

KEENE PUBLIC LIBRARY
BOARD OF TRUSTEES ANNUAL MEETING
Tuesday, August 26, 2025 at 5:30 P.M.

AGENDA

1. Call to order
2. Approval of the August 24, 2021 Annual Meeting minutes (page 2)
3. Annual Reports
 - a. President's Report (page 4)
 - b. Treasurer's Reports
 - Primary Account Expenditures (page 5)
 - Encumbered & Restricted Funds (page 6)
 - Donations & Distributions (page 7)
 - Portfolio Changes (page 8)
 - Trustee Budget (page 9)
 - c. Finance (page 10)
 - d. Overview of Library Finances for Next Fiscal Year (page 12)
 - e. Building and Grounds (page 14)
 - f. Policy (page 16)
 - g. Fine Arts (page 18)
 - h. Community Outreach (page 19)
 - i. Long Range Planning Committee (page 20)
 - j. Friends of the Keene Public Library (page 21)
 - k. Liaison to the Friends (page 23)
 - l. Horatio Colony Museum (page 24)
 - m. Nominating Committee (page 25)
 - n. Director's Report (page 26)
 - o. Staff Reports
 - Youth Dept. (page 29)
 - Community Services (page 30)
 - Makerspace (page 31)
 - Systems Administration (page 32)
 - Reference (page 34)
 - Collection Devel./Technical Services (page 35)
 - Meeting Rooms (page 36)
 - Book Displays (page 38)
 - Social Media (page 40)
 - Volunteers (page 41)
 - p. Statistical Reports
 - Library Statistics (page 42)
 - Electronic Resources (page 43)
 - Acquisitions (page 44)
 - Programs (page 45)
 - Circulation (page 46)
4. Adjournment

Keene Public Library
Trustee Meeting Minutes
Tuesday, Aug 27, 2024

Annual Meeting

Present: Trustees Bill Stroup, Jane Pitts, Paul Henkel, Kathleen Packard, Don Caruso, Hollie Seiler, Judy Putnam, Justin Somma, Katherine Baer, Karthik Gowda, Sam Temple, Bobby Williams - City Council Liaison. Absent: Trustees; Pam Russell-Slack
Also Present: Marti Fiske, Library Director; Susan Bloom, Assistant Library Director

President Bill Stroup calls annual meeting to order at 5:04. He asks those present to identify themselves for newcomers present.

2023 Annual Meeting minute approval: Paul Henkel moved that the minutes be accepted; Kathleen Packard seconded. All approved

Bill mentioned that with changes to the Board that we should examine committee make-up and needs for year ahead.

Bill invited Committee members to share any highlights or comments about the 2023-2024 Annual Report

Review of Annual Report (see full report for more complete discussion):

Treasurer Report – Jane pointed out that it is a combination of the 4 quarterly reports discussed at previous meetings. She highlighted the gift encumbered report, pointing out that it was streamlined for easier tracking and that Trustee's should keep gifts in mind and use when exploring expenses.

Judy highlighted that after several years of reining in spending for renovations, the Board now has more freedom to spend. Committees have a budgeted amount of money to spend (that amount adjusted due to need). There is also the unwinding of 2017 tax credit renovation funding. Deadline December.

Building & Grounds: Paul highlighted the Tree ID project and the Cohen Hall and main lobby acoustic project

Community Outreach: Bill highlighted Ritu's report in the annual report and thanked her for contributions.

Fine Arts – Judy listed the year's achievements that included the new plaques honoring Nancy Vincent and Sally Miller, the antique clock from 1899 and the new display case.

Policy – Kathleen went over the fact that the goal is to review every policy on a 3-year schedule. Some policies to highlight were the Programming Outreach policy which had never been done and was especially needed due to expansion. Also, the Library of Things, Outdoor gear needed its own policy. It was commented on that this Program has been huge success.
All policies are under the About page on KPL web site and linked in Trustee Handbook.

Friends – Judy handed out membership forms, stressing that Trustees are asked to become members if possible. They are doing well due to book sales and gambling revenue.

Horatio – Bill explained that the relationship remains strong with Horatio Colony.

Nominations: Motion for new nominations. Bill went through the nominations for the 2024-2025 year. This included Bill Stroup as Chair, Justin Somma as VP, Jane Pitts as Treasurer and Katherine Baer as Secretary. Judy so moved and Paul seconded. The Motion was Approved by all.

Director's Report – Marti described the KPL's year of big projects and partnerships. She also shared that the Non-profit executive directors are meeting monthly. She also covered staff changes and how great the youth services team were doing.

Susan gave a shout out to volunteers and how much they have done.

Kathleen Packard moved and Judy seconded, that we accept the 2023-2024 Annual Report. The motion passed unanimously.

Annual meeting adjourned 5:45

Katherine Baer
Secretary

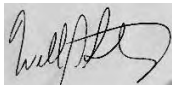
Keene Public Library

Annual Report 2024-2025

President's Report

On behalf of the Board of Trustees of the Keene Public Library it's my honor to welcome you to the Library's annual report for this year. This document functions as a one-stop reference for another busy year's work for the staff in each section of the Library, as well as that of each Trustee subcommittee.

