important to note, as the State Library supports public libraries throughout the state with van delivery service which last year carried over items between libraries so that they could share materials- never more important in times of shrinking collection budgets. Local libraries rely on the State Library's financial support for online databases. Throughout the numerous cuts, the State Library has tried very hard to protect those services so important to our community.

For the library, the city budget largely maintained the status quo with minor adjustments to various line items. With the help of the Trustees and Friends, the library will again strive to maintain the library collection funding at the highest possible level and to support its programming: Both important to our community- never more so than in difficult economic times. Again this year, nearly 4000 people visited the library weekly.

The library had many accomplishments this year which I will highlight here. Further detail is found in the committee and staff reports.

During FY 10/11:

- Adequate funding for library materials was secured by supplementing the City appropriation with funding from the Friends of the Library, the Trustees, and donations from community groups and individual. .
- An assessment of immediate building improvement needs of the library and library annex was completed and resulted in a CIP request to fund roof replacement and replacement of historic windows at the Library and the Library Annex.
- Young adult programming was sustained with the help of two Americorps Vista volunteers, funded by the Friends of the Library.
- Trustees, Friends and City staff worked with the Homestead Garden Club & the Keene H.S. Horticulture class on landscaping the Library grounds.
- Local history photos and texts, with the help of volunteers, continued to be added to the online database.
- The first year of the Library's long range plan was implemented.

Yearly the Library Trustees and Friends work with the City to maintain the materials budget. While ongoing general support for this purpose is beyond the mission of the Trustees and Friends, during this economic downturn it will be critical for them to again provide some supplemental funds so the materials collection will not be adversely affected. Library Trustees and Friends support donations to supplement the materials collection, but depend upon the city to provide the funding necessary to maintain the core collection, central to all the library's services.

Without the help of the Trustees, Friends, many community groups and individuals, the library would not be able to keep its current service levels. It is such dedication that makes our library the valued community resource that it is.

The Library Trustees and Staff, the Library Friends and Volunteers, the City Manager, the Mayor and City Council, the City Council Liaison to the Library, and the City and Keene State College Staff, the Old Homestead Garden Club, Keene High School Horticulture Class all deserve recognition for helping enormously this past year in providing excellent library facility and service. It is a privilege to serve in a community that places so high a value on the role of its public library. I extend my sincere thanks and appreciation to all.

Respectfully submitted,

Nancy T. Vincent, Director  
Keene Public Library

# Youth Services Annual Report

## CIRCULATION

Circulation to young people at the Keene Public Library continues to be strong. During 2009-2010, the total amount circulated to young people including children and teens was 116,968. Once again, this is a very small increase from the year before. Using a juvenile population figure of 7,062 young people aged 18 or younger, the per capita youth circulation rate is 16.56. The Keene Public Library Youth Collection totals 49,438 materials which have a turnover rate of 2.36.

## PROGRAMS

Programming and outreach for children and young adults is an important part of Keene Public Library services. In 2010-2011, there were 654 in-house library programs geared towards young people babies through teens with a total attendance of 8,298. Under school outreach efforts, the library served 2,641 individuals who visited the library for tours or special programs or who were visited by library staff members who brought the library to them.

Our program statistics are very similar to those of last year. We have essentially reached our peak as far as programming goes. Staffing cannot support many more programs. Instead, we have been varying our target audience. In the last few years, we have tried to increase school age and YA programming without sacrificing preschool programming which remains a strong focus at the Keene Public Library.

Reporting Period: July 1, 2010-June 30, 2011

## Library Sponsored Youth Events

Age Group	Events	Hours	Attendance	Average Attendance per Program
Outreach	52	62.50	2,641	51
Children	384	360	5,721	15
Young Adult	270	694.50	2,577	10
<b>Totals for Events</b>	<b>706</b>	<b>1,117</b>	<b>10,939</b>	<b>15</b>

The library's Long Range Plan address youth programming in *Goal 3, Objective 3*:

- *Promote a love of reading in young children by offering programs that support their abilities to enter school ready to learn, read, write, and listen.*

- *Teach parents and caregivers ways of reading and interacting with children to prepare babies and preschoolers for reading and learning by offering at least two workshops a year.*
- *Continue to offer regularly scheduled lapsits, toddler two-times, preschool storytimes, and family and craft programs.*
- *Continue to offer a family dance series featuring traditional music, dance, and stories.*

All of these objectives have been fulfilled. We purchased and distributed posters, stickers, and reading lists for new kindergarten students and for toddlers. We did extensive collection development so that we would have multiple copies of each of the recommended books on the lists.

Librarian Peter Wright offered many programs in the community and in the library for parents and care providers on the importance of reading. He is in the midst of strengthening this outreach by offering programs at the hospital. During the year, we revised the new baby packets given to new parents at the hospital.

We improved our preschool storytime series by offering by offering a regular Puppet and Storytime for older toddlers. This allows our librarians to do more developmentally appropriated programming.

***Additional 2010-2011 programming highlights included:***

- ✓ Regular movies, gaming programs, and tournaments
- ✓ Special 2010 Reading Celebrations including a presentation by Wildlife Encounters from Granite State Zoo, scientific magician Steve Lechner, and children's musician Judy Pancoast
- ✓ Media Literacy and Digital Filmmaking Workshops
- ✓ A Curious George Library Party with a visit by Curious George at the library and in local schools
- ✓ Samantha's American Girl Nutting Party held at the Horatio Colony House Museum
- ✓ A great Ladybug Book Award Festival put on with the help of Keene State Reads Volunteers
- ✓ Kiwanis in Pajamas hosted by the Keene High Key Club
- ✓ Water and Science Fair Help Days with volunteers from Timken
- ✓ An Earth Week Camp held during April school vacation week
- ✓ SAT test prep programs
- ✓ A Multicultural Storytelling and Drama Program for Middle School Students

- ✓ The Summer Book Buddy Program that paired experienced young readers with new readers for practice and encouragement
- ✓ Poetry Out Loud workshops which led to our contestant Jacob Richard's participation in the final state competition
- ✓ A outstanding 2011 Summer Reading Kickoff with Odds Bodkins

All of our programs are co-sponsored by the Friends of the Keene Public Library. Without the financial support of the Friends and of the Endowment Fund of the Keene Public Library, we would not be able to provide the programs that we do.

