

KEENE PUBLIC LIBRARY
BOARD OF TRUSTEES ANNUAL MEETING
Tuesday, August 28, 2018 at 5:30 P.M.

AGENDA

1. Call to order
2. Approval of the August 22, 2017 Annual Meeting minutes (page 1)
3. Annual Reports
 - a. President's Report (page 3)
 - b. Treasurer's Reports
 - Primary Account Expenditures (page 4)
 - Encumbered & Restricted Funds (page 5)
 - Donations & Distributions (page 8)
 - Portfolio Changes (page 10)
 - Trustee Budget (page 11)
 - c. Finance (page 13)
 - d. Building and Grounds (page 18)
 - e. Policy (page 19)
 - f. Fine Arts (page 20)
 - g. Community Outreach (page 21)
 - h. Long Range Planning Committee (page 22)
 - i. Friends of the Keene Public Library (page 26)
 - j. Cheshire County Literacy Coalition (page 28)
 - k. Horatio Colony Museum (page 29)
 - l. Nominating Committee (page 30)
 - m. Director's Report (page 31)
 - n. Staff Reports
 - Youth Dept. (page 33)
 - Community Services (page 36)
 - AV (page 40)
 - Reference, Interlibrary Loan, Internet (page 41)
 - Technology (page 42)
 - Technical Services (page 44)
 - o. Statistical Reports
 - Library Statistics (page 45)
 - Circulation (page 46)
 - Database Usage (page 48)
 - Acquisitions (page 51)
4. Adjournment

**Keene Public Library Board of Trustees
2017 Annual Meeting
August 22, 2017**

The meeting was called to order by Board President Kathleen Packard at 5.02 pm

Trustees present: Kathleen Packard, William Stroup, Charles Redfern, Don Wilmeth, George Scott, Judy Putnam, Sally Miller, Nat Stout, Kathleen Kennedy Burke, Trustee Emerita Lynn Simington

Also present: Keene Mayor Kendall Lane, City Councilor Carl Jacobs, Library Director Nancy Vincent.
Absent: Ken Jue, Jennifer Alexander

Kathleen Packard told the board she was in awe of work accomplished over the last year. She expressed her sincere gratitude for those efforts by trustees, Friends of the Keene Public Library, city staff too numerous to mention, to all experts we used, who have done this on top of all regular business. She thanks the board for the honor of being president over the last two years.

Motion On a motion from Judy, seconded by Don, minutes to the 2016 annual meeting were approved by unanimous vote.

Treasurer Putnam provided an annual review of Board of Trustee finances.

Motion On a motion from Sally, seconded by Paul, all gifts as outlined in the annual report, were accepted unanimously.

Brief oral reports ensued about Community Outreach from the Library Director.

Long-Range Planning committee chairwoman Sally said she was proud of all who participated in the annex expansion project, and especially commended the fundraising committee, which the board applauded. Kathleen Packard praised Sally as a “master coordinator and captain of the ship.” Sally noted how diligent Nancy has been on the whole annex project.

Friends of the Keene Public Library

Kathleen Packard said she wanted to extend another large thank you for the Friends and their amount of work and contributions toward the annex expansion project.

Brief reports were also given for the Cheshire County Literacy Coalition and the Horatio Colony Museum.

Nominating Committee Sally announced the 2017-18 slate of officer candidates

- President - Nathaniel Stout
- Vice President - Charles Redfern
- Treasurer – Judith Putnam
- Secretary – William Stroup

Motion Sally made the motion to accept the slate of candidates as written, seconded by Judy. The motion was approved unanimously.

President Kathleen Packard thanked all candidates for accepting their nominations.

Director's Report

Nancy noted the extraordinary amount of work having been accomplished by staff over the year and their high level of enthusiasm. She pointed out changes in staff positions, particularly the retirement of Assistant Library Director Jennifer Bone. She noted activities of the past year, particularly the Eclipse Party. Nancy expressed gratitude for the work of many volunteers.

Mayor Kendall Lane

Mayor Lane spoke of the "incredibly exciting" library annex project, and thanked the Trustees for stepping forward to the challenge. He noted council's strong support for the project and the community support it has garnered.

Appreciation for Kathleen

Sally presented Kathleen with a bouquet in appreciation for her having done an incredible job as board president.

Staff Reports:

Page 34 of the staff reports was reissued, in which there some missing statistics were added.

Motion A motion to accept the changes was made by Judy, seconded by Chuck, and approved unanimously.

Motion A motion to adjourn was approved unanimously at 5:49 pm.

Respectfully submitted by Nathaniel Stout, Secretary

Keene Public Library
Board of Trustees
2018 President's Report

This year has been like no other for the Library Board of Trustees. Perhaps we haven't moved mountains, but we have begun construction on our library annex, and in so doing, united the greater Keene region by means of an incredibly successful fundraising effort highlighting extraordinary community spirit.

We worked with our annex expansion partners, the Friends of the Keene Public Library and the City of Keene, bringing to fruition a unique community asset promising to benefit so many for decades to come. These entities, working with the Monadnock Economic Development Corporation, have raised the bar on teamwork and determination.

This year we renewed our very important relationship with Keene State College through the revising and signing of a new contract to share assets through the Keene-Link program.

KPL staff began an important new drive to grow and prepare the library's already strong volunteer force for the inevitable and exciting challenges the new annex will bring.

Less noticeable, perhaps, but nonetheless important, we saw library staff, under Nancy Vincent's understated and wise guidance, work with grace and professionalism as the annex project disrupted just about all normal routines... and spaces! Well done! Okay, maybe not quite "done" yet. We, as a board, are very appreciative and very proud of you.

This message would be too long to note all those who deserve recognition for their work this year... think new policies; AV design in the annex; steady, dependable, imaginative financial guidance; even just our simple visioning, not to mention the everyday, regular demands of an "ordinary" year, so competently, quietly met by board and staff alike?

...So much to be proud of. And so much yet to do!

What an exciting year this has been. Thank you, Trustees, hard-working, interested, and caring public servants that you are.

Finally, let's return for a moment to Dec. 6, 2017 when scores of people attended our ground-breaking ceremony at the annex, so many of whom filled vital roles in the project. It says a great deal that, at this juncture in the year, we are planning for the grand opening, on schedule. This kind of progress with a project of these dimensions doesn't just happen; it takes dedication and energy, and, in our case, a sizable team pulling together over the long term. You have met the challenge!

Finally, thank you for the honor to serve as President.

Sincerely,

Nathaniel Stout

Treasurer's Annual Report 2017-2018
July 1, 2017-June 30, 2018
Checking Account--72-1-5

Opening Balance		\$32,576.93
Income		
Donations for Books and Materials	\$1,417.00	
Donations for Outreach Programming	1,910.00	
Donations to the Renovation Project	12,941.12	
Donations to Lipsky Book Fund	25.00	
Memorial Donations	250.00	
Rotary Donations	175.00	
Endowment Distribution/NHCF	5,284.96	
Grant Income	14,000.00	
Investment Income	10,983.78	
Money Market Interest	303.92	
Community Restitution	175.00	
Other (check not cashed)	55.00	
Transferred from FKPL for Project	122,201.92	
Total Income	\$169,722.70	
Expenses		
Outreach Programming	\$4,124.43	
Grant Expenses	3716.4	
Staff Conferences	5081.27	
Memberships in NHLTA	390	
Bank Charges	43	
Transferre to Project from FKPL	122201.92	
Total Expenses	\$135,557.02	
Ending Balance		\$66,742.61

**KPL Trustees
Encumbered and Restricted Funds
June 30, 2017**

	Balance 6/30/2017	Changes 2017-2018	Balance 6/30/2018
For Books and Materials	9,088.88		
Memorial Gifts	250.00		
Rotary Donations	175.00		
Other Donations	1,417.00		
Purchase of books			10,930.88
For Outreach Programming	2,576.43		
Donations for Outreach Programs			
NHCF/Thomas Wright	410.00		
ALA/Summer Reading	1,000.00		
From Endowment	5,284.96		
Spent on all Outreach Programming	-4,124.43		
			5,146.96
For Staff Training	4,005.63		
Trustee Budget 17-18	3,500.00		
Used in 17-18	-5,081.27		
			2,424.36

From Sale of KPL History	274.31	274.31	
Landscaping project	964.42		
City of Keene/juvenile restitution		175.00	
Hanna Fund	1,265.45		1,139.42
Fox Memorial	1,004.00		1,265.45
Millenium Clock	100.00		1,004.00
Faulkner Framing	-1,153.48		100.00
Dollars for Doers	350.00		-1,153.48
			350.00
Lipsky Book Fund	439.36		
Donations		25.00	464.36
Grants	5,807.86		
Grant Income			
Cheshire Medical Center/Let's Move		1,000.00	
ALA/American Dream		11,000.00	
Rotary/Success by Six		500.00	
Chautauqua 2017		2,000.00	
Grant Expenses		-3,716.40	16,591.46
Reserve for Long Range Planning	6,000.00		
Trustee Budget		750.00	6,750.00
Reserve for Furniture Replacement	2,235.18		
Trustee Budget		500.00	2,735.18