Our Library remains, more than ever, a crucial part of our community. With the support of the City of Keene, a dedicated and professional staff, a growing volunteer base, and a strong Friends of the Library group providing support for programming, the pages that follow highlight a vital institution that provides continuity while responding to the changing needs of our patrons. Enjoy reading, and we will see you at the Keene Public Library.

A handwritten signature in black ink, appearing to read "William Stroup", is displayed within a rectangular frame.

Dr. William Stroup

President, Keene Public Library Board of Trustees

Annual Report

Keene Public Library Trustees

July 1, 2024 - June 30, 2025

Opening Balance \$ 36,889.91

Income

Gifts:

General Library Support	\$	2,299.00
Memorial Gifts	\$	4,610.00
For Books (including Rotary Bookshelf)	\$	200.00
Lipsky Book Fund	\$	325.00
Thomas P. Wright Fund	\$	500.00

Grants:

CCCD Monadnock Grows	\$	2,500.00
C&S Grocers	\$	1,000.00
AARP Grant	\$	1,000.00

Distributions:

Lichman Trust	\$	250.00
NHCF Endowment	\$	6,213.70

FKPL Reimbursement	\$	19,926.01
Investment Income	\$	23,955.90
Money Market Dividends	\$	2,052.44

Total Income \$ 64,832.05

Expenses

General Library Support	\$	5,056.91
Trustee Supported Projects	\$	359.90
Fine Arts	\$	1,424.88
Buildings & Grounds	\$	193.20
Director's Discretionary	\$	920.00
Staff Development	\$	4,274.37
NHLTA	\$	555.00
Outreach	\$	3,917.77
Summer Lunches	\$	1,580.76
Miscellaneous	\$	80.88
Maintenance Reserve	\$	3,381.45
FKPL Expenses	\$	19,926.01
Lipsky Gifts to Restricted Fund	\$	325.00

Grant expenditures:

CCCD Monadnock Grows	\$	2,331.88
AARP	\$	1,000.00

Total Expenses \$ 45,328.01

Closing Balance \$ 56,393.95 *

**The Edward Jones Checking Account Statement balance was \$62,932.77 as at 6/27/2025 . \$6,538.82 of FY25 June income and expense items did not clear this statement, and will appear on July statement of FY26.*

Encumbered and Principal-Restricted Funds

Keene Public Library Trustees
7/1/2024 to 06/30/2025

Gift Encumbered balances	Balance 7/1/24	Received	Expended	Balance 06/30/25
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Unrestricted Gifts

Phil Faulkner Bequest	\$3,830.44	\$0.00	-\$3,830.44	\$0.00 *
In Memory of Suzanne Nadeau	\$0.00	\$2,835.00	-\$2,835.00	\$0.00 **
In Memory of Marie Kaufer	\$0.00	\$1,390.00	-\$1,390.00	\$0.00 ***
Other unrestricted gifts	\$1,304.67	\$4,762.00	-\$2,063.33	\$4,003.34
Total:				\$4,003.34

Restricted Gifts

Hanna Fund (Green,Price Rooms)	\$1,265.45		\$0.00	\$1,265.45
Fox Memorial (Kay Fox Room)	\$1,004.00		\$0.00	\$1,004.00
Thomas P. Wright Fund (Wright Room)	\$1,000.00	\$500.00	\$0.00	\$1,500.00
Lichman Trust Distribution (Politics, Religion, Music, Race, History)	\$0.00	\$250.00	-\$250.00	\$0.00
For Books (including Rotary Bookshelf)	\$0.00	\$200.00	-\$200.00	\$0.00
For Summer Lunches Program	\$1,580.76		-\$1,580.76	\$0.00
For Makerspace	\$100.00		\$0.00	\$100.00
Total:				\$3,869.45

Trustee Encumbered balances	Balance 7/1/24	Encumbered in Budget	Expended	Balance 06/30/25
For Outreach Programming	\$5,408.88	\$6,068.11	-\$3,917.77	\$7,559.22
For Staff Development	\$7,574.45	\$3,500.00	-\$4,274.37	\$6,800.08
For Strategic Planning	\$4,168.66	\$750.00	\$0.00	\$4,918.66
For Maintenance Reserve	\$5,440.52	\$500.00	-\$3,381.45	\$2,559.07
Total:				\$21,837.03

Grants	Balance 7/1/24	Received	Expended	Balance 06/30/25
AARP	\$0.00	\$1,000.00	-\$1,000.00	\$0.00
C&S Grocers (Summer Lunch Program)	\$0.00	\$1,000.00	\$0.00	\$1,000.00
CCCD (Cheshire County Conservation District) Monadnock Grows	\$1,348.81	\$2,500.00	-\$2,331.88	\$1,516.93
Total:				\$2,516.93

Cash built up in Trustee's Principal-Restricted Account	Balance 7/1/24	Income since rebalance	Expended	Balance 06/30/25
Unrestricted Use				
Faulkner	\$5,407.63	\$437.51	\$0.00	\$5,845.14
Green	\$30,475.92	\$2,989.61	\$0.00	\$33,465.53
Thayer	\$7,961.80	\$370.77	\$0.00	\$8,332.57
Total:				\$47,643.24
Restricted Use				
Choe	\$1,901.24	\$127.78	\$0.00	\$2,029.02
Lipsky	\$2,134.49	\$173.82	\$0.00	\$2,308.31
Total:				4,337.33
Total Cash in Principal-Restricted Account:				\$51,980.57