### SUMMER READING

Studies have shown that reading over the summer helps children maintain and improve their reading skills. An estimated 530 young people and parents participated in the Keene Public Library's 2010 Summer Reading Program, "Make a Splash Read." Among this group, 290 young people read five hours or more. 114 of these readers completed the program by reading for 40 hours or more and 26 then continued to read by entering the "Extended Reading Program."

### Active Reading Programs Statistics

as of 9/24/2010 6:35:16 PM

Program Name	Age Group	Total Members	Total Books Recorded	Total Award Units Recorded
Extended Reading Program		26	13	538 Hours
Make A Splash Read! Youth Program		339	744	5,146 Hours
Make Waves Read Teen Program		76	201	1,632 Hours
Read-To-Me Summer Library Program 91 Reading Partners (Adults Reading to children)		107	392	1,453 Hours
Water Your Mind Adult Program Counting Books		30	188	188 Books
Water Your Mind Adult Program Counting Time		25	30	2,666 Hours
<b>Totals:</b>		<b>603</b>	<b>1,568</b>	

In 2010, new interpretations of laws regarding the use of volunteers forced the library to change its VolunTeen program drastically. Now, our volunteers must be 14 years of age and volunteers under 16 years of age must have a work permit on file at the library before they can begin. This greatly reduced the numbers of volunteers that assisted us with summer programming. During 2010, we had only two youth volunteers. This was a difficult but necessary adjustment.

We continued our tradition of offering special programs on Tuesday afternoons in Heberton Hall and movies and crafts on Fridays. Each year, we make visits to each school to promote our program. The following charts show the level of participation in 2010 at the various schools.

## Grand Totals of Sign Ups ALL Programs - ALL Schools

Run Date: 9/24/2010 6:43:15 PM

School	Total Participants Signed Up
Fuller School	77
Symonds School	71
Other School	65
Keene Middle School	49
Jonathan Daniels School	45
Homeschool	40
Wheelock School	36
Franklin School	32
Preschool	25
Keene High School	18
Monadnock Waldorf School	18
St. Joseph	16
Surry Village Charter School	10
Trinity Christian	8
Child Development Center at KSC	5
Headstart	3
Montessori Schoolhouse of Cheshire County	2
TNT	2
<b>Grand Total of ALL SignUps for All Program</b>	<b>522</b>

## Reading Program Participants by Grade - All Schools For All Active Reading Programs

Grade	Participants
Pre-School	69
Kindergarten	37
1	50
2	58
3	73
4	65
5	63
6	28
7	38
8	15
9	12
10	5
11	1
12	8
<b>Total</b>	<b>522</b>

Our 2010 summer reading programs began with a kick-off on June 15. The program concludes on August 15. So far there have been a total of 572 people are participating in separate programs for adults, teens, and children.

### **PERSONNEL AND STAFF DEVELOPMENT**

Last year, we were fortunate to have two very capable Plustime NH AmeriCorps\*VISTA members serving with the Keene Public Library. Christina Giorgio's responsibilities included outreach to the schools, helping the library develop programs and activities aligned with the curriculum, and promoting our online resources to students and teachers. His achievements include:

- ✓ Hosting an Earth Week Camp for during school vacation week in April 2011.
- ✓ Planning and coordinating the Keene Public Library Poetry Out Loud and Young Chautauqua Programs
- ✓ Leading book discussions for young adults and adults interested in Young Adult Fiction

Jon Solari developed gaming and technology programs. His accomplishments included:

- ✓ Developing regular Digital Filmmaking and Media Literacy Workshops
- ✓ Sponsoring many gaming events
- ✓ Offering expert guidance to the library as we purchased board and technology games
- ✓ Developed a month long series of programs for National Novel Writing Month

In fiscal year 2011-2012, the Keene Public Library will welcome Lisa Blankemeyer, our new AmeriCorps\*VISTA member to the library.