Unrestricted Gifts			
Palone Bequest	886.70		886.70
Proper Bequest	1,793.40		1,793.40
Clark Bequest	7,210.46		7,210.46
P. Faulkner Bequest	10,000.00		10,000.00
E. Faulkner Endowment Returned/NHCF	15,243.36		15,243.36
Reserved for Renovation Opening (in 2018-19 Trustee Budget)		10,000.00	10,000.00
Gifts to Renovation Project for Audio			
Paul Henkel	5,000.00		5,000.00
Sussan Henkel	5,000.00		5,000.00
Keene Lion's Club	2,941.12		12,941.12
Reserved for Renovation Project if needed		75,000.00	75,000.00
Reserved for Contract II if needed		296,820.16	296,820.16
Total Restricted Funds	68,091.96	409,826.14	477,918.10
Cash in Checking Account	32,576.93		66,742.61
Cash in Investment Account	79,724.37		80,229.27
Mutual Funds in Investment Account			201,091.98

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

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

Donations and Grants
Keene Public Library Trustees
2017-2018

Donations for Books and Materials	
Fraternal Order of Eagles (large print)	\$1,047.00
Lichman Trust	250.00
Overeaters Anonymous	100.00
Anonymous	20.00
Donations to Lipsky Book Fund	
Aaron Lipsky	25.00
Rotary Donations	
Chales Prigge	25.00
Chirs Wilder	25.00
Cameron Tease	25.00
Barbara Berry	25.00
Jane Lane	25.00
Louise Zerba	25.00
Stephen Felder	25.00
Memorial Donations	
Peter Espieffs (Electra Espieffs)	100.00
James and Josephine Faux (Mary McLaughlin)	100.00
Alice Foster (Jane Green)	50.00
NHCF Endowment for Programming/distribution	5,284.96
Donations for Renovation Project (Audio System)	
Paul Henkel	5,000.00
Sussan Henkel	5,000.00
Keene Lion's Club	2,941.12
Chautauqua 2017	
NH Humanities	1,000.00
City of Keene	500.00
C&S Wholesale Grocers	500.00

Grants	
Cheshire Medical Center/Let's Move	1,000.00
ALA/American Dream	11,000.00
ALA/Summer Reading	1,000.00
NHCF/Thomas Wright Fund/Outreach	410.00
Rotary/Success by Six	500.00
Juveline Offender Restitution Program	
City of Keene	175.00
Total Donations and Grants	\$36,178.08

Keene Public Library Trustees
 Annual Report, June 30, 2018
 Portfolio Changes

	6/30/2017	6/30/2018
Account 48-1-2 (Investment Account)		
Mutual Funds	\$191,688.72	\$201,091.98
Cash and Money Market	79,724.37	80,229.27
Account 86-1-1 (Restricted Funds Account)		
Mutual Funds	46,185.06	45,662.30
Cash and Money Market	3,388.64	4,730.85
Account 72-1-5 (Checking Account)		
Cash	32,576.93	66,742.61
Total Value	\$353,563.72	\$398,457.01

**Keene Public Library
Trustee Budget July 1, 2018- June 30, 2019**

Income and Encumbered Funds

Trustee Held Investments	5,500.00 *
Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Other	500.00
Thayer Fund	500.00
Outreach Projects	
From KPL endowment at NHCF	5,284.96
From Eugene Choe Fund	123.00
Staff Training/Workshops	
Encumbered from 2017-2018	1,000.00 estimate
Bequests 2012-2015, remaining unspent	36,898.92
Sale of investments for project support	75,000.00
Landscaping (encumbered from previous years)	964.42
City of Keene/restitution/for landscaping	175.00
Hanna Fund	1,265.45
Millenium Fund/ clocks	100.00
Total Income	128,311.75

Trustee Budget 2018-2019

Expenses

Books and materials	2,000.00
Outreach	
From Endowment NHCF	5,284.96
From Eugene Choe Fund/Summer Reading	123.00
Staff Conferences and Workshops	
From investment income	3,500.00 *
Encumbered from 2016-2017	1,000.00 estimate
Reserve for special Trustee Projects/from bequests (Earmark 10,000 for opening event)	36,898.92
Reserve for project support	75,000.00
Fine Arts	
Green and Price Room Enhancements (Hanna)	1,265.45
Millenium Fund/clocks	100.00
Other fine arts	200.00 *
Landscaping Projects	1,139.42
Reserve for long range planning	750.00 *
Reserve for furniture replacement	500.00 *
Miscellaneous	550.00 *
Total Expenses	128,311.75

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

KPL Board of Trustees Overview of Library Finance 2017-18 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 2018-19 is \$1,426,396.

This year's approved Books and AV materials budget is \$141,550. Each year, the staff prepares an analysis of the collection, including current size by item, quantity to replace at a 5% ratio, and assumed price per item using fair generic cost estimates. The annual acquisition rate of approximately 5% which includes new titles as well as the replacement of worn-out and dated materials has been accepted as a standard measure to keep the collection current and relevant. This analysis leads to a projection of the annual budget figure for Books and AV materials. To support a 5% replacement target, \$169,800 is needed. During these difficult economic times, the Friends of the Library continue to supplement city funding which sustains 4.2 % of the target goal.

City Held Trust Funds

A portion of the annual budget is funded by income from City Held Trust Funds. The income from City Held Trust Funds is spent in accordance to the directive of each trust – books, magazines, library equipment, etc. The figure approved for FY 2018-19 is \$3,500.

Library Renovation City Held Temporarily Restricted Trust Fund.

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

City of Keene Annual Operating Budget – Library Facilities Maintenance

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

City of Keene Annual Operating Budget – Library Maintenance

The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2018-19 is \$598,522.

City of Keene Annual Operating Budget: Library Annex Maintenance

The Public Library Annex Budget is approved by the City Council in June for the next fiscal year. The figure approved FY 2018-19 is \$23,976

City of Keene Capital Improvements Projects Budget (CIP).

There are no CIP Library projects for FY 2018-19.

KPL Trustee Budget

The proposed budget for FY 2018-19 as adopted by the trustees is \$128,311,75. This reflects the anticipated income from investments as well as monies encumbered for specific purposes that include includes the \$75,000 being held in reserve to support the Library project.

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

KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2018 is \$398,457.01 versus last year's value of \$353,563.72

The NHCF now holds only one fund for the benefit of the Keene Public Library. It is the "Keene Public Library Endowment Fund" and on June 30, 2018, for the purposes of supporting the library's outreach programs. The fund was \$139,517.93 versus last year's value \$135,135.83.

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

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

LIBRARY RENOVATION TRUST FUND

- I. Creation and Administration. There is hereby created a City temporarily restricted trust fund to be held and administered by the Trustees of Trust Funds and Cemetery Trustees (the “Trustees”) to be known as the Library Renovation Trust Fund (the “Fund”). The City of Keene on behalf of the Fund shall accept all irrevocable bequests, contributions, cash, and other gifts, payable on demand in United States currency or marketable securities to the Fund. All funds so received shall be used as set forth herein by the Trustees, or as nearly so as they can determine to be practicable in order to carry out the intent of the Fund as described herein.

- II. Application of Principal and Interest. The principal of the Fund, and any accrued interest or income thereon, shall be applied toward the costs and expenses for the renovation and expansion of the Keene Public Library located at 60 Winter Street, and including but not limited to, the renovation of the Library Annex located at 76 Winter Street, which is to be attached to and included in the Keene Public Library and surrounding library campus (collectively “Library Project”); provided, however, that if the Fund, together with any other funds that may be raised for the Library Project outside of the Fund, are insufficient to complete the Library Project as intended, then the Fund may be expended as stated in Article III, below. The Trustees shall invest all funds received by the Fund as they are authorized to do by law, until expenditures from the Fund are requested by the City of Keene for the public purposes stated herein; provided, however, that the authority for any expenditures from the fund shall rest solely with the Trustees, which authority may include expenditures from time to time, or a lump sum distribution of the Fund depending on the needs of the Library Project.

- III. Excess Principal. In the event that there is principal and accumulated interest or income in the Fund in excess of the amount necessary for the Library Project, or in the event that the Library Project cannot be completed as originally intended for any reason as determined by the City, then the Trustees shall transfer the Fund, together with accumulated interest or income, to the Library Trustees.

- IV. Cessation of the Fund. The Fund shall cease to exist at any time after the completion of the Library Project as described herein and as determined by the City Building Inspector, or at such time that the principal and accumulated interest or income of the Fund equals zero, but in no event later than December 31, 2025.

KEENE PUBLIC LIBRARY
FINANCE COMMITTEE ANNUAL REPORT

August 2, 2018

The Finance Committee has been largely focused on the Heberton Hall and Main Library Renovation Project this year. We will likely continue to make this our major focus until its completion. Several of the most important matters to come before the committee include the following as pertains to the library's facility renovation and improvement initiative:

1. New Markets Tax Credits (federal tax credits)

As a requirement of the New Markets Tax Credits (NMTC), all funding needed to be available at closing. While the Capital Campaign made its \$5 million dollar goal, all of the funding would not be in hand until 2021 since some of the funds would come through multi-year pledges. In order to provide \$5 million dollars needed to meet this requirement, bridge funding was needed. The Trustees were willing to accept that responsibility through its own actions, but it was determined that the Trustees could not legally provide this bridge funding. Therefore, the Keene City Council unanimously approved Resolution R-2017-31 to provide an appropriation of up to \$1,800,000 to provide bridge funding for the Library Project. These funds were to come from City reserve accounts, which would be repaid through the \$5 million Capital Campaign funds. Thus, the City's action enabled the project to move forward by providing the necessary cash balance to the bank at closing to satisfy NMTC requirements. The City will be fully reimbursed by pledges over the next 4 years. The closing for the NMTC occurred on December 14, 2017.