Total Encumbered: **\$84,207.32**

*Atrium chairs restoration

**Creation of a community exhibit display space

***Creation of a Reading Nook area

Gifts, Grants, and Distributions to the Keene Public Library

Keene Public Library Trustees

July 1, 2024 - June 30, 2025

Gifts for General Library Support:

Jonathan M. Bloom and Sheila S. Blair	\$500.00
Peter S. Espiefs	\$300.00
Elizabeth Friedman	\$60.00
Carolyn Jones	\$500.00
Susan Marsden	\$50.00
Marcus McCarroll	\$500.00
R & R Program Participants c/o: Suzanne Whittemore	\$173.00
Megan Smith	\$50.00

Gift for the Wright Reading Room:

Thomas P. Wright Fund	\$500.00
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Gifts in Memory of Suzanne Nadeau:

Lisa Alther	\$50.00
Richard Alther	\$500.00
Ben-Mor & Continental Cable	\$200.00
Joan Freedman	\$30.00
Susan Guetti	\$40.00
Nina Heneage Helms	\$40.00
John G. Burk and Associates	\$100.00
Carol Jue	\$50.00
Paul and Suzanne Krautmann	\$50.00
Joseph Nadeau and Stacey Tantum	\$500.00
Roland Nadeau	\$500.00
Russell and Patience Oakes	\$50.00
Jeanne Rich	\$25.00
Arthur and Lynn Simmington	\$50.00
William and Cynthia Tantum	\$500.00
Gerald and Laurie Tirocchi	\$50.00
Janice Walker	\$50.00
Daryl and Donna Watterson	\$50.00

Gifts in Memory of Marie Kaufer:

Anne Augelli	\$50.00
Doris Augelli	\$50.00
Vincent and Durriya Augelli	\$100.00
Brooke Ashley Barnard	\$100.00
Maureen J. Carroll Revocable Trust	\$75.00
Thomas and Kathleen Carroll	\$25.00
Jeananna M. Farrar	\$100.00
Theresa Jetter	\$50.00
Jill Locasio	\$50.00
Karen Locascio	\$50.00
Elisabetta Manduchi and Greg Grant	\$50.00
Kathryn McNeil	\$20.00
Scott Meyer	\$25.00
Dr. Norman and Mrs. Helen Rudolph	\$50.00
Kathleen Schloeder and Dick Tenney	\$100.00
Salvatore and Mary Scialla	\$20.00
Ann Seelaus	\$100.00
The Staff of the U.S. Senate Defense Appropriations Subcommittee	\$250.00
Betsy Sterzel	\$25.00
James and Sally Taylor	\$100.00

Gifts in Memory of Eleanor Blake:

Roberta Caswell	\$50.00
Cheshire County Retired Educators Association c/o: Catherine Gilbert	\$25.00
Bonnie and Neal Edwards	\$100.00
Margaret Green	\$25.00
Roger and Susan Noel	\$75.00
Douglas and Constance Vanne	\$100.00
Elizabeth Whitehouse	\$10.00

Gift to Keene Rotary Bookshelf program:

Thomas Ewing	\$50.00
Stephen and Linda Felder	\$50.00
Charles A Prigge	\$50.00
Cameron Tease	\$50.00

Gifts to Lipsky Book Fund

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

Anonymous Donors:	\$166.00	\$7,934.00
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Grants Received:

AARP	\$1,000.00
CCCD Monadnock Grows	\$2,500.00
C&S Grocers	\$1,000.00
	\$4,500.00

Distribution from Jacob Lichman Trust	\$250.00
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Distribution from NH Charitable Endowment Fund:	\$6,213.70	\$6,463.70
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Portfolio Changes

Keene Public Library Trustees

July 1, 2024 - June 30, 2025

SUMMARY OF ACCOUNTS:

	7/1/24	6/30/25
Investment Account		
Mutual Funds	\$371,781.87	\$396,476.01
Cash	\$2,553.70	\$2,659.93
Permanently Restricted Funds Account		
Mutual Funds	\$179,195.22	\$192,077.35
Cash	\$42,271.00	\$51,980.57
Checking Account		
Cash	\$36,889.91	\$56,393.95
Total Value	\$632,691.70	\$699,587.81

Trustee Budget (Trustee Held Funds)

Keene Public Library Trustees

For Fiscal Year 2025-2026

Income	FY24-25	FY25-26
Cash from Checking Account	\$30,000.00	\$20,050.00
Income from the Restricted Account	\$15,000.00	\$25,000.00
NHCF Endowment Distribution for Outreach	\$6,068.00	\$6,213.00
Unanticipated Income (donations, bequests, etc...)	\$2,500.00	\$5,000.00
 * Anticipated Donations by the Friends of the Library	 \$55,000.00	 \$60,000.00 *
Total Income:	\$108,568.00	\$116,263.00

Expenses

Trustee Initiated expenses:

Buildings and Grounds Committee	\$22,000.00	\$26,000.00
Fine Arts Committee	\$4,500.00	\$4,500.00
NH Library Trustee Association	\$700.00	\$800.00
Strategic Planning Reserve	\$750.00	\$750.00
Maintenance Reserve (eg. furniture replacement)	\$500.00	\$1,500.00
Other Trustee Projects	\$7,550.00	\$5,000.00

Library Initiated expenses:

Books and Equipment	\$5,000.00	\$5,000.00
Director's Discretionary Account	\$3,000.00	\$3,000.00
Staff Development and Conferences	\$3,500.00	\$3,500.00
Outreach and Programming	\$6,068.00	\$6,213.00

* Anticipated Expenses by the Friends on behalf of the Library \$55,000.00 \$60,000.00 *

Total Expenses: **\$108,568.00** **\$116,263.00**

Notes:

*The list of donations and services made by the Friends of the KPL to the Library will be itemized every month for acceptance by the Trustees. The total value of the anticipated donations will be up to \$60,000.00.