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

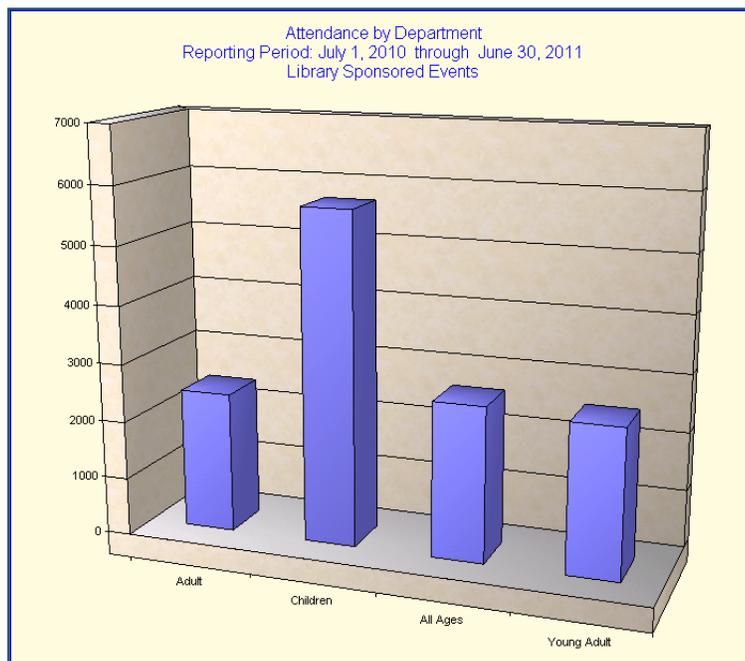
# Community Services Annual Report

## 2010-2011 PROGRAM HIGHLIGHTS

A major goal of our long range plan is to maintain a comprehensive series of high quality library programs with current offerings of over 500 programs for adults and children. During the year, the Keene Public Library offered a total of 927 events. While this number is slightly higher than the previous year's total of 889 programs, the total attendance for the year was slightly down. Numbers will fluctuate from year to year. However, we have tried to spread and target our programming. We have slightly increased the numbers of outreach activities that allow library staff to go out into the community. School and community visits to the library are also considered outreach activities. We have also slightly increased the number of adult and young adult programs. These additions fulfill *Objective 1 of Goal 3 of our Long Range Plan* "to facilitate library programs and events that promote improved community awareness, cultural interaction and stimulate community dialogue." Although we added these programs, we experience a slight decrease in the number of youth programs offered. We have temporarily eliminated the Tuesday evening storytime. The program had inconsistent attendance and with tighter staffing it became difficult to offer. As of yet, patrons have not noticed a change in our programming schedule. That is not to say, that we cannot afford to program for small audiences. Sometimes a small audience is appropriate and welcome in a library setting.

### Reporting Period: July 1, 2010-June 30, 2011 Library Sponsored Events

Age Group	Events	Hours	Attendance
Outreach (All Ages)	54	72.50	2,681
Adult	219	420.00	2,433
Children	384	360.00	5,721
Young Adult	270	694.50	2,577
<b>Totals for Events</b>	<b>927</b>	<b>1,547.00</b>	<b>13,412</b>



We have continued to offer an Astronomy Lecture Series in February. This is done in cooperation with the Keene Amateur Astronomy Club.

Interest in book discussion continues to grow. The Great Books discussion group meets regularly during the fall, winter, and spring. The Nobel Readers book club has a small but dedicated following.

We continue to work with the Horatio Colony House Museum and the Historical Society of Cheshire County to put on a summer Chautauqua. In July 2009, Chautauqua featured Abraham Lincoln and Frederick Douglass. Our Chautauqua was part of a larger series of events celebrating the Abraham Lincoln's bicentennial. Several years earlier, the library received grant funding to host

the “Forever Free” traveling exhibition that reexamined President Lincoln’s efforts toward the abolition of slavery during the Civil War. Organized by The Huntington’s John Rhodehamel, Norris Foundation Curator of American Historical Manuscripts, the exhibit consisted of reproductions of rare historical documents from The Huntington’s collections and those of the Gilder Lehrman Institute, and drew on the latest scholarship in the field. Both the Horatio Colony House Museum and the Historical Society of Cheshire County hosted other Abraham Lincoln exhibits in conjunction with the series. In July 2010, Chautauqua was part of the library’s summer reading program “Novel Destinations” and highlighted famous authors from the south: Kate Chopin and William Faulkner.

### In House Adult Program Categories and Statistics

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	Attendance	# of Programs	Attendance Per Program
<b>Adult Library Programs</b>			
Astronomy Lecture Series	162	2	23.14
Film Programming	335	60	5.58
Book Discussions	258	29	8.89
Oral History Programs	57	5	11.4
IRS Tax Assistance	227	11	20.63
Chautauqua / Forever Free Programs	355	8	44.37
Author Visits	142	5	28.4
Performances	134	6	22.33
Art Programs	511	51	10.01
Resume Writing and Career Development Programs	75	11	6.81
Other Programs	167	24	6.95
<b>TOTAL Adult Programs</b>	<b>2,423</b>	<b>217</b>	<b>11.16</b>

### OUTREACH AND COMMUNITY COLLABORATIONS

During the 2010-2011 fiscal year, the library was actively involved with many other Keene community groups and organizations. The library continues to collaborate with the Keene Art Association to provide a weekly painters group. The library worked with the Colonial Theater during the annual visit by the Missoula Children’s Theater. A library staff member made regular visits a Monadnock Family Services parenting group to present a series of presentations on language development. The library continued to assist the Keene Senior Center by selecting and loaning multiple copies of books for a monthly book discussion. This year, we began a similar relationship with Bentley Commons. We also worked with Keene Senior Center to host a discussion series for seniors called “Transitions.” The library continues a relationship with the Hourglass Players and the Edge Theatre. The library spoke to several community organizations such as Kiwanis and had an informational table at a number of community events including the Earth Day Festival, parent teacher nights at the Keene Middle School, and a Swamp Bats game.

### PR AND PUBLIC RELATIONS

During the year, the library staff became more comfortable with our new and improved web site. We have set up automatic feeds from our homepage to social media sites such as Facebook and Twitter so that book reviews, news articles, or event announcements are automatically promoted.

### LOOKING FORWARD TO 2012

There are many long range plan objectives which we will need to address during the coming year. Some of our challenges include the following:

- Developing a Word of Mouth marketing campaign. Word of mouth marketing or WOMM attempts to inject positive "buzz" into conversations.
- Develop and offer a library card sign up promotion.
- Increase involvement in teen read week and teen tech week by at least 15% each by fiscal year 2011/2012 – utilizing June 2009 as the base figures.
- Increase participation in homework assistance and academic development programs by at least 15% by fiscal year 2011/2012 – utilizing June 2009 as the base figure.
- Revise and update the library information brochure and other library publications by July 2012.
- Investigate opportunities for civic engagement at the library through hosting programs for public deliberation and civil discourse, e.g. National Issues Forum, The Big Read, One Book, Let's Talk About It.

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

## 2010-2011 Audio-Visual Report

The Adult Audio-Visual collection currently comprises 6.8% of the total library material holdings and is 25.5% of the total library circulation.

1103 items were added to the collection this year, with generous donations of DVDs and music CDs from our patrons. 92 Bluegrass albums were added this fall through a patron donation, creating a new category that has already circulated over 240 times.