2. Contract 2

Part of the project included work in the Main Library building that could not be funded with the NMTC. It was planned that there would be enough funding to cover all aspects of the project. While the Campaign Drive met its goal, other funding sources were not available such as State Tax credits. Since more of the donated funds were needed for closing with the NMTC, this left a shortfall for the Main Library work, the building permit, and the Tappé architectural design work. The full amount needed was \$636,000, but there was a shortfall of \$296,820.

Due to the bridge cash from the city, the project has the cash in hand to proceed but it will need to be paid back. As with the cash fund repayment, this repayment would be over a 4-year period. The work in the

Main Library is an essential part of the project and if the work was not done as part of the project, it would likely be delayed for years. For those reasons, the Trustee unanimously approved the following motion:

That the Trustees support that the City fund Contract 2 from the existing cash in the project and that the Trustees insure that an additional \$296,820.16 will be repaid to the city over the next four years, which aligns with the Capital Campaign Drive's Schedule receipt of pledge

3. Additional potential funding:

The trustees approved up to another \$75,000 for the project. In preparation, the Trustees liquidated \$50,000 from its Edward Jones Account. These funds have not been used at this point. Our Edward Jones financial advisor, Allen Mendelson, suggested that the Trustees keep the unspent cash as cash as the market has become more volatile and we may still need to apply this cash for the project.

Other related business:

City Held Temporarily Restricted Library Renovation Trust Fund.

The Library Finance Committee will initiate and schedule an annual review of the fund's disbursements and status in the coming year.

Harry Litchman bequest.

Judy Putnam, Treasurer, informed the committee and the full board that Harry Litchman, a former local attorney, made a bequest when at the end of 20 years the remains of his bequest would be divided between The Cheshire Medical Center and the Keene Public Library. We learned that Mr. Litchman's family moved here from Lithuania. His brother also left us a modest gift of \$250.00. Judy wanted us to stay mindful of the Harry Litchman bequest as the time moves toward the 20 year mark.

Respectfully submitted,

Kenneth Jue

Ken Jue, Chairperson, Finance Committee of the KPL Board of Trustees

8/2/18

Annual Report of the Buildings and Grounds Committee

August 2018

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

- **Audio Visual Equipment** – Equipment need for Heberton Hall and the Temple Room was identified with assistance from Steve Armstrong, a professional who specifies and maintains AV equipment at Keene State College. Four likely bidders were contacted and two responded with quotes. Quotes were reviewed with Library Staff and Steve Armstrong. Shanahan Sound was selected based on their recommendations of equipment. Equipment will include a movie screen, projector, microphones, audio amplifier, speakers, and FM hearing assistance system for Heberton Hall and the Temple Room. Wiring to support this equipment has been installed. Wiring has been provided to support a potential future upgrade of the projector in the Temple Room. Installation of the equipment will come at the end of the construction cycle.
- **Future cameras** - Wiring has also been provided for potential installation of cameras in each of those rooms. While not in our current budget, future cameras could allow Library staff to provide for an overflow audience. For example an event occurring in Heberton Hall could be viewed on a screen in the Temple Room (or vice versa).
- **Cheshire TV** – Cheshire TV staff moved into the Kay Fox Room for the duration of the construction period. When construction is complete, they will move into the second floor of the Annex. Library staff assisted them in assuring that the configuration of the new space was reasonably adapted to their needs. A requested conduit wiring path from their production area to the basement and then to the Heberton AV closet and to the Temple AV room has been provided.
- **Landscaping** - The Old Homestead Garden Club placed greenery in the urn in front of the Library in early December. Petunias were planted in the spring. Plantings on the Winter Street side of the building near the book drop island and alongside of the handicap ramp were managed by Andy Bohannon and Sara Stockwell.
- **Time Capsule** – Support is being provided to Chuck Redfern and Larry Benaquist in locating an appropriate place for the time capsule. Size is to be 20” x 14.5”x 16.75”

Paul Henkel, Chair

2018 Annual Policy Committee Report

The Policy Committee met regularly throughout the 2017-2018 year. The committee set goals in September. They included thoroughly examining the existing policy manual to anticipate any changes that need to be made regarding the Library expansion, finalizing the youth department policy, and the creation of an art donation policy. The committee also continued to discuss the ongoing issues of smoking and sleeping at the Library.

The review of the manual included a number of housekeeping items such as discussing consistent word choice as well as the creation of terms for various areas of the Library. For example, whether the Library refers to the building and grounds as 'premises' or 'campus,' etc.

The committee met with a representative from the finance committee to discuss reorganizing the finances section of the manual and creating an art donation policy. A form is being drafted.

In the fall, the committee met to discuss a concern a member of the public brought to the director's attention. They requested the library limit the wireless access hours to when the library is open. The committee did not recommend to the board to alter the existing service, but instead drafted an official statement to the person that the board unanimously supported. This statement was communicated to the community member and no further action was needed.

The committee discussed how to proceed with the recurring issue of smoking outside of the Library. The director and assistant director are pursuing options at the state level through legislation.

There were several proposals brought before the board all of which were unanimously approved:

The Board approved adding an appendix A8 for the quit-claim deed.

The Board approved the addition of a "Use of the Youth Department" policy, 5.000.

The Board approved adding language to the existing 7.000 Art Exhibit policy.

Respectfully submitted,
Kathleen Packard, Chair

**Keene Public Library Fine Arts Committee
2017-18**

The Fine Arts Committee chair worked with the Policy Committee to define an art donation policy. The Board approved adding language to the existing 7.000 Art Exhibit policy:

Motion 2: Adding “fine” to policy 6.000 Art Exhibit Policy title, adding “fine” to the existing Art Display Release Form title, adding "approved spaces" to replace "meeting room", and striking section B. Motion by Bill Stroup, seconded Kenneth Jue, passed unanimously.

Work is also progressing on a fine art donation form.

Community Outreach Annual Report 2017-2018

The Community Outreach Committee is still reorganizing. The committee met informally on September 12th to plan an outreach activity at the Keene Fall Festival. Unfortunately, there was a big rain storm the day of the event and there were not many people at the festival. But we purchased tents and designed a banner that we took to the festival and we can now use these at future events. Our experience at the festival led us to purchase a mobile hot spot. We plan to take this to community events so we can highlight our online resources.

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

Jennifer Alexander
Chair, Community Outreach Committee

Keene Public Library
Annual Report 2017-2018
Long Range Planning Committee

KEENE LIBRARY ANNEX ADVISORY COMMITTEE (KLAAC) - Our joint partnership with the City and the Friends of the Keene Public Library continues to work well and construction started this fiscal year on the Library Renovation Project. The Ground Breaking Ceremony was held on December 6th in the area between the 2 buildings and representatives from the City, The Friends of the Keene Public Library, the KPL Trustees, the Fundraising Committee, Monadnock Economic Development Corporation, Tappé Associates, and Engleberth Construction Company all wore their hard hats and used their shovels to start this historic renovation.



The ceremony continued inside Heberton Hall with speeches by the Mayor, and the Presidents of both the Trustees and the Friends of the Keene Public Library. Major donors and the public were invited to the ceremony which was hosted by the Friends of the Keene Public Library. Souvenir plastic hard hats were passed out and refreshments were served. Pictures of the various groups working on the Library Renovation Project were taken and a banner depicting the new library was signed by the various individuals involved. Photos of the Ground-Breaking Ceremony were posted on the library's website for the public to enjoy.

NEW MARKETS TAX CREDITS – After the Development Agreement between the City and MEDC was signed, all the money for the project was transferred to MEDC and the actual closing took place in mid-December. We were very fortunate as the New Markets Tax Credits Program was not renewed by Congress for the next federal budget year. The project Construction and Building Committees include a representative from the Trustees and the Friends.

However, even though all the money was transferred to MEDC, MEDC has given authority to the City, the Library, and the Friends in terms of project design.

There were two LLCs created to handle funds:

1. **76 Winter Street LLC** - This is solely a repository for the 8.869 million coming from all disparate sources. Money was then transferred to :
2. **Heberton Advancement LLC** which is the “true owner” of the project, AQUALIC-B entity. This LLC will, for 7 years, provide quarterly reporting to Mascoma Bank, the Community Development Entity (or CDE) managing the portion of funds coming from New Markets Tax Credits. US Bank bought the Tax Credits but has no role after the closing. Even though US Bank bought the credits, Mascoma will manage them.

There was a closing check list of 132 items. Commitment money, \$30,000 to Mascoma Bank and \$25,000 to US Bank was paid by MEDC.

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

QUITCLAIM DEED – As a housekeeping measure, the City, the Friends, and the KPL Trustees had to sign a quitclaim agreement stating that all parties understand that ownership of the Annex and Connector stays with Heberton Advancement LLC for the seven years required by the New Markets Tax Credits program.

CONSTRUCTION – Engleberth Construction moved onto the site and began to ready it for construction in late November. Construction has gone well and the completion date is estimated to be in the late fall of 2018. Trustees, Friends, and the City have representatives on various committees such as the Construction Committee and the Building Committee. The Construction Committee, which meets weekly, is concerned about code requirements and details of construction and the Building Committee, which meets monthly, is concerned with the bigger picture and oversees the approval process for disbursement of funds.