Grant income and expenses will be tracked separately.

Finance Committee
Keene Public Library Trustees
Annual Report for 2024-2025

June 30, 2025

The Finance Committee of the Keene Public Library meets most months and oversees the financial activities of the Trustees of the Library.

On a monthly basis the committee receives a report from the Treasurer on donations made to the Library and recommends acceptance at the next Trustee meeting. The Treasurer also reports on the use of the p-cards held by staff, including spending by staff for Library needs or on behalf of the Friends of the Library. She reports on any issues regarding the p-cards. The committee also hears requests from staff or Trustee Committees for unbudgeted expenditures and makes any necessary recommendations to the Trustees.

On a quarterly basis the committee reviews the Treasurer's quarterly reports. It also receives a quarterly report on the Keene Public Library Endowment held at the NH Charitable Foundation.

On an annual basis, the Committee requests a portfolio review from Edward Jones advisor Alan Stroshine, meeting with Alan as a committee and may invite Alan to make a presentation to the full board. The Committee recommends to the Board any portfolio rebalancing it thinks appropriate. The committee receives the annual distribution by the NH Charitable Foundation from the Keene Public Library Endowment held by the Foundation.

The Committee conducts an orientation for any new Trustees about the Trustees' financial responsibilities. And in the spring the Committee supports the Library Director in determining the library's request for funding in the annual City Budget.

In addition to its regular cycle of responsibilities, this year the Committee also oversaw additional occurrences.

The Library Director asked if the "Trustees' Office," a small office room on the second floor of the Thayer Building, could be used for a single person study room. As the Finance Committee was only using the room for storage of records, which could be relocated to the third floor, it recommended to the Board that the room be used for the new purpose.

In January, a new City auditing company requested that the City conduct an annual audit of the Trustee held funds. The Finance Committee met with the City Finance Department to establish a process for this audit. It was decided that for now the treasurer will submit quarterly reports of trustee held funds that contain monthly bank and p-card statements. The parties will review the process as needed, but this may be sufficient.

The seventh anniversary of the Tax Credit financing project for the renovation of the Masonic property came in December. The "unwinding" of the tax credits went smoothly under the direction of the City and the retiring City Attorney, Tom Mullins. A small amount of expense was incurred, which was paid by the City, and the building reverted to City ownership on February 28, 2025.

In March the Finance Committee participated in the Trustee review of our by-laws.

In the spring, we also assisted the Director in the preparation of the City budget request. Various committee members and Trustees attended FOP and City Council Budget Meetings.

In May the Finance Committee drafted and brought to the Trustees a proposed budget for Trustee Funds. In June the Trustees passed the Trustee budget.

I would like to thank Jane Pitts for her admirable diligence as Treasurer, and Justin Somma for his attention and input, and for his speedily submitted minutes!

Judy Putnam, Chair

KPL Trustee Finance Committee

Overview of Library Finances for Next Fiscal Year: FY2026

City of Keene Annual Operating Budget – Library

Provides for personnel and operating expenses approved by the City Council for the next fiscal year. The budget approved for FY2026 is \$1,972,079. The approved Collections budget is \$155,000. Collections include materials for all audiences in reference, print, AV, Library of Things, streaming and digital formats.

City Held Trust Funds

The City Held Trust Funds are spent in accordance with the directive of each trust. The budget approved for FY2026 is \$3,500.

City of Keene Annual Operating Budget – Library Facilities Maintenance

Facility issues are reviewed by the Building and Grounds Committee consisting of City Staff, Trustees and Friends. Utilities, repairs, maintenance, janitorial and mechanical staffing at the Library, and other related items are managed and budgeted under the Facilities Department. The Library Facilities Maintenance budget approved by the City Council for FY2026 is \$393,396.

In December 2024, payments for the renovation and expansion were completed. This part of the Library's overall budget is reduced by \$220,586 a year going forward.

City of Keene Annual Operating Budget- Information Technology

The "IT Cloud Applications" fund in the Information Technology Department budget covers the large cost digital subscriptions costs vital for each department. The Library's Cloud line primarily covers the cost of the Integrated Library System (Circulation, Catalog and Technical Services) at \$33,277.

City of Keene Capital Improvements Projects Budget (CIP)

There are no CIP projects for the Library in FY2026.

Heberton Hall Cost Center

The City Council unanimously approved the Library Campus Use Agreement among the Trustees of the Keene Public Library, the Friends of the Keene Public Library and the City of Keene. The agreement designates that "Any revenue which is derived from the use of the Library Annex and the connector forming the NMTC Project shall be deposited into a City cost center created for this purpose, and expended from time to time upon mutual agreement of the Parties and through such process as may be required by the City Finance department, to defray costs and expenses related to Library Campus operations, including but not limited to, furniture, fixtures, equipment, library materials, staffing, repair and maintenance." The balance as of June 30, 2025 is \$130,141.