The New Hampshire Downloadable Books continue to grow in popularity. 338 of our patrons joined this year, increasing the number of Keene users to 1269. All three downloadable formats circulated a total of 5624, up from last year's 3947, a 43% increase. By far the most significant surge is in iPOD and ebook usage, and we see this trend happening throughout the state. The Friends of the Keene Public Library have been generous supporters of the Downloadable Consortium.

The adult DVD collection continues to circulate more items than any other format in the entire library collection. The Audio-Visual department is committed to providing our public with quality materials in all audio and visual formats in a timely manner to support this demand.

Format	Number of items added this year	Total format holdings	Number of circulations this year
DVDs	631	4,265	48,750
Videos	0	856	1,715
Books on CD	217	1,744	10,840
Books on cassette	2	933	2,106
Music CDs	253	1,830	6,843
Framed Art	0	91	20
TOTAL	1,103	9,719	70,274

Respectfully submitted

Sheila Williams

Audio-Visual Librarian

REFERENCE STATISTICS  
FY 10 - 11

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	1222	1300	
INFORMATION	2080	988	
REFERENCE	7774	1118	TOTAL
	<hr/>	<hr/>	
	11076	3406	14482

John Johnson

**INTERLIBRARY LOAN STATISTICS  
FISCAL YEAR 10 - 11**

The library participates in interlibrary loan with libraries in New Hampshire and out of state. 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 books and reference items.

During the past year, the library was able to fill 63.78% of our patron requests for library materials not owned by the library or Keene State. Library patrons requested 2,369 items from other libraries. Of these requests, 1,511 were filled.

The library was able to fill 57.34% of the requests from other libraries to borrow our materials. We received 4,606 requests from other libraries for items in our collection. Of these requests 2,641 were filled.

John Johnson

**INTERNET & COMPUTER TRAINING STATISTICS  
FISCAL YEAR 10 - 11**

The library continues to offer internet access to the public through library computers as well as Ethernet and Wireless connectivity for patrons with their own computers. Over the past year the library's 13 internet computers were used 30,634 times. Our 2 laptops circulated 1,750 times.

In addition to offering internet access the library continues to offer one on one computer training on various topics. Over the past year the librarians have taught 48 training classes.

John Johnson

# KEENE PUBLIC LIBRARY TECHNOLOGY PLAN 2011

## Public Services

- We continue to advertise programs, events, and Library materials on the Library website. The next four upcoming programs show up prominently on the homepage and are automatically posted to Facebook and Twitter. Other programs are available on the Library's online calendar.
- We continued to use the Library Insight online calendar and to use email distribution lists to send notices regarding upcoming programs. There are 20 separate lists. The largest is the Youth Programming list, which contains 770 email addresses. When patrons apply for Library cards they are asked whether they want to join email lists and a sign up list is also put out at most programs.
- We also continued to use Library Insight for our Summer Reading Programs. In 2011, 612 people participated in one of our four reading programs, which included a Read To Me program for pre-reading children in families or childcare centers, a youth program, and programs for teens and adults. Patrons can sign up and do all reporting from their home using the Internet, or we can do it all for them using the Youth Service computers.
- During the fiscal year, 407 patrons received monthly emails from Dear Reader Online Book Clubs, telling them about new books in various genres and subjects. In a one month period, these 407 members accessed book club emails 8,140 times.
- We subscribe to a number of online databases and services, including the following:
  - Tutor.com - there were 198 tutoring sessions by Library patrons this year and 46 visits to the skills center.
  - Mango Languages, which allows people to study 50 different languages from their own computers and ours. Mango Languages was accessed 1394 times by Library patrons.
  - Auto Repair Reference Center, an EBSCOHost product, which allows people at home and in the Library to access car repair data for all makes and models of cars aged 1945-2010. This database was accessed 180 times.
  - The Ancestry Plus database was searched 7079 times from within the Library. It continues to be popular.
  - In December, we added access to ValueLine Investment information online. It was accessed 53 times.
  - The Learning Express service, offering practice tests online, was accessed 88 times.
  - Encyclopedia Britannica online, available through our website and the Library catalog, was queried 50 times.
  - NovelList, which aids in choosing fiction titles, was accessed 884 times.
  - EBSCO databases, which index journals and periodicals (not counting the Auto Center & NovelList), were accessed 1,541 times.
- We continued to use our Flickr site ([http://www.flickr.com/photos/keene\\_public\\_Library\\_nh/](http://www.flickr.com/photos/keene_public_Library_nh/)) to post photos of our Library programs.
- The Library has a Teen Blog and a Facebook fan site with 438 fans. Our Twitter account has 385 followers. We also have a presence on Flickr, Foursquare, MySpace, YouTube, Good Reads, and LinkedIn.
- We continued to offer individual computer instruction classes on the Internet, Word, email, our catalog and databases, and basic computers, although not as many people are taking advantage of this as in previous years. We taught 48 classes last year.
- We continue to include videos on our website. We've added video clips of programs and activities to our Flickr site YouTube channel. These videos include segments from the Stories From the Heart African American Storytelling Series and youth videos from our digital filmmaking workshops.

- The Library, in conjunction with the Historical Society of Cheshire County continues to add historical photos of Keene and surrounding towns to our other Flickr site (<http://www.flickr.com/photos/keenepubliclibrary/sets/>), which currently has about 1600 photos online. These have received 474,226 views from people all over the world.
- The NH Downloadable Books consortium, which includes ebooks and audiobooks, continues to be increasingly popular. In fiscal year 2010-2011, our patrons checked out 4135 audiobooks and 122 ebooks, with an average per circulation charge of 38¢. So far this year, there have been 4793 audiobook checkouts and 997 ebook checkouts, for a cost of 35¢ per checkout. There are 519 unique patrons utilizing this service, for an average cost of \$3.85 per patron.
- The Library also subscribes to a streaming online books service. In fiscal year 2010-2011, 3,504 children's stories and 1,399 adult books were read online by our patrons. The average cost for reading a streamed book was 19¢.
- With grant funds, the Library purchased two ebook readers, a Nook and a Sony Reader, for the staff to practice downloading ebooks.
- The Library added a mobile version of our catalog using Library Anywhere. The site has limited information from our regular website (links to downloadable books, hours, contact information, etc.). We hope to add more information to the site in the coming year.
- Two staff members are helping a statewide group with the Online Newsstand Project (<http://www.keenepubliclibrary.org/content/online-newsstand>), making articles from current magazines available online from the Library website. We hope to add mobile access in the coming year.