Abatement of lead and asbestos has taken place in the Annex. In late January, digging began for the Connector. A time-lapse camera was installed in the Trustees’ Room of the Thayer Building to capture the progress of the whole project from above. This was also available on the library’s website. During the construction, problems have arisen such as the discovery of oil contaminated soil next to the west side of the Annex and excessive water in the basement area near the planned elevator. All have been reviewed and dealt with in a timely manner.

CONTRACT 2 – Contract 2 is the designation for the contract executed separately to make needed repairs to the present library building during the Annex /Connector construction period. Contract 2 is approximately \$600,000. Some of these funds are in the form of reimbursements from New Markets Tax credits for design work originally paid for by the Trustees and Friends. The City, after reviewing the Contract 2 funds, anticipated a potential shortfall, just under \$300,000. The Trustees voted to cover the shortfall if needed at the end of the contract. Contract 2 went through the city approval process and was signed by the City Manager.

In June, carpeting was replaced on the 3rd floor of the Thayer building, and work is underway to begin replacing carpeting on the 1st and 2nd floor. The library staff has made excellent plans to continue to provide library services to the public during all the moving and disruption this part of the project entails. They are to be commended! It is a difficult and disruptive time.

THE LIBRARY RENOVATION TRUST FUND – The Campaign Committee announced that it had reached its goal of \$5,000,000 in given and pledged funds. This committee chaired by Judy Putnam and Dita England have done an outstanding job and, without their tireless efforts, this renovation project would not have been possible.

It was estimated that \$3,000,000 in cash from the trust would be needed at closing as the trust is not all in cash but some in pledges yet to come in. When it was discovered that the amount was to be \$4,000,000 in cash at closing and a bridge loan was not possible, the trustees worked with the City and the Attorney General's Office for a method to close the gap. The City provided the extra amount and is reimbursed as the pledged money comes into the trust.

The Library Renovation Trust Fund is being used for the renovation project, with \$4,726,661 of the \$5,000,000 going towards the renovation of the Annex and construction of the Connector and the remaining funds used to support renovations in the Thayer Building.

THE CAMPAIGN CABINET – The Campaign Committee ceased meeting in January and the smaller Campaign Cabinet is working on naming rooms or other parts of the project for donations over \$100,000 as there are 6-8 qualifying gifts from interested parties. The city has a process for determining names, but the Trustees also have a role to play and the Cabinet will help define this. The Cabinet is also responsible for creating a public way to honor all of the approximately 450 donors to the campaign whose gifts have made this new addition to the library possible. Work continues on this.

AUDIO/VISUAL INFRASTRUCTURE AND EQUIPMENT – Appropriate wiring and conduit are being installed now, despite the fact that not all equipment is in the current budget. Having the right infrastructure in place is necessary for the future. Cheshire TV has been helpful to our A/V Committee and has offered input about outlets and their cabling requirements. We are currently planning for FM transmission systems in both Heberton Hall and the second floor performance space. Further, a hearing loop may be wired into Heberton Hall, providing two hearing assistance options. The Keene Lions' Club has made a generous donation to assist in insuring that we have adaptive technology in place for all Keene citizens. Trustee Paul Henkel has been leading this effort.

TIME CAPSULE – Trustee Charles Redfern suggested this idea and it was greeted with enthusiasm. The committee is busy researching options for materials and placement. They have reached out to various

members of the Keene community for ideas about what should be included in the capsule. David Therrien of Melanson Roofing Company has generously offered to make and donate the capsule. The idea of a time capsule has been well received by City Hall and the Keene community. Letters from prominent people and organizations are coming in.

FURNISHINGS AND EQUIPMENT SUB-GROUPS – Jeff Hoover, our architect, from Tappé Architects, has continued to meet as needed throughout the year with several sub-groups that are interested in certain phases of the project. He has solicited their input and their suggestions and answered their questions. These groups include (1) City Construction Document Review – Fire, Code, Engineering (2) Energy and Environment Review Group (3) Adaptive Technology Group (4) Furnishings and Equipment – Performance Areas (5) Furnishings and Equipment –Public Spaces – Lobby – Atrium - Meeting/Conference Rooms (6) Furnishing and Equipment – Kitchen (7) Furnishings and Equipment – Friends Area (8) Furnishing and Equipment – Youth and Children’s Area. He also has met with four staff groups many times regarding furnishings and equipment needs (1) Circulation Area and Workroom, (2) AV/Periodicals, (3) Reference Office, (4) Reference and Young Adult, (5) He also has met with Cheshire TV.

DEDICATION CEREMONY – If construction goes as scheduled, we plan to hold a dedication ceremony in January 2019. Many ideas have been brought forth and a committee has been formed and will begin meeting in September.

We have had a busy year and we will have another as we continue with the renovations, dedication, and welcoming the public to our expanded library.

We thank the City of Keene, The Friends of the Keene Public Library, and Monadnock Economic Development Corporation, all were our partners and, without the help of each one of them, this project would not have been possible.

Once the new facility is completed, there will again be a series of strategic planning meetings. The future will present many challenges and changes, and to serve the public well, we must be ready for them.

Respectfully submitted,

Nancy Vincent, Library Director

Sally Miller, Chair

Friends of Keene Public Library President's Annual Report 2017-2018

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

In our 35th year of existence as an organization, I am happy to report on another very busy and successful year for the Friends.

Library Support:

Good investment performance, two successful book sales, and generous membership donations continue to provide the Friends with the means to fulfill our mission of supporting the library collection, programming, and staff in areas not funded by the city budget. Our contribution to the library's collection development remained mostly level to years prior. Primary purchases for the library included equipment for our maker programs consisting of various robots and toys that teach coding, the filament for the 3D printer, and maintenance for that printer. We were able to add an additional door counter, a mobile hotspot for library outreach, an online and email notification of new materials system called Wowbrary, toys and learning materials for the youth department, maintenance for the microfilm reader, copy machine, aquarium, and the first aid cabinets. We reviewed our Museum pass program and noted a general increase in some of our most popular passes. As a result, we dropped one rarely used pass from the program and now offer 21 passes for patrons to check out. We continued our yearly commitment to support additions to youth and adult programming such as family dances, film series, astronomy lectures, music concerts, and adult craft programs, as well as the Summer Reading Program. We continue to budget a contribution to the landscaping initiative to support maintenance of the beautiful garden spaces around the library campus

Community Outreach:

Under the guidance of the Book Sale Committee, the Friends produced two successful book sales that grossed just over \$22,000. This was a little under our total from the prior year and attributed to the change in location. We held several successful book-sorting catch-up days that engaged 25-30 of our members. These book sorting days were necessary, productive and fostered community among our membership. We also partnered with Keene State College during their "Freshmen Community Days" and the employees of the W.S. Badger Co. who together sent over 60 volunteers to help us out. After the April sale, with the help of employees from the TD Bank as part of the United Way's "Day of Caring" initiative, we moved out of our Library space and into our new spaces at County Hall. We modified our process to move books from the library bin to our new storage space across the street and held our sorting days and our October sale in Delegation Hall. Due to the logistics of moving books in the winter, we opted not to hold a sale in April 2018. We set up a donation process for larger donations direct to County Hall. Also due to the uncertainty of when we would be moving, we opted not to hold an annual event for our membership in 2017. We hope to still hold one in 2018. We did hold

an Affordable Art Sale in September made possible due to art donations from Indian King Framery and the dissolution of the art lending program at the Library. This sale was open to the public and raised over \$1000 which was donated to the capital campaign. Finally, the Friends partnered once again with the Swamp Bats Baseball organization in Keene to sponsor the elementary literacy program “Mr. Gemmell’s Reading with Ribby” for a 15th year, reaching over 1,400 children in Keene and surrounding area schools.

Library Expansion and Renovation project:

I would be remiss not to mention the project and the amazing accomplishment of meeting our fundraising goal, closing on the project and breaking ground. It is a pleasure to see the progress they are making week to week.

Membership & Board Contributions:

We continue to receive steady financial support from just under 100 active dues paying members, and realized a 2.3% increase in membership contributions for the 2017 calendar year. Executive Board members participate in sub-committees for finance, hospitality, membership, book sales, and the library renovation project. An informative newsletter is produced quarterly for our membership, and the research & selection of potential museum passes is performed.

The Friends welcome new board member Jennifer English into our ranks.

In appreciation:

The Friends are grateful to the Library Board of Trustees, Library Director Nancy Vincent and library staff, County Administrator Chris Coates and the County Commissioners, and Campaign Gifts Administrator Julie Dickson for their continued support to our organization. It has been my privilege to serve as President this year. I feel fortunate to you all for your patience as I learn this role and am extremely grateful to work with this hard-working, dedicated group of people. I thank you Marilyn Gemmell, Paul Ledell, Pam Knight, Sally Rinehart, David Meader, Mike Chelstowski, Michelle Fuller, Kathleen Chertok Bonneau, and Jane Pitts for your time and dedication to this Board and our mission.

Respectfully submitted,
Jill Cielinski
May 9th, 2018.

Cheshire County Literacy Coalition
Annual Report to the Keene Public Library Board of Trustees
August 2018

The Coalition is in transition. I have been reaching out to potential community literacy partners and letting them know that the Coalition is a resource for them. One potential way for the Coalition to help is to collaborate with others in obtaining literacy grants. During the upcoming year, I will continue to reach out and explore collaborative possibilities.