Friends of the Keene Public Library

The Friends of the Library continue to supplement the Library. The Friends financial year begins in January and ends in December. The Friends pledged a total of \$55,000 in direct support to the Library for calendar year 2025. They pay for Library programs, Makerspace staff, volunteer recognition, equipment, repairs, and maintenance of equipment. The Friends also provide all museum passes loaned to patrons through separate funds paid directly to the museums at annual cost of approximately \$9,500.

KPL Trustee Budget

The Trustee budget comes from anticipated income from investments and donations, including the donations from Friends of the Library. The Trustees budget supplements collections, equipment, furniture, staff training and maintenance of the grounds and building. It also pays for strategic planning, Trustee training and membership of the New Hampshire Library Trustees Association. The budget for FY2026 for all Trustees is \$56,263 from sources other than the Friends of the Library.

KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2025, is \$699,587.81 versus last year's value of \$632,691.70.

New Hampshire Charitable Foundation (NHCF).

The NHCF holds one fund for the benefit of the Keene Public Library. The "Keene Public Library Endowment Fund" supports the library's Outreach programs, generally at about \$5,000 each year. The balance as of June 30, 2025 was \$174,322.41. Last year's value as of June 30, 2024 was \$186,071.61.

Annual Report of the Buildings and Grounds Committee August 2025

Committee Members:

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

Elevators

Following an electrical storm in August 2024, the Cohen Hall elevator required repairs. Shortly afterward, the elevator serving the youth area also failed. Both elevators are now functioning properly.

Historically, the elevator in the youth staircase has needed repairs about twice per year. We hope that our new vendor, *Stanley Elevator Company, Inc.*, will provide maintenance that reduces the frequency of breakdowns. This is important, as both adults and children—including children from Cedarcrest—are significantly inconvenienced when they must use the main lobby's elevator and require staff assistance to access the youth department via second-floor fire exit doors.

Acoustic Improvements in Cohen Hall

In 2024, consulting engineer Eric Reuter conducted an acoustical study of Cohen Hall and the Circulation Lobby. Both areas had reverberation times well above the recommended 0.8–1.0 seconds—1.9 seconds in Cohen Hall and 1.7 seconds in the Circulation Lobby—reducing speech intelligibility and music clarity.

Eric Reuter prepared technical specifications for an improvement project in Cohen Hall. While optimal treatment initially seemed to require covering the 2,500 sq ft ceiling with 1-inch absorptive material, cost estimates proved excessive. A revised approach was negotiated: Doris Riemenschneider of DDS Acoustic Specialties and Eric Reuter agreed that treating a reduced area, with wall panels (stretched fabric for framed areas and corners) and coverage of a portion of the ceiling with foam panels, would reduce reverberation time to about 1 second—a significant improvement.

Staff and trustees provided input on aesthetic aspects. White wall panels cover the electrical conduits from the lighting fixtures. Framing was added around wall lighting fixtures. Yves Gakunde, Keene's Purchasing & Contract Services Manager, was kept informed throughout. Work by DDS Acoustic Specialties began July 14 and finished approximately ten days later. At a lecture by opera baritone Torlef Borsting on August 9, his speech was easily understood and his singing of opera arias came through clearly. A vocalist in the audience remarked that the speech and singing were all much better than he had experienced in a performance several months ago.

Lighting

Lighting remains inadequate for reading book titles in part of the stacks area. Shelves were shifted for improved sightlines and better supervision after lighting was first installed in 1999. Enhancing lighting and energy efficiency remains a future project.

Improved lighting is also desired in the Miller/Vincent Room and in Marti's office.

Landscaping

City facilities staff continue to maintain garden areas to a high standard. Under their direction, Sara Mustin Stockwell keeps the Winter Street side, including the book drop garden, and the east side so-called insurance garden, and the rain garden near West Street all looking beautiful.

Susan Bloom noted a dead shrub on Winter Street, which Sara promptly removed. Sara has advised planting a replacement shrub in that location to discourage patrons from walking through and trampling other plantings in winter. She requested guidance about the replacement, which should not interfere with overhead electrical lines. Kathleen Packard would prefer a replacement that is a distinctive native plant for patrons to enjoy. The committee voted to spend up to \$500 on the replacement, and Marti will coordinate with Sara to finalize the details.

The tree tags on the Thayer Oak have been repeatedly removed, presumably by patrons congregating at its base. Jay Fee and Paul Henkel, with Intern A Welby, have prepared sturdier sample tags using Lasertuff Gloss Brushed Silver/Black 2-ply material, 1/16" thick, from Johnson Plastics. The new tags are larger, more readable, and include the scientific name, following arboretum standards. See picture below.

Submitted by Paul Henkel, Chair



The Policy Committee met monthly throughout the year and worked on both new and existing policies. This included three new policies and four existing policies. The Committee prioritizes addressing issues as they arise, followed by requests from the director, and finally through regular three-year review in accordance with best practices. The Committee votes to forward policies to the City attorney for review as needed and considers legal recommendations before finalizing a draft for the Board. All proposed policies by the Committee were approved by the Board.