## Technical Services

- We continue to add scanned historical photos to our Flickr website, with descriptions and tagging.
- We continue to add a subject term to all of the youth and young adult fiction that allows searching by Lexile reading level, a system of measuring the reading difficulty of books that is used extensively in SAU29.
- We are adding series tracing information to bibliographic records and are also putting small numbered stickers on book spines so that people can easily tell the order of books in series.
- We've begun a project to create a new "middle school" collection in the youth department, using materials from young adult and from the youth collection.
- We have begun using a City issued credit card to order some books and materials online, which streamlines the process.

## Facilities, Equipment, and Software

- We replaced 1 barcode scanner at the circulation desk with one capable of reading barcodes from a smartphone. 2 additional ones will be added in the coming year.
- We continue to replace the computers in the Library on a 5-year schedule.
- All Library computers are being upgraded to Windows7 and Office 2010. This required upgrading our security software as well. The security software upgrade will allow control of the computers from the reference desk. There will be the ability to turn all computers on and off centrally, as well as to update software on all of the public computers at one time.
- With grant funds, we purchased ereaders for staff use, and GPS units, Flip Cameras, and Nintendo DS Handheld units and games for public checkout.

## Staff Training and Development

- For the first time, each staff member entered a training goal for the upcoming year when completing their self-evaluation. A large majority of these involve technology training.

- Many staff members attended a downloadable books training session provided by Bobbi Slossar of the New Hampshire State Library.
- Youth staff all attended the annual CHILIS meeting.
- All staff attended Windows 7/Office 2010 training provided by IMS.
- One staff member attended the Innovative Users Group conference this year.
- One of our AmeriCorps VISTA members offered two training sessions on social media and youth development.
- The Head of Youth and Community Services attended the mid-winter and annual meetings of the American Library Association. She serves on the YALSA Michael Printz Award Committee and is the Chair of the YALSA Readers' Choice Award List.
- A goal for the coming year is to develop a staff intranet using Drupal, in coordination with the IMS department which is creating a city-wide intranet.

## **Interagency Cooperation**

- We continued to work with KSC's Mason Library to maintain and enhance Keene-Link, our joint online catalog and circulation system.
- The Library's Tech liaisons continued to assist IMS in maintaining and upgrading all of the Library computers.
- One staff member served as the Chair of the NHAIS board.
- One staff member meets with the NH Innovative Interfaces systems librarians several times per year.
- Two staff members are involved in a statewide Online Newstand project.
- Two staff members are involved with the New Hampshire Downloadable Books consortium and help select titles to be purchased and attend statewide meetings.
- One staff member attends the Nubanusit Library Cooperative meetings monthly.
- Circulation staff met twice with their counterparts at the KSC Library.
- One staff member attends the Urban Libraries (of NHLA) meetings regularly.
- We continue our partnership with the Historical Society of Cheshire County to scan, digitize, and mount on the Flickr website more historical photos and postcards.

Submitted by,

Jennifer Bone  
 Susan Hansmeier  
 John Johnson  
 Nancy Vincent  
 BJ Wahl  
 Gail Zachariah

8/16/2011

**KEENE PUBLIC LIBRARY**

2011-2012

MEETINGS ON THE FOURTH TUESDAY OF EACH MONTH at 5:00 p.m.

**THAYER TRUSTEES**

Paul R. Henkel (1996)	8 Marguerite Street phenkel@ne.rr.com	(h)	352-4547
Kenneth Jue (1997)	23 Ridgewood Avenue ckjue@ne.rr.com	(h)	352-3891
Sally D. Miller (1972)	651 Park Avenue, #64 sjmill@ne.rr.com	(h)	352-7567
Judith H. Putnam (1997)	168 Court Street judy_putnam@mcmxi.com	(h)	352-1233
Lynn M. Simington (1989)	9 Wildwood Road lsimington@ne.rr.com	(h)	352-3596
William Stroup (2011)	26 Barker Street wstroup@keene.edu	(h)	357-7411

**CITY TRUSTEES**

Malcolm R. Katz (1 <sup>st</sup> – 6/13)	55 Wilder Street katz@webryders.net	(h)	352-1644
Robert Lindberg (1 <sup>st</sup> – 6/13)	91 Gunn Road rmlindberg@aol.com	(c) (h)	355-7672 903-0422
Judith Noonan (1 <sup>st</sup> – 6/12)	270 Skyline Drive jnoonan@ne.rr.com	(c)	903-0430
Kathleen Packard (1 <sup>st</sup> – 6/14)	19 Terrace Street kathleen.packard@gmail.com	(c)	499-6225
Georgia Tasoulas (1 <sup>st</sup> – 6/14)	617 West Street gtasoulas@aol.com	(h) (w) (fax)	358-6990 352-5843 357-1785
Elizabeth Truman (2 <sup>nd</sup> – 6/13)	19 Colby Street taylorsmomma1@mac.com	(c)	381-9847

**CITY COUNCIL LIAISON**

Ruth R. Venezia	138 School Street rrvenezia@jpi.net	(h)	352-4822
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**FRIENDS OF THE KEENE PUBLIC LIBRARY PRESIDENT**

Don Wilmeth	228 Court Street deebiee.39@myfairpoint.net	(h)	357-6191
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**KEENE PUBLIC LIBRARY**  
**July 2010 - June 2011**  
**Statistical Report**

*Population Served* 23,110

*Total number of active borrower's  
 Cards as of 6/30/10* 17,527

Adult resident cards	10,753
Adult non-resident cards	1,852
Youth resident cards	3,740
Youth non-resident cards	681
Business/Organizations	461
KPL Outreach	40

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

*Collections circulated to nursing homes, shut-ins, Project Outreach :*  
 During July 2010 - June 2011 – 2,784

*Total weekly library staff hours : 657*

FTE (full time employees) : 12  
 (part time equivalent) : 5  
 Total FTE : 17

*Average weekly volunteer hours : 7*

*Meeting Room Use : (now includes Library Annex)*

927 times by the Keene Public Library for programs with  
 13,412 people in attendance.