During the past year, the Coalition did support its annual activities:

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

Jennifer Alexander, chair

Horatio Colony Museum and Nature Preserve

Annual Report

The Horatio Colony House Museum and Nature Preserve was established by Horatio Colony II to preserve and protect the 1806 Federal house and collections of Horatio Colony II and the 645-acre nature preserve on West Hill in Keene. The goals of the museum and preserve are to educate residents of and visitors to Keene about the history of the Colony family and the social and natural history of the area by means of exhibits, tours, lectures and special programs, through a focus on the property of Horatio Colony.

The advisory board includes a representative of the Trustees of Keene Public Library and a representative of the President of Keene State College. Those positions are held by Paul Henkel and William Stroup, PhD.

Horatio was a world traveler who respected and collected artifacts from many cultures and religions. A sampling of programming which is intended to honor Horatio's interest in cultures and wildlife follows.

Native American Object Identification AUGUST 23

Archaeologist Bob Goodby encourages you to bring in any Native artifacts. Bob will explain his reasoning for the identification...it's informal, instructive, very interactive and fun.



Two Sides of The Coin MAY 11 - AUGUST 26

Native American & Early Colonists Cultural Clashes: An exhibit, running from May 11 through August 26, highlighting both sides of the story of the Native American and English Colonial struggle for control of the natural environment of New England, and specifically Cheshire County. Native American archaeological finds from Swanzey, as well as 18th century farm and domestic items from regional colonial settlers will help to give a balanced picture of the early history the region.

Objects on loan from the Mt. Caesar Union Library, Swanzey Historical Museum & the Historical Society of Cheshire County.

Paul Henkel

KPL Board of Trustees
Nominating Committee Report

The Nominating Committee is pleased to present the following slate of

KPL Officers For 2018-19

President - Nathaniel Stout

Vice President - Charles Redfern

Treasurer – Judith Putnam

Secretary – William Stroup

Library Director's Report 2017-18

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 143rd ANNUAL REPORT IS HEREWITH SUBMITTED:

For many years I have opened the library's annual report by commending the dedication and effort of Trustees, Friends, and the City of Keene. But the need to underscore the extraordinary nature of such dedication and effort is particularly striking in the year just completed. The Library Renovation Project pre-construction began in fall 2017 with an estimated completion date of late October 2018 (since extended to mid-November). The project is the culmination of a planning and approval process that kicked off in 2013. (The report of the Long Range Planning committee documents the details.) Serving as conduit between the various partners engaged in the project was a privilege as I was able to witness everyone's commitment. Whenever difficult decisions arose, each partner reviewed the issues at hand in order to determine what role they could play in moving the project forward. As might be expected, each partner gracefully accepted expanded roles. Each focused on the long-term goal of an enhanced and renovated facility that would benefit everyone in the Keene community. Seeing this evolve has been a pleasure.

With the project both assured and underway, our internal focus can now be on the library's operation and the personnel structure. Creative thinking is required to ensure that our expanded facilities and their enhanced functions are fully supported. As is always true, however, it will be the staff that enables the library to operate successfully.

The library's fiscal year budget identified the objective of fashioning a staffing plan designed for the newly renovated library and reassigning staff as needed. The following changes were realized as positions came open. All are funded within the library's current budget.

1. An Assistant Director Librarian III position was filled by Tammy Parrott. Tammy joined Keene Public Library from Kansas City, Missouri, where she has been a Branch Manager for the Mid Continent Library System.
2. The position of Head of Youth and Community Services, held now for many years by Gail Zachariah, was upgraded to Librarian III in recognition of the increase in responsibilities for the teen and programming areas.
3. The weekly role of our part-time Youth Librarian position, currently held by Amy Kraemer, was increased from 28 to 32 hours.
4. Commensurate with #3, the part time Teen Librarian position, held by Jay Fee, was also increased from 28 to 32 hours.

Soon after arriving in Keene, Tammy Parrott began recruitment for a Way Finder program that seeks volunteers who will meet people at the library's new West Street entrance, helping them find their way to services and programs. Significantly, the library continues to be blessed with

dedicated volunteers who help with collection maintenance and much more. Meanwhile, the Friends volunteers continue to work hard on the book sale, which will once again be held at the Cheshire County Courthouse. While the logistics are difficult, the volunteers have established procedures that enable them to move the materials to the site. Funds raised by the book sale are important to the library. Moreover, our community appreciates and supports the book sale, looking forward to it with anticipation. I wish to express a warm “thank you” to all our volunteers

There were other important initiatives over the course of the past year.

1. Library Website: The city and library staff worked together to develop the new city-wide website. This important step demanded a major effort from all involved.
2. Keene Link: The software package for Keene Link was upgraded and, following 27 years in partnership with Keene State College’s Mason Library, the agreement was renegotiated. The upgraded system offers the same features and functionality to both institutions and the request centers on an understanding that each pay 50% of the costs.

I wish to commend a library staff which, throughout a trying period of staff transition as well as the noise and disruption resulting from building construction, has remained determined to keep services and programs unimpaired. It is a daily challenge. Throughout the past year, the library has remained open. But success in this effort required a patient and understanding public which, for the most part, has been optimistic and enthusiastic as it envisions all that our new facility will offer.

The following individuals and entities deserve recognition for the enormous help provided in ensuring success during 2017-18: Library Trustees and Staff; the Library Friends and Volunteers; the City Manager; the City Attorney; the Mayor and City Council; the City Council Liaison to the Library; the City Finance Director; the Purchasing, Planning, Public Works, Parks and Recreation, and Facilities Departments; President and Chief Financial Officer of Monadnock Economic Development Corporation; the Keene State College Library Staff; the Old Homestead Garden Club; and the Keene High School Horticulture Class.

Following more than 24 years in the role of director, it remains for me an enormous privilege to serve a community that places so high a value on the role of its public library. I extend my heartfelt appreciation and thanks to all.

--Nancy Vincent

Youth Services Annual Report 2017-2018

PROGRAMMING

This year, the youth services staff offered 724 events for youth from birth to 18 years of age with 9,562 people in attendance, which is a 13.83% increase in the number of programs and a 17.08% increase in attendance over the year before.

Program Target Age	# of Events	Attendance	Average Attendance per Program
All Ages	100	3,119	31.19
Infants and Toddlers	106	1,389	13.10
Preschool	72	884	12.27
School Age	266	2,692	10.12
Tweens	45	396	8.8
Teens	135	1,082	8.01
TOTALS	724	9,562	13.20

Programs included a variety of fun and educational programs. This is a breakdown of program content:

Program Topic	# of Events	Attendance	Average Attendance per Program
2017 Summer Meals	67	360	5.37
Outreach & Visits to & from students & families	32	2,759	86.21
Activities, Crafts	159	2,703	17
Anime/Manga	20	81	4.05
Arts, movies, music, dance	67	892	13.31
Book Clubs	6	53	8.83
Computer/Technology	143	196	1.37
Gaming	44	509	11.56
Homework	2	4	2
Workshops	5	156	31.20
STEM	8	80	10
Special Events	3	141	47
Passive Programs	2	45	22.50
Maker Programs	28	161	5.75
Teen Advisory Group	6	15	2.5
Writing Programs	5	5	1
Storytimes	127	1,402	11.03
TOTALS	724	9,562	13.20

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.

READING PROGRAMS

Many community members contribute to the success of Summer Reading. We received donations from The Works Café, Life Is Sweet, The Monadnock Food Coop, and Twinkle Town. As part of this program, fun and educational events and reading games took place in the library thanks to generous support from the Friends of the Keene Public Library, the Endowment Fund, and other funders. New Hampshire continues to participate in the Collaborative Summer Library Program. We use Evanced Wandoo Reader to register and keep track of summer reading. With this software, patrons can register and log reading from home or in the library. Some readers do participate this way but others report all of the reading in person. Either way, we encourage library visits and interaction with staff. A big part of our program includes free books. Each participant receives at least one free book during the course of the program. And if readers feel too overwhelmed with an overbooked summer vacation to join an organized reading program, we encourage summer reading with displays and readers advisory services.

In the summer of 2017, the summer reading theme was “Build a Better World.” The 2018 “Libraries Rock” Reading Program is ongoing and statistics will be included in the annual report for the fiscal year 2018-2019.

2017 Reading Programs	Participants	Challenges	Hours Reading	TOTAL Books
Early Childhood	56	28	274	n/a
Kids	271	196	2,746	n/a
Teens	43	53	1,072	n/a
Adults	81	23	n/a	309

We continue to offer a 1,000 Books Before Kindergarten program to young children and their families. This year seven families helped their children complete the program by reading aloud 1,000 books. The children are Cayli Webb, Molly Henderson, Clara Barry, Dominique Ivan, Keegan Emond, Cole Nowak, and Charlotte Radder.

YOUTH COLLECTION

The Youth Collection is made up of materials for children, tweens, and teens. Last year, the Youth collection was 40.76% of the library’s physical collection. Youth and YA circulations represented 40.50% of the total physical circulations for the Keene Public Library.

Overall, youth material circulation continues to see yearly decreases. Reading habits have changed for children as well as adults and our decrease is consistent with the rest of the library circulation. But a close look at the figures reveals that the biggest decline is in Youth and YA nonfiction. Since the fiscal year 2013-2013, total youth circulation has declined by 21.47%. However, the drop in Youth and YA nonfiction circulation was 44%. I believe that this indicates a major change in teaching methods and expectations, as well as a change in publishing. Many libraries have shifted their purchasing of nonfiction so that it is primarily nonfiction pleasure reading. I do not believe that our community is ready for that.