Below is the list of new policies and policy revisions that were passed:

New Policies:

Makerspace Policy, December 17, 2024

Staff Memberships in Organizations, February 25, 2025

Museum Pass Policy, March 25, 2025

Revised Policies:

Borrowing Policy, September 24, 2024

Library of Things, Garden Tools, and Outdoor Gear Library Collections, October 22, 2024

Use of Library Space Policy, April 23, 2025

Personnel Policy, June 24, 2025

The Borrowing Policy was updated to address issues related to temporary library cards, which had resulted in significant material loss. The revised policy also incorporates relevant state statutes in the fee section.

The Library of Things (LOT) Policy revision allows staff to manually adjust loan periods for special circumstances and provide additional time to process and assess returned LOT materials.

The Makerspace Policy replaces the former 3D Printer Policy. As the Library expanded its collection of similar materials and opened a new dedicated space, a broader policy was required. Relevant content from the previous policy was incorporated.

The Staff Membership in Organizations Policy replaces a dated and inaccurate policy for membership that regarded the Board of Trustees and The Chamber of Commerce. The new policy outlines clear

guidelines and criteria for staff memberships and involvement in professional organizations in alignment with the Library's mission.

The new Museum Pass Policy was created to address increasing misuse of the pass program. This policy revision establishes updated borrowing terms, outlines procedures for unclaimed passes, and aims to ensure broader patron access.

The Use of Library Space was updated to include a new private, single-use study room. This revision was necessary before the new space could be made available to the public.

A comprehensive revision to the Personnel Policy was reviewed by the City Attorney, City Manager and human resources department before being finalized by the Committee and recommended for Board approval. It includes important updates regarding holiday hours and Library closures. The Committee aimed to align this policy as closely as possible with other city departments while still recognizing the unique needs of the Library.

Next year the Committee will begin with updating the Emergency Operations Policy to reflect the revised Personnel Policy and will continue its review of the trustee by-laws.

Respectfully submitted,

Kathleen Packard
Chair, Policy Committee

Fine Arts Committee

KPL Trustees

Annual Report 2024-2025

In 2024-2025 the committee normally met every other month. Members of the committee have been Judy Putnam, chair; Jane Pitts, Trustee; Kathleen Kennedy Burke, former Trustee; and Susan Bloom, Assistant Library Director.

The Trustees decided to use funds donated in memory of Suzanne Nadeau to cover the cost of the new display case which has been installed outside the Thayer reading room. We invited the family to a reception on September 24, 2024. The family was very pleased with the use of the funds donated in her memory.

The staff will oversee the organization of exhibits which will be changed every six weeks or so. The Public Initiated Display Policy will guide the use of the display cabinet.

Significant donations were also made in memory of Marie Kaufer. Susan spoke with the family, and it was decided to use the donations to upgrade a small reading area near the foot of the main staircase. This will involve adding an electrical outlet and finding the right reading lamp.

Most memorial gifts do not amount to more than a few hundred dollars, but these two totaled more than usual. Both women were avid library users, and the use of the funds for a specific purpose seemed appropriate. Jane scans the letters that come with donations and shares cards with the staff when appropriate.

In February Ken Dassau attended the meeting and offered to donate a giclee copy of a print by Children's book illustrator and 3 time Caldecott Medal winner, David Wiesner. The print was originally an illustration for an issue of the NYT Children's Literature supplement. Entitled "The Book Tree" it shows children sitting under a tree, reading, while drawings and illustrations fall from the branches of the tree.

His offer was accepted by the board. Kathleen oversaw the framing of the print and it will hang in the Youth Department. We hope to have a small celebration in the form of a reception, although the artist has declined to attend any event.

The committee also met with representatives of Buildings and Grounds and staff to assist in the choice of fabric to be used for sound remediation panels in Cohen Hall.

Judy Putnam

Fine Arts Committee Chair

COMMUNITY OUTREACH COMMITTEE

In 2024-2025, the Community Outreach Committee did not have enough members to be an official committee, but the 2 members stayed active by volunteering for several KPL programs, including the Halloween party and Pollinator Palooza.

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 Outreach Services.

Katherine Baer

Community Outreach Committee Member

Long-Range Planning

The Long-Range Planning committee was inactive this year.

Friends of the Library

President's Annual Report 2024

Good evening, Members of the Friends of the Keene Public Library, Representatives from the Trustees and from Library staff, and fellow Board Members. Since 1982 the Friends have been supporting the Keene Public Library and promoting literacy in the community. In 2024 we held two successful book sales with the help of volunteers, members, directors and trustees. Many thanks to all those who volunteered to make them financially profitable and fun. We now have our leftover books picked up by Bay State Book Company who sends them out to community churches, schools and even prisons all over the world.

Library Support: Our contribution to the library's collection development was used towards digital learning and youth and adult programming resources. We also continue to provide maintenance of the ever popular aquarium in the youth department. Big ticket items: Makerspace internships, and two computer literacy stations for 2 to 8 year olds. The Museum Pass Program with 21 museums, offers Library patrons a reduced price for tickets; this year our cost was \$9535 with the most popular being Montshire Museum of Science, and Magic Wings as number two. Many, many thanks to Marilyn Gemmell for managing this effort. The Treasurer's Annual Report prepared by Marilyn Gemmell and the Heberton Funds Annual Report prepared by Paul Ledell will give more details about the funding from the Friends. Thank you both for your diligence.