101 times by City Groups  
 1,184 people in attendance.

973 times by 155 other community organizations with  
 10,906 people in attendance.

**CIRCULATION STATISTICS**  
**July 2010-June 2011**

	<u>ADULT</u>	<u>JUVENILE</u>	<u>YA</u>	<u>TOTAL</u>
Fiction	67,113	54,064	8,577	129,754
Non-Fiction	46,981	18,327	6,101	71,409
<b>Total Book</b>	<b>114,094</b>	<b>72,391</b>	<b>14,678</b>	
<b>Grand Total - Book</b>				<b>201,163</b>
Magazines	6,201	978	151	7,330
AV	85,179	21,845	6,925	113,949
Audio book downloads	8,646			8,646
<b>Total - AV</b>	<b>91,380</b>	<b>22,823</b>	<b>7,076</b>	
<b>Grand Total - AV</b>				<b>129,925</b>
<b>TOTAL BOOK &amp; AV</b>	<b>205,474</b>	<b>95,214</b>	<b>21,754</b>	<b>322,442</b>
<b>MUSEUM PASSES</b>				<b>255</b>
<b>LAPTOP</b>				<b>1,661</b>
<b>INTER-LIBRARY LOAN</b>				<b>2,222</b>
<b>GRAND TOTAL</b>				<b>335,226</b>

## KEENE PUBLIC LIBRARY CIRCULATION STATISTICS

July 2010-June 2011

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	TOTAL
<b>ADULT</b>													
Fiction	7125	6386	5907	5464	5308	4972	5541	4786	6055	5184	5090	5295	<b>67113</b>
Nonfiction	4215	3959	4169	4027	3785	3472	4025	3815	4461	3900	3886	3267	<b>46981</b>
Magazines	560	526	460	510	488	442	572	564	591	495	595	398	<b>6201</b>
Bk cass/CD/play	1390	1457	1409	1297	1296	1294	1192	1027	1324	1146	1263	1039	<b>15134</b>
Videos/DVDs	5057	5656	5447	5325	5391	5298	5945	4944	5684	4863	4780	4016	<b>62406</b>
Music CDs	637	558	639	637	765	925	660	546	842	558	458	414	<b>7639</b>
Laptop	147	148	124	99	116	136	130	152	179	143	141	146	<b>1661</b>
Inter-library Loan	210	201	221	276	165	145	141	139	202	189	234	99	<b>2222</b>
Museum passes	25	36	12	12	20	7	21	17	27	33	29	16	<b>255</b>
Audio bk downloads	414	437	398	427	426	485	1040	1016	1162	950	1380	511	<b>8646</b>
<b>TOTAL</b>	<b>19780</b>	<b>19364</b>	<b>18786</b>	<b>18074</b>	<b>17760</b>	<b>17176</b>	<b>19267</b>	<b>17006</b>	<b>20527</b>	<b>17461</b>	<b>17856</b>	<b>15201</b>	<b>218258</b>
<b>YOUTH &amp; YA</b>													
Youth Fiction	6062	5329	4781	4395	4357	3375	4302	4234	4886	4265	3707	4371	<b>54064</b>
Youth Nonfiction	1471	1333	1475	1656	1586	1318	1730	1437	1925	1716	1595	1085	<b>18327</b>
Youth Magazines	132	97	107	68	93	41	78	54	62	87	66	93	<b>978</b>
Yth bks on cass/CD	423	432	334	277	294	230	209	270	291	343	245	325	<b>3673</b>
Youth videos/DVDs	1792	1740	1278	1431	1409	1248	1385	1478	1448	1419	1336	1393	<b>17357</b>
Youth music CDs	102	103	89	48	87	40	66	51	67	76	46	40	<b>815</b>
YA Fiction	1007	957	687	597	625	712	747	573	655	691	600	726	<b>8577</b>
YA Nonfiction	599	452	567	482	418	414	903	702	625	309	338	292	<b>6101</b>
YA Magazines	18	12	7	13	3	4	1	43	4	5	34	7	<b>151</b>
YA bks on cass/CD	109	63	84	80	48	76	69	59	40	48	33	44	<b>753</b>
YA videos/DVDs	468	652	467	717	648	524	546	467	420	462	409	392	<b>6172</b>
<b>TOTAL</b>	<b>12183</b>	<b>11170</b>	<b>9876</b>	<b>9764</b>	<b>9568</b>	<b>7982</b>	<b>10036</b>	<b>9368</b>	<b>10423</b>	<b>9421</b>	<b>8409</b>	<b>8768</b>	<b>116968</b>
<b>GRAND TOTAL</b>	<b>31963</b>	<b>30534</b>	<b>28662</b>	<b>27838</b>	<b>27328</b>	<b>25158</b>	<b>29303</b>	<b>26374</b>	<b>30950</b>	<b>26882</b>	<b>26265</b>	<b>23969</b>	<b>335226</b>