	FY12-13	FY13-14	FY14-15	FY15-16	FY16-17	FY17-18
Juvenile & YA Fiction	61,446	64,835	61,450	59,491	51,706	48,913
Juvenile & YA Non-Fiction	13,842	12,585	12,108	10,645	9,009	7,785
Juvenile/YA Magazines	732	693	568	440	435	289
Juvenile/YA Media	24,105	25,456	27,029	25,950	24,050	21,637
Total Juvenile & YA Materials	100,125	103,569	101,155	96,526	85,200	78,624

The Youth and YA collection totals 56,207 materials. Using a population of 3,882 young people (the 2010 census figures for young people 0-17 living in Keene) our collection had a per capita circulation rate of 2.02 and turnover rate of 1.4.

In the last year, we updated our story kits, created new kits with toys, books, and a wearable word counter to encourage language development as parents play and read with their babies and toddlers. We added a new circulating collection of board games, ukuleles, and a new format called VOX Books, which combines print plus audio in a unique new format that uses an ultrathin (5mm) digital audio player to transform ordinary books into unique, all-in-one read-along books. We also added digital Flipster magazines for parents and children. Parenting titles include “Eco Parent,” “OhBaby,” “Ingredient,” “Story Monsters Ink: The Literacy Resources for Teachers, Librarians, and Parents,” “Old Schoolhouse.” Titles for children include “Hello,” “High Five Bilingüe,” “Highlights,” “Zoobies,” “Ladybug,” “Babybug,” “Storytime,” and “Wacky But True.” A major benefit to Flipster is that our subscription includes back issues.

During our carpeting phase, we took advantage of the opportunity and redesign the youth space. It was a wonderful and rewarding surprise to see and hear the positive reaction from all people of all ages when we returned. We removed some shelving so that we could increase the space between each range. We realigned the computer stations so that users have a bit more privacy. Because we handled each book, we inspected for condition and replaced and discarded many titles. Our new ILS system keeps user statistics and I can report that in May and June of 2018, I discarded 412 item records and 178 bibliographic records.

MAKER CORPS

This year, we did not participate in the Maker Corps programs. They reorganized and reprioritized and they have sunsetted the program. Their new pilot program operates on a regional model, engaging 5 sites from the Denver/Boulder area, and 5 sites from the Austin/Houston area. After the conclusion of the 2018 pilot, their plan is to launch at scale in 2019 with at least 4 regional networks across the country. But we have continued to work with Maker Corps as an Infy Maker Award winner and we have included them in an IMLS grant application, which we submitted in March 2018.

FAMILY PLACE

This is our third year as a Family Place Library and in January 2018 we hosted Family Place Library representatives for a site visit when we became a full member of the network. This year, because of construction and the relocation of Cheshire TV to the Kay Fox Room, our Family Place programming has been limited. As a Family Place Library, we partner with local family serving agencies, and professionals to help parents of young children build foundations for early learning. Research has proven that the ways adults respond to and interact with children from birth-to-five years have dramatic effects on the brain, stimulating a child's social, emotional, and intellectual development.

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

Community Services Annual Report 2017-2018

PROGRAMS AND ENGAGEMENT

The Keene Public Library offers free public programs that enrich the cultural fabric of our city. All Keene Public Library programs are funded through the generous support of the Friends of the Keene Public Library, grants, and community donations.

In 2017-18, the library presented a total of 1,140 events to 15,634 people. Library program attendance per capita is 0.67. Events included author talks, story times, book discussions, craft and DIY workshops, musical performances, book celebrations, and author visits. The library also has several writing and reading discussion groups including Great Books, the Monday Night Fiction Writers Group, and a new Writers' Book Discussion Group that is reading and discussing authors' writing guides such as "The Writing Life" by Annie Dillard. These programs included 407 programs geared for adult, which were attended by 4,731 people. A few memorable events include a series celebrating the Centennial of WWI, a series of Hygge Saturdays, and programs related to the August 2017 solar eclipse.

During the past year, we purchased online engagement programs such as Universal Class for free online courses, Self-e and Pressbooks for writing and self-publishing books. We have offered several workshops showing people how to use these resources. As a result, Universal class has become well used. At least one patron has uploaded her self-published books to BiblioBoard using Self-e but I am aware of additional patrons who are using Pressbooks to write their books. We have also purchased software called Creator, which will allow library staff to create local history collections and make these available to the world through the internet. We are learning the software now and have several projects in mind.

Some of our programs require registration and some do not. But we can report that a total of 263 unique people registered for programs during the 2017-2018 fiscal year. At registration, we often ask where the patron heard about the program. Almost each and every participant answers that he or she heard about the program on Facebook.

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

Library Sponsored Events, July 1, 2017-June 30, 2018

Age Group	Events	Attendance	Average Attendance per Program
Community Programs – all ages	32	3,907	122.09
Class Visits to KPL– all ages	9	178	19.77
Community Meals – all ages	68	365	5.37
Children's Programs (birth-tweens)	489	5,361	10.96
Teen Programs	135	1,082	8.01
<u>Adult Programs</u>	<u>407</u>	<u>4,731</u>	11.62
TOTALS	1,140	15,624	13.70

GRANTS

This year, we both submitted and received more grants than usual. Awarded grants include:

- ALA/Space Science Institute/STAR Net Explore Earth Exhibit, which will bring a STEM exhibit to Keene Public Library Oct. 17 – Dec. 14 and provides a \$1,000 stipend for 10 public programs.
- ALA American Dream Literacy Initiative, \$10,000 to develop a literacy program aimed at adult English Language Learners. We are offering conversation and learning circles, a computer learning lab, and have acquired digital magazines in French and Spanish including "France-Amérique," "Newsweek en Español" and "High Five Bilingüe."
- Infosy Infy Maker Award, \$10,000, for equipment and supplies related to a series of youth civic hackathons.
- YALSA Teen Intern Grant, \$1,000, for 3 interns to assist with our 2-week Camp Fun to Read program.

- Clif (Children’s Literacy Foundation) Summer Readers Grant, for a Terrific Tuesday program and books for distribution.
- Keene State College Lactation Grant, \$5,000, for a lactation pod to be installed in the Youth Dept.
- Advocates for Healthy Youth (AFHY) Mini-Grant, \$1,000 for equipment for a “Rockin’ Recess” program series this summer.
- Success by Six Mini-Grant, \$500, for a Babies Need Words campaign and language development kits with Starling Devices.

OUTREACH AND COMMUNITY COLLABORATIONS

During the past year, we made many community visits including the Community Kitchen, Monadnock Developmental Services, the YMCA, the Reading Nook, Child Care Aware NH, We partnered with Keene Community Ed to plan and present their Ready for Kindergarten program and we visited all of the Keene public schools to promote our Summer Reading Program. We had booths at the Monadnock Earth Day Festival, the Keene Fall Festival, the Monadnock Pumpkin Festival, and the Reading with Ribby Night at the Keene Swamp Bats.

DOOR COUNT

We purchased a door counter at the end of the year 2016-2017 but this year is the first year that we had a full data set. During the last year, we had a total of 172,262 visitors, which averages out to 3,313 a month and 532 a day. This works out to a per capita library visit rate of 1.41. Our busiest month was August 2017, when we had 16,889 visitors.



In terms of foot traffic, our busiest hour is between 4 pm and 5 pm. The busiest day is Tuesday.

In May 2018, we placed a door counter in the Youth Department. In June, the Youth Department had 5,141 visitors, which is 35.33% of all visitors to the library that month. It will be interesting to study this data over time. Construction in the Youth Department began in June 2018 and departmental services were significantly reduced.

SOCIAL MEDIA

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

On June 29, 2018, we had 2,259 Facebook fans and 2,199 followers. Our Facebook fans are 77% women and 21% for men. Currently, 22% of our fans are women between the ages of 25-34; 21.8% of are women between the ages of 35-44, and 13% are women between the ages of 45-54. Only 4% are men between the ages of 45-54. Our most popular post was August 22, 2017. This was a thank you post directed to our fans.

We send this out each month but August 2017 was a busy time in the library because of the eclipse and this may have contributed to the post's organic reach of 1,330.

We have 2,465 monthly Pinterest viewers. 83.7% of our viewers are female and 5.5% of our viewers are male. 22.1% are ages 25-34 and 22.1% are ages 35-44. The primary interest of our viewers is parenting. Our most popular pins deal with puppets and crafts. On Twitter, we have 926 followers. 81% are female and 39% are male. Their major interests are weather, science, space/astronomy, education, and national parks. During the past year, our tweets had 21.9 K impressions.

PR AND PUBLIC RELATIONS

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

With Library Aware, we send out monthly or bi-monthly newsletters highlighting library materials and events. Last year a total of 309 newsletter issues were sent to 3,573 email addresses (9,377 emails sent) with an open rate of 28.49% and 7,842 clicks to the library catalog.