Community Outreach The Friends continue our partnership with the Swamp Bats Baseball organization in Keene to sponsor the elementary literacy program "Mr. Gemmell's Reading with Ribby" reaching 2244 children in 36 schools in Keene and surrounding area schools. Director Claire Coey keeps track of the book sale volunteers, and reported that the Friends in 2024 had 167 volunteers. This included Mike Cheltowski and 12 Monadnock Regional High School Interact students and another dozen members of the Keene Rotary Club. They bring all the boxes of books up from our sorting room to Heberton Hall and Cohen Hall, and at the end of sale pack all the unsold books into boxes for pickup (and they time themselves, trying to beat their previous record). The Friends continue to support the Volunteer Fair 2024 that encourages folks to learn about opportunities that non-profit organizations offer in our community. Kathryn Harper is terrific at encouraging them to help at our book sales.

Membership & Board Contributions: In 2024 the Membership and Development Committee of Claire and Jack Coey continued to publish the three very interesting newsletters. There is a donation leaf in the newsletter that encourages our members to continue to support the Friends. Further, Jack Coey designed a t-shirt for our volunteers at the Book Sale to help customers easily identify staff at the sale. They are very popular, and now are in the second printing. We thank Director Paul Ledell for his work in setting up the request for funding from the Wonder Casino. In 2024 the 10 days of receiving a percentage of the profits of the Casino netted the Friends \$20,980. Many thanks to our members and volunteers without whom our book sale would not be possible. It

begins with the sorting of the books donated by community members. There are about 15 regulars who sort, price and box books for the our book sales. Special thanks to Connie Van Kirk who does the sorting for all the children's books and has created a very popular area in the sale. With the Cohen Hall as an added area for the sales has made it possible to enlarge the children's area, and allowed more room for all the other fiction and non-fiction books as well as led to less crowding for customers. We are so grateful for retired antiquarian book seller Frank Bequaert who has continued to assess Valuable Books for that special section. He and our special volunteer Kurt Hult raised \$ 2,096. Special thanks to Cindy Northrop who chairs the Marketing Committee for her efficiency in getting the word out about our sales. She has recruited Carol Jeffery, formerly of Monadnock Radio Group, who speaks on our behalf of the Dan Mitchell Show to talk about our mission and our sales. Thank you, Carol Jeffery.

In Appreciation The Friends are grateful to the Library Board of Trustees, Library Director Marti Fiske and Assistant Director Susan Bloom, and all the library staff, for their continued support to our organization. I want to thank my wonderful directors for all their wisdom, ideas, hard work and assistance throughout the year. Finally, it has been honor to serve as your President, and with your support I look forward to another successful year with the Friends. Jan Manwaring June 18, 2025

2025 Annual Report

Friends of the Keene Public Library Liaison

This year I continued to attend Friends' meetings as a liaison from the Library Trustees.

The Friends continues to grow in strength as a very important supporter of the Library with their fundraising and outreach efforts.

In their fiscal year 2024, the Friends' financial support totaled \$53,339. Among the major items they supported were the Reading with Ribby literacy program, the purchase of museum passes, the replacement of two early learning computers as well as a variety of programs for adults, youth and families.

The Spring and Fall Book sales generated a total of over \$32,000. Ten nights of a share in the profits of Wonder Casino brought in \$20,980.

The Friends published three newsletters for their membership with interesting articles about library activities and history. The Reading with Ribby program reached children in 36 schools this year. The Friends also participated in the Volunteer Fair, which has helped them recruit book sorters and book fair help.

Jan Manwaring has continued to strengthen and grow the board as President, and is continuing in that role again this year. Her excellent annual report is included in this annual report of the Trustees.

The Trustees are so grateful for the continuing outstanding support of the Friends of Keene Public Library.

Judy Putnam

Library Trustee Liaison to FKPL

Horatio Colony House Museum and Nature Preserve

2025 Annual Report for KPL

In the past year programming for the Museum and Preserve has again been focused on the Preserve and collaborations with regional partners including Antioch New England's Environmental Studies program and the Harris Center. Paul Henkel is the KPL representative on the Advisory board and William Stroup continues on the board as well in his role as liaison for Keene State College.

We look forward to further reintroduction of Museum programming. For more information and for updated programming visit <https://www.antioch.edu/centers-institutes/horatio-colony-nature-preserve/>

Nominating Committee for KPL trustees 2025-6

President: Dr. William Stroup

Vice President: Justin Somma

Secretary: Hollie Selier

Treasurer: Jane Pitts.

**Keene Public Library
Director's Report 2024-2025**

**TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 150TH ANNUAL
REPORT IS HEREWITH SUBMITTED:**

Last fiscal year the residents of Keene supported the Keene Public Library with a total budget of \$2,583,833, including through the IT and Facilities Departments. In addition, the Friends of the Library and the Library Trustees continued to their generous support which fully funds all library programs and provides valuable augmentation to taxpayer funds for several budget lines. Together the Trustees and Friends contributed 4.6% of the library direct operating budget and more than 3% of the library's total budget. The Friends provided \$65,357 for programs, equipment, maintenance, Makerspace interns, and our popular Museum Pass program. The Library Trustees provided an additional \$21,745 for staff education, equipment, and special projects. The Library also received \$2,517 in local grants.