**COMPARATIVE CIRCULATION STATISTICS**  
**July 2010 - June 2011**

	<u>7/08-6/09</u>	<u>7/09-6/10</u>	<u>7/10-6/11</u>
Adult Fiction	65,452	69,091	67,113
Adult Non-Fiction	50,116	49,958	46,981
<b><u>Total Adult Book</u></b>	<b><u>115,568</u></b>	<b><u>119,049</u></b>	<b><u>114,094</u></b>
Juvenile & YA Fiction	62,762	63,250	62,641
Juvenile & YA Non-Fiction	24,418	23,362	24,428
<b><u>Total Juvenile &amp; YA Book</u></b>	<b><u>87,180</u></b>	<b><u>86,612</u></b>	<b><u>87,069</u></b>
<b><u>TOTAL BOOK</u></b>	<b><u>202,748</u></b>	<b><u>205,661</u></b>	<b><u>201,163</u></b>
Magazines:			
Adult	6,547	6,304	6,201
Juvenile & YA	1,250	1,124	1,129
<b><u>TOTAL MAGAZINES</u></b>	<b><u>7,797</u></b>	<b><u>7,428</u></b>	<b><u>7,330</u></b>
<b><u>Total Adult AV (+ magazines + downloadable)</u></b>	<b><u>91,616</u></b>	<b><u>99,993</u></b>	<b><u>100,026</u></b>
<b><u>Total Juvenile &amp; YA AV (+ magazines)</u></b>	<b><u>27,971</u></b>	<b><u>29,521</u></b>	<b><u>29,899</u></b>
<b><u>TOTAL AV</u></b>	<b><u>119,587</u></b>	<b><u>129,514</u></b>	<b><u>129,925</u></b>
<b><u>TOTAL CIRCULATION</u></b>	<b><u>322,335</u></b>	<b><u>335,175</u></b>	<b><u>331,088</u></b>
TOTAL MUSEUM PASSES	216	278	255
TOTAL LAPTOP	1,806	1,717	1,661
TOTAL INTER-LIBRARY LOAN	2,566	2,908	2,222
<b><u>GRAND TOTAL CIRCULATION</u></b>	<b><u>326,923</u></b>	<b><u>340,078</u></b>	<b><u>335,226</u></b>

## **Database Usage Statistics July 10-June 11**

<b><u>Database</u></b>	<b><u># of searches</u></b>
EBSCOHost-in library	9225
EBSCOHost-remote	3909
AutoRepair Ref Center (in library)	57
AutoRepair Ref Center (remote)	123
Learning Express (tests)	88 sessions
NYTimes-Historical	202
New York Times	63
Ancestry Plus	7079
ValueLine Investment Survey	53 sessions
Britannica Online	50
NewsBank (Union Leader /Concord Monitor)	66
Tutor.com	244 students
TumbleBooks	3504 stories
TumbleTalkingBooks	1399 books
Dear Reader Monthly Bookclub	407
Monthly Email Newsletters	770
Mango Languages	1394 sessions

**ACQUISITION STATISTICS  
JULY 2010-2011**

	<u>6/30/2010</u>	<u>ADDED</u>	<u>WITHDRAWN</u>	<u>6/30/2011</u>
<b><u>BOOKS</u></b>				
Adult	67,720	3,856	2,075	69,501
Juvenile	38,046	1,753	751	39,048
Young Adult	6,042	630	54	6,618
Pamphlets	2,382	3	8	2,377
Paperbacks	538	154	407	285
<b>TOTAL</b>	<b>114,728</b>	<b>6,396</b>	<b>3,295</b>	<b>117,829</b>

**AUDIO VISUAL**

**ADULT**

DVDs	3,269	778	88	3,959
Video Cassettes	1,898	0	565	1,333
Books on CD	1,332	228	21	1,539
Books on Cassette	860	3	103	760
Music CDs	1,631	261	63	1,829
Music Cassettes	301	0	301	0
Framed Art	91	0	0	91
Totals	<b>9,382</b>	<b>1,270</b>	<b>1,141</b>	<b>9,511</b>

**YOUTH**

DVDs	1,010	384	88	1,306
Video Cassettes	677	1	565	113
Books on CD	484	88	21	551
Books on Cassette	371	38	103	306
Music CDs	363	29	63	329
Music Cassettes	22	0	22	0
Puzzles	90	0	0	90
Playaways	77	54	0	131
Totals	<b>3,094</b>	<b>594</b>	<b>862</b>	<b>2,826</b>

**YA**

DVDs	510	110	4	616
Video Cassettes	4	0	0	4
Books on CD	235	9	1	<b>243</b>
Books on Cassette	6	0	3	3
Playaways	51	31	2	80
Totals	<b>806</b>	<b>150</b>	<b>10</b>	<b>946</b>

**Grand Total**                      **128,010**                      **8,410**                      **5,308**                      **131,112**

240 Periodicals  
8 Newspapers

**KEENE PUBLIC LIBRARY  
BOARD OF TRUSTEES  
MEETING**

*August 23, 2011 following Annual Meeting  
Trustees Room*

**AGENDA**

1. Call to order
2. Approval of the June minutes
3. New Business
4. Old Business
5. Adjournment

**DRAFT**

**Keene Public Library  
Trustee Meeting  
June 28, 2011  
Minutes**

Present: Paul Henkel, Malcolm Katz, Bob Lindberg, Greg Martin, Sally Miller, Judy Noonan, Rebecca Osborne, Judy Putnam, Beth Truman, City Councilor Ruth Venezia and Library Director Nancy Vincent.