Newsletter List Name	New Subscribers	Unsubscribed	Current Subscribers
Armchair Travel	7	5	25
Audiobooks	10	3	31
Biography and Memoir	12	2	36
Christian Fiction	2	1	14
Fantasy	1	0	19
Fantasy and Science Fiction	4	3	21
Fiction A to Z	10	3	40
Healthy, Wealthy, and Wise	9	3	26
Historical Fiction	18	1	44
Home, Garden, and DIY	12	2	42
Horror	1	2	13
Kids' Books	6	3	30
Library Reads	15	1	26
Mystery	15	1	44
Nature and Science	16	2	35
New and Recommended eBooks	18	3	48
New York Times Fiction Bestsellers	16	5	58
New York Times NonFicBestsellers	17	3	57
NEXT WEEK at YOUR LIBRARY	248	0	2782
Picture Books	4	4	26
Popular Culture	5	1	21
Romance	5	2	20
Science Fiction	1	0	19
Spirituality and Religion	6	3	21
Teen Scene	4	1	25
Thrillers and Suspense	9	2	30
Tween Reads	3	1	20

A slight majority or 57.43% of emails went were read on desktops; 42.57% were read on mobile devices.

In January, we subscribed to Wowbrary, which sends out weekly emails and social media posts of new library materials. There have been 25 posts and emails sent to 59 active email subscribers, and 1,313 web page views with 196 click throughs.

Source of Clickthroughs (Borrow Button) to Catalog

Source	Borrows
Customized Newsletters	3
Email Newsletters	49
Wowbrary Web Pages (via Customized Newsletters)	2
Wowbrary Web Pages (via Email Newsletters)	47
Wowbrary Web Pages (via Facebook posts)	30
Wowbrary Web Pages (via Twitter tweets)	5
Wowbrary Web Pages (source unknown)	60
Total	196

We also subscribe to a service called Dear Reader that sends patrons an email with a portion of a book. There are currently 83 Online Book Club members that receive these emails each week. The genre breakdown is 24 Fiction, 15 NonFiction, 21 Teen, 5 Science Fiction, and 18 Mystery. Patrons can try out a different book each week and then come to the library to check out the book to finish the title.

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

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

2017-2018 Audio-Visual Report

The Adult Audio-Visual collection currently comprises 8% of the total library material holdings and is 18% of the total library circulation.

572 items were added to the collection this year and included generous donations of DVDs from our patrons.

The New Hampshire Downloadable Book Consortium collection continues to grow in popularity. 355 more KPL patrons joined this year, increasing the number of Keene users to 3959. These downloadable formats circulated 25,272 times this past year, an increase of 18.03% over last year.

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

Format	Number of items added this year	Total format holdings	Number of circulations this year
DVDs	444	7585	35,989
Books on CD	118	2308	6,417
Music CDs	10	1728	2,234
TOTAL	572	11,621	44,640

Respectively submitted

Sheila Williams

Audio-Visual Librarian

Reference Statistics 2017 – 18

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	1326	1508	
INFORMATION	1638	2496	
REFERENCE	3848	2002	<u>TOTAL</u>
	6812	6006	12818

Interlibrary Loan Statistics 2017 - 18

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

In December of 2017 the New Hampshire State Library's interlibrary loan system suffered a catastrophic failure and was unable to be repaired. All information on the server was lost. In the six months since this failure all libraries in the state that primarily relied on the state system have been trying to manually continue interlibrary loan services through email and phone requests. The state library is in the process of replacing the interlibrary loan system and hopes to have an operational system up and running sometime in 2019.

Here at KPL we have tried to track our interlibrary loan requests through a very inexact manual system. In the last six months we have borrowed 753 items for our patrons. We have sent 1768 of our items to other libraries in that time period.

Internet & Computer Training Statistics 2017 – 18

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 16,532 times. Our 2 laptops circulated 340 times. In addition to offering internet access the library continues to offer one on one computer training on various topics. Over the past year the reference librarians have taught 12 training classes.

John Johnson

Technology Report 2017-2018

FY 2018 saw two major changes for Keene Public Library staff and patrons: a completely re-designed website, and an upgrade to the system which manages our circulation, patron record, and collection development functions as well as our online catalog. In addition to these improvements, the library continued to select and provide a variety of resources and services to meet the information technology needs of our patrons.

Online Tools and Learning Resources

- Online information tools continue to be well-used. Ancestry.com is our most popular online resource by far, even though we are only able to provide onsite access. Also heavily used are the EBSCOhost databases, which provide full text articles from hundreds of consumer, business, and academic magazines and journals.
- Some of our electronic resources have seen decreasing usage, however, and these are dropped so that the subscription fees can be applied elsewhere. We recently cancelled our subscription to the Morningstar investment database, for example, which had shown increasingly lower usage over the past couple of years. ValueLine, a comparable resource, had much higher usage statistics so that was retained to make sure we still have reliable coverage in that subject area.
- As we “weed” underused online tools, we are continually on the lookout for new resources. In December 2017 we began offering our patrons an online collection of continuing education courses called Universal Class, which has proved to be extremely popular. We are also now offering local writers new ways to publish their own ebooks, with Pressbooks and Self-e.
- The digital book collection, OverDrive, remains popular with continually increasing numbers of checkouts. KPL patrons checked out 11,529 ebooks (a 17% increase over last year) and 11,522 audiobooks...almost 20% more than last year.
 - Digital magazines, which OverDrive stopped offering in the spring of 2017, have returned and 25 titles are now available for checkout through OverDrive. The consortium hopes to increase this number as funds become available.

Library Website

The City of Keene launched a redesigned website in June of 2017 and the library followed suit. During the summer and fall of 2017 a library website committee worked with a member of the city IT department to completely redesign and update the library website. This process gave us the opportunity to re-evaluate the purpose and scope of our website and resulted in what we hope is a streamlined site that still offers patrons & staff easy access to the information they need. The new site design is also much more mobile-friendly than the previous site.

Mobile Access

The LibraryAnywhere app continued to be heavily used by patrons on mobile devices to access library resources. This app has been discontinued as we anticipate the implementation of a new mobile app which is part of the planned upgrade to Innovative’s Sierra integrated library system (ILS). The new app is expected to be in place by late summer of 2018.

New ILS: Sierra

In the spring of 2018 the long-anticipated migration to our new ILS began. We have upgraded from Innovative Millennium to Sierra, also an Innovative product (which made the migration much less challenging than it would have been had we gone with a completely different vendor). New features of Sierra include an enhanced online discovery tool for patrons, the new mobile app, better reporting functions, and a mobile worklist app that will help staff with weeding and other collection development and maintenance tasks. Implementation of some of these features will continue through the summer and early fall of 2018, but by the end of June the major circulation functions were fully operational and all staff have adapted easily to the new system.

- We continue to share the ILS with Keene State College, and a ‘project manager’ from each library worked together with an Innovative team on the migration project.
- Two KPL staff members were again able, with generous financial support from the Trustees, to attend a major Innovative conference, in the spring of 2018. These conferences provide valuable opportunities to learn about our ILS and it was especially useful this year, as the conference coincided with the beginning planning stages for the ILS migration.

Public Internet Access

- The library has 51 computers, 28 of which are for public use. Our public internet computers are still almost constantly in use. As of the end of FY 2018, all 9 internet desktop computer towers have been replaced with the much smaller mini-computers. Several staff computers, both public laptops, and some of the public internet computers have been upgraded to the Windows 10 operating system.
- We continue to circulate two laptops for in-house use. Both laptops were replaced this year and both are on the Windows 10 operating system. They get heavy use, with 640 circulations for FY 18.
- We use the CenturionTech SmartShield software as security on the public computers and the SmartControl program which automatically turns the public computers on and off at specified times.

Training & Instruction

Librarians continue to be available for one-on-one instruction on a wide variety of devices, both drop-in and by appointment. Numbers of scheduled appointments are down over previous years but there is still a steady stream of patrons wanting assistance with mobile devices, troubleshooting, apps, digital books, online services, and other technologies.

Submitted by Cary Jardine, Digital Services Librarian

Technical Services Annual Report 2017-2018

This year we are anticipating the retirement of Judy Koopman, who handles cataloging, adult collection development and management, reader advisory resources for patrons, and marketing of the collection. She provides exemplary services for library patrons, and will be missed personally and professionally.

Due to changes in staffing needs Judy's retirement is being used as an opportunity to review workflow and assignment of tasks. This continues the reorganization of technical services that began with the retirement of Jennifer Bone just over a year ago. Potentially some hours may be redistributed to public facing staffing, while retaining cataloging, and the distribution of collection development and management tasks. This would be in alignment with the other distributed collection development and management tasks.

We have made the migration to Sierra, the newer catalog database from the makers of our current Millennium system. Among the many improved features that will make tasks easier and more streamlined are the reporting capabilities that promise to greatly expand and simplify the ways we track data--such as acquisitions.

This is the second year of pulling data directly from the catalog and staff are able to compare to the data pulled from last year. Last year, we moved to a process where Cary Jardine, Electronic Resources Librarian, writes parameters and runs various reports so as to pull the data from the catalog. For this year, it means we have our first set of comparable data.

Tammy Parrott, Assistant Director

Sean Wiley, administrative assistant

KEENE PUBLIC LIBRARY
July 2017 - June 2018
Statistical Report

Population Served 23,419

Total number of active borrowers

Cards as of 6/30/17 19,116

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

Hours of service :

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

Total weekly library staff hours: 653

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

Average weekly volunteer hours: 7.2

Meeting Room Usage 2017-2018

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

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

There were 72 Unique Outside Organizations who used Library space.