Our dedicated team of twenty volunteers bolstered the Library staff's efforts, providing approximately thirty-six hours of assistance each week, primarily at the Atrium service desk.

Navigating State and National Challenges

This past year presented significant challenges for libraries at both the state and national levels, impacting us directly.

At the state level, a considerable amount of staff time was dedicated to tracking and communicating with our legislators regarding critical issues. These included the continued vacancy of the State Librarian position, nearly a dozen proposed bills at the New Hampshire Statehouse that would affect the library, and the threatened defunding of the State Library during the state budget process.

Nationally, an Executive Order called for the defunding and elimination of the Institute of Museum and Library Services (IMLS). IMLS is the federal agency responsible for distributing congressionally approved funds to state libraries and various library, museum, and archive programs. In New Hampshire, these federal funds support vital services for public libraries through the New Hampshire State Library, including:

- Interlibrary Loan Services: Funding for the catalog, purchasing and maintaining delivery vans, fuel, and drivers.
- A Technology Services Librarian position at the State Library.
- Talking Book Services for the Blind and Physically Handicapped.
- NH Downloadable Books services: Access to ebooks, e-audiobooks, and e-magazines on Libby.

We are still awaiting news on the allocation of the 2026 federal budget for IMLS and whether Congress will reauthorize the Museum and Library Services Act, which is set to expire on September 30, 2025.

Other national Executive Orders led to cuts in federal grants directly impacting local governments and nonprofits. To help our community navigate these changes, the library subscribed to GrantStation. This valuable database offers access to over 150,000 funding profiles, more than 15,000 curated grants, and strategies and tools for successful grant applications.

Program and Service Updates

Despite these external challenges, KPL continued to evolve its services and programs:

- **Summer Lunch Program Concluded:** After 10 years, we decided to end our summer lunch program at the end of summer 2025. The New Hampshire Food Bank had informed us they could no longer provide free summer lunches through a USDA grant due to a lack of staffed kitchens in the region. Although staff managed to quickly secure donations for a basic program, participation had been declining in recent years. Many attendees reported participating for convenience or to dine with friends when attending library programs. Upon surveying local food security nonprofits, we found increased food donation services, making our program redundant. One Hundred Nights, for example, was already serving lunch concurrently and had the capacity to accommodate additional diners. Given that food service is not central to the library's mission and the program required significant staff time, especially with the funding uncertainties, we made the choice to end the program.
- **Improved Museum Pass System:** Thanks to funding from the Friends of the Library, we implemented new software that allows patrons to review our online catalog of museum passes, place reservations, and track check-outs. This has significantly increased the visibility and usage of our museum passes.
- **Internship Program:** The library mentored two interns through the Extended Learning Opportunities at Keene High School and Gathering Waters Charter School, providing valuable experience to the youth and support to the library.

Building Improvements and Revisions

Several improvements were made to our physical space:

- **Cohen Hall Acoustics:** Acoustical testing confirmed significant sound quality issues in Cohen Hall. We selected a company to install sound baffling panels that will complement the room's aesthetics. This work, paid from rental fees collected in the Heberton Fund, will be completed in July 2025. (Update: photo from August 20 on next page)



- New Study Room: The former Trustees' office has been converted into a single-person study room. This room is available to all, including those without library cards, and has been well-received and regularly utilized.
- Price Room Revisioning: Work has begun on revising the Price Room. An inventory revealed a diverse collection of materials, including founding collection books, duplicate copies of local histories, manuscripts, yearbooks, and various other items. A collection development policy will be created to guide decisions on which items to keep or donate to more appropriate organizations. The long-term plan is to secure valuable materials and return the room to public use.

Appreciation

The Library's services are made possible by the unwavering dedication of our hardworking staff, volunteers, the support of Keene City residents, the Library Trustees, the Friends of the Library, and our valuable partnerships with community organizations and other City departments. Thank you!

The following staff changes occurred within the 2024-2025 fiscal year.

Comings:

Sheryl Hammill: Aide (Circulation)

A Welby: Aide (Makerspace)

Goings:

Isaiah Doukas: Makerspace Intern

Tina Fava: Aide (Circulation)

Edward Mahoney: Makerspace Intern

Eddie Singer: Aide (Circulation)

Submitted by
Marti Fiske, Director

Youth Services Annual Report FY 2025

The staff of the youth department has evolved into a powerhouse of informed, enthusiastic collaborators bringing new and innovative resources to the citizens of Keene and the Monadnock Region. Let me also begin by thanking the Trustees of the Keene Public Library and the Friends of the Keene Public Library for their generous support without which we would not be able to bring such excellent programming to the people of Keene.

We continue to re-evaluate and refresh our collections for youth of all ages and are well on our way to a complete inventory. We are taking an especially hard look at our non-fiction collections and bringing them up to date especially as they relate to our local community. We have increased our digital material collection to include audio collections for our youngest patrons and read along assisted reading materials for emerging readers.

Youth program highlights include the Teddy Bear Sleepover with 26 stuffed animals spending the night and then meeting their friends the following morning for breakfast. Two other programs drawing over 200 participants were the Halloween trick or treat in the library and the Noon Years Eve party which invites our youngest patrons to celebrate these major holidays.

Many popular programs such as *Lego Build-A-Rama*, *1, 2, 3