1. Meeting called to order at 5:08 p.m.
2. Minutes of May 24<sup>th</sup> were presented for approval.

On a motion duly made and seconded, it was:

VOTED: to accept May minutes - *passed unanimously.*

3. Committee & Liaison Reports

a. Finance – no report

b. Buildings & Grounds (Paul Henkel & Nancy Vincent)

- Historic windows and cornices project – included in CIP with funding dependent upon City Council authorization of using money left from Marlborough Street project (pending approval). RFP went out – proposals coming back are being reviewed, and indicate the project will cost beyond the \$200K budgeted. Priorities: cornice work on both Library and Annex roofs (deteriorating wood), followed by windows. Estimate \$750-800K for full project to be completed. CIP could be submitted next year to obtain remaining funding needed. Councilor Ruth Venezia mentioned possible funds available from capping fund from dump.
- Seeking estimate for Library and Annex's West St. porch restoration. (railing and pillars are deteriorating)
- Landscaping – new golden mop cypress on triangle on NE corner of library, matching the one on NW corner. Purchased fencing to go around new holly planting at Thayer Oak, to be installed next week.

c. Community Outreach (Beth Truman)

- Summer Reading program kicked off with pizza party and performance by Odds Bodkin.
- >300 patron usage surveys received to date.

- d. Long Range Planning (Sally Miller)
    - Discussing September/early October survey of patrons in the library (use, how long inside the library, etc.)
  - e. Fine Arts – no report
  - f. Policy (Greg Martin)
    - Committee not able to meet this month. Opportunity offered by City Hall to see what they are doing with outside cameras, how applicable to the Library needs. Greg will work with Nancy to arrange a time for any Board members who are interested to visit City Hall.
  - g. Friends of Keene Public Library – no report
  - h. Horatio Colony Museum (Paul Henkel)
    - Play written by Horatio Colony produced and staged by high school and college-aged actors at the Museum. Judy Putnam and Judy Noonan reported good turnout for the event.
  - i. CC Literacy Coalition – no report
  - j. Ad-Hoc Parking Committee – no report
    - Ordinance to allow for continued designated on-street parking spaces to replace those lost in Elm Street lot; not certain if city committee met this week to discuss/vote.
    - Nancy reports no feedback yet from library patrons regarding parking issues. Anticipates hearing more when Courthouse construction begins.
4. Director's Report (Nancy Vincent)
- Budget passed as presented.
  - Staff supportive of no Cost of Living (COL) increase this year.
  - State has not completely settled issue of the funding of their portion of retirement fund. Employee percentage contribution has increased, but state portion still not resolved. Still to be determined if City will be faced with a shortage.
  - Ruth reminded the Board that all city employees (union and non-union) volunteered to give up a COL increase.
  - Unexpected evacuation of the building for a fire alarm resulted in unofficial count of 150 people using the Library at one time.
5. Old Business – none.

New Business

- Annual Trustee meeting will be held Tuesday, August 23, 5 p.m. in Trustee room of Library, to be followed by gathering at the B&K Beach Club at Spofford Lake.
- Annual committee reports due to Nancy and Pat Holmes by August 12<sup>th</sup> to allow them enough time to copy and compile packets for Trustees.
- Greg thanked Rebecca for her service to the Board as Secretary and as a member of the Policy Committee.
- Greg thanked John Cunningham for his service to the Board and wished him well. John has stepped down from his Trustee position due to health challenges.
- There are three impending trustee vacancies to be filled (2 City appointed trustee seats and one Thayer trustee seat being vacated by Greg Martin). Greg requests suggestions for Keene residents who would represent diversity in age, gender and population demographics.
- The Board of Trustees thanked Greg for his many years of service to the Library and his leadership as President, and wished him well on his transition to Lowell, MA.

Meeting adjourned 5:42 p.m.

Respectfully submitted,

Rebecca B. Osborne  
Secretary

**Next Meeting:**  
**Tuesday, August 23, 2011**  
**5 p.m. – 6 p.m.**  
**Keene Public Library**

# KEENE PUBLIC LIBRARY STATISTICS

June-11

## ADULT

Fiction	5295
Nonfiction	3267
Magazines	398
Bks on cass/CD/playaway	1039
Videos/DVDs	4016
Music CDs	414
Laptop	146
Inter-library loan	99
Museum passes	16
Audio book downloads	511

**TOTAL 15201**

## YOUTH & YOUNG ADULT

Youth fiction	4371
Youth nonfiction	1085
Youth magazines	93
Yth bks: cass/CD/playaway	325
Youth videos/DVDs	1393
Youth music CDs	40
YA fiction	726
YA nonfiction	292
YA magazines	7
YA bks: cass/CD/playaway	44
YA DVDs	392

**TOTAL 8768**

**GRAND TOTAL 23969**

Jun-07	24,683
Jun-08	25,781
Jun-09	28,145
Jun-10	29,939
Jun-11	23,969

# KEENE PUBLIC LIBRARY STATISTICS

July-11

## ADULT

Fiction	5529
Nonfiction	3381
Magazines	387
Bks on cass/CD/playaway	1041
Videos/DVDs	3764
Music CDs	444
Laptop	143
Inter-library loan	95
Museum passes	28
Audio book downloads	595

**TOTAL 15407**

## YOUTH & YOUNG ADULT

Youth fiction	4651
Youth nonfiction	1078
Youth magazines	96
Yth bks: cass/CD/playaway	340
Youth videos/DVDs	1275
Youth music CDs	70
YA fiction	756
YA nonfiction	234
YA magazines	40
YA bks: cass/CD/playaway	50
YA DVDs	326

**TOTAL 8916**

**GRAND TOTAL 24323**

Jul-07	26,614
Jul-08	29,135
Jul-09	31,443
Jul-10	31,963
Jul-11	24,323

**Leene Public Library Trustees**

Q4 2010-2011

April 1 - June 30, 2011

**Opening Balance**

**\$36,790.57**

**Income**

Donations for Books and Materials \$150.00

Grant Income  
Chautauqua 2011/C&S 1,725.00

Memorial Donations 70.00  
Rotary Donations 175.00

Investment Income 1085.64  
Money Market Interest 0.91

**Total Income \$3,206.55**

**Expenses**

Books and Materials 3975.53

Outreach Programming 440.25  
Summer Reading 255.80

Staff Conference 1,575.61

Bank Charges (checks) 9.00

**Total Expenses \$6,256.19**

**Closing Balance**

**\$33,740.93**