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

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

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

Meeting room statistics
 Respectfully submitted by
 Colleen Swider

KEENE PUBLIC LIBRARY CIRCULATION STATISTICS July 2017 - June 2018

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Adult													
fiction	4104	4099	3612	3482	3141	3059	3488	3359	3696	3368	3564	3937	42909
nonfiction	1992	1756	1868	1754	1564	1432	1876	1708	2041	1612	1474	1654	20731
books on CD	621	636	577	573	570	460	498	432	511	494	501	544	6417
magazines	277	327	243	187	186	247	304	261	320	208	226	241	3027
music	161	208	84	143	230	203	128	184	252	284	203	154	2234
DVDs	3047	3113	2787	3122	3122	2781	3272	2746	3360	3019	2942	2678	35989
Youth													
fiction	4484	4111	3673	3447	3461	2858	3585	3477	4299	3690	3048	3525	43658
nonfiction	568	639	699	600	643	432	710	647	955	898	470	262	7523
CD/cassette/playaway	269	225	133	135	143	119	141	129	126	177	112	159	1868
magazines	32	21	18	12	14	15	44	21	20	12	5	21	235
music	42	27	32	48	24	14	29	18	68	50	49	12	413
DVD/VHS/launch/views	1221	1255	1008	1017	943	948	994	979	1245	1015	699	685	12009
gaming	91	107	71	72	65	96	94	121	146	116	82	83	1144
Young Adult													
fiction	786	657	442	458	465	383	331	412	372	261	254	434	5255
nonfiction	28	21	31	33	12	20	17	14	28	21	17	20	262
CD/playaway	8	7	14	10	5	6	8	17	10	6	4	4	99
magazines	4	8	0	9	4	3	2	3	2	1	17	1	54
DVDs	460	526	510	465	420	395	526	528	626	553	633	472	6114
gaming	26	44	20	15	24	23	26	13	30	16	9	21	267
electronic books	863	941	857	870	797	1018	1025	972	1088	1020	1031	1047	11529
downloadable audio books	1061	1229	1057	1122	1091	1089	1212	1060	1155	1193	1190	1284	13743
laptops	41	33	26	20	30	43	59	67	81	76	88	76	640
equipment	4	0	0	5	0	1	2	0	2	0	3	1	18
interlibrary loan	143	149	109	128	115	78	24	159	148	103	105	95	1356
museum passes	290	272	130	123	139	111	102	184	202	192	116	163	2024
renewals	2405	2563	2334	2314	2256	2253	2135	2163	2698	2421	2309	4058	29909
TOTAL	23028	22974	20335	20164	19464	18087	20632	19674	23481	20806	19151	21631	249427

COMPARATIVE CIRCULATION STATISTICS			
July 2015 - June 2018			
	<u>7/15-6/16</u>	<u>7/16-6/17</u>	<u>7/17-6/18</u>
Adult Fiction	46,696	44,872	42,909
Adult Non-Fiction	26,266	23,464	20,731
<u>Total Adult Book</u>	<u>72,962</u>	<u>68,336</u>	<u>63,640</u>
Juvenile & YA Fiction	59,491	51,706	48,913
Juvenile & YA Non-Fiction	10,645	9,009	7,785
<u>Total Juvenile & YA Book</u>	<u>70,136</u>	<u>60,715</u>	<u>56,698</u>
<u>TOTAL BOOK</u>	<u>143,098</u>	<u>129,051</u>	<u>120,338</u>
Adult Magazines	3,566	3,457	3,027
Juvenile & YA Magazines	440	435	289
<u>TOTAL MAGAZINES</u>	<u>4,006</u>	<u>3,892</u>	<u>3,316</u>
Adult Books on CD	8,663	7,753	6,417
Juvenile & YA Books on CD & Playaway	2,569	2,227	1,867
Adult DVDs	39,704	39,529	35,989
Juv. & YA DVDs, Videos & Playaway Views	20,358	18,815	18,123
Adult Music CDs	3,017	2,572	2,234
Juvenile & YA Music CDs	629	416	413
<u>TOTAL AV</u>	<u>74,940</u>	<u>71,312</u>	<u>65,043</u>
Renewals	31,084	30,180	29,909
Museum Passes	983	1,882	2,024
Laptops	837	352	640
Interlibrary Loan	1,269	1,375	1,356
Equipment & Gaming	2,421	2,642	1,429
<u>TOTAL OTHER</u>	<u>36,594</u>	<u>36,431</u>	<u>35,358</u>
Downloadable Audiobooks	10,191	11,522	13,743
Downloadable Ebooks	9,665	9,888	11,529
<u>TOTAL DOWNLOADABLES</u>	<u>19,856</u>	<u>21,410</u>	<u>25,272</u>
<u>GRAND TOTAL CIRCULATION</u>	<u>278,494</u>	<u>262,096</u>	<u>249,327</u>

Database Activity Summary

Time Frame - Jul 2017 to Jun 2018				
Client 7569 - KEENE PUBLIC LIBRARY				
Searches	Database	Citation Image	Text	Total
4590	Ancestry Library Edition all databases	1134	3100	4234
4590	Grand Total	1134	3100	4234
4590	Total Unique Searches (Search Button Pressed)			

Biblioboard 33 title requests 40 record views 2 multimedia full content requests

Chilton's 31 hits

EBSCO databases

Database	Database Sessions	Total Searches	Total Requests	Total Full-Text Requests	Total Linkout Requests	Abstract Requests
AHFS Consumer Medication Information	2	20	0	0	0	0
Academic Search Premier	172	304	244	141	0	103
American Heritage Children's Dictionary	1	1	0	0	0	0
Business Source Premier	99	175	192	133	5	54
Consumer Health Complete	23	23	44	25	0	19
ERIC	49	153	20	0	3	17
Flipster	2	2	10	10	0	0
Funk & Wagnalls New World Encyclopedia	50	150	1	1	0	0
GreenFILE	49	147	5	2	0	3
Health Source - Consumer Edition	59	188	26	12	0	14
Library, Information Science & Technology Abstracts	127	266	186	0	156	30
MAS Ultra - School Edition	75	226	70	67	0	3
MasterFILE Premier	394	836	1354	807	13	534
Middle Search Plus	95	308	217	169	0	48
Newspaper Source	83	202	49	32	0	17

Novelist	6	10	7	0	0	7
Novelist K-8	2	2	2	0	0	2
Novelist Plus K-8	3	9	15	0	0	15
Novelist Plus	520	1077	1102	1	122	979
Primary Search	72	267	171	121	0	50
Professional Development Collection	46	142	21	14	0	7
Regional Business News	49	148	17	12	0	5
TOPICsearch	53	170	2	2	0	0
Topic Overviews K-5	1	1	0	0	0	0

Gale Virtual Reference 43 regular searches; 32 record views

Learning Express Library 19 sessions; 22 resources accessed

Legal Forms (Gale) 16 documents downloaded

Mango Languages 909 sessions

New York Times (online version) 2876 on-site (in library) sessions; 81 off-site log-ins

OverDrive (NH Downloadable Books)

Ebook checkouts 11529

Audiobook checkouts 12067

Safari Tech Books Online 40 sessions; 319 (book) sections viewed

Tumblebooks

488 book views

TumbleBook Cloud

8 book views

TumbleBook Cloud Jr.

58 book views

AudioBook Cloud

1047 book views

Tutor.com

65 live sessions

6 Skills Center usage

Displaying Records from 12/28/2017 to 06/30/2018

Keene Public Library

61 New Registrations

752 Login Sessions

135 New Courses Started

1,345 Lessons Viewed

1,390 Videos Watched

1,327 Student Submissions

ValueLine 2646 log ins; 23962 searches; 5345 document downloads

KPL website 178,258 page views 124,072 unique page views

Statistics are down somewhat from previous year. This may be due to switch over to the new site in November 2017 and user unfamiliarity with the new layout. These totals include usage statistics on the old site from July 1 – November 1, 2017 and statistics on the new site from Nov. 2, 2017 – June 30, 2018. New site: 60% desktop users; 40% mobile devices for the period November 1, 2017-June 30, 2018. Old site for the previous calendar year (Jan-November 2017): 80% desktop users; 20% mobile devices. The expectation was that users would find the new site more mobile-friendly and that seems to be the case so far.

LibAnywhere Discontinued; new library app coming later in 2018

2017-18 Acquisition & Holdings Statistics			
New items added 7/01/2017 - 6/30/2018			TOTAL HOLDINGS
BOOKS	ADDED		TOTAL BOOKS (PRINT)
Adult	2143		69415
Juvenile	2047		41847
Pamphlets	0		218
Young Adult	336		7974
Paperbacks	58		1299
TOTAL	4584		120753
ADULT AUDIOVISUAL			TOTAL AV HOLDINGS
	ITEMS ADDED		
DVDS	444		7585
Books on CD	118		2308
Music CDs	10		1728
TOTAL	572		11621
YOUTH			
	ADDED		
DVDs	161		2710
Videocassettes	0		1
Books on cassette	0		1
Books on CD	7		838
Music CDs	21		435
Puzzles & Games	28		109
Video games	24		244
Playaways	82		432
Playaway views	8		79
Launch pads	1		54
TOTAL	332		4903
YA A/V			TOTAL YA A/V
	ADDED		
DVDs	64		1150
Books on CD	1		156
Playaways	0		83
Videogames	2		94
TOTAL	67		1483
Books	4584		120753
Adult AV	572		11621
Youth AV	332		4903
YA AV	67		1483
TOTAL ITEMS ADDED	5555	TOTAL HOLDINGS:	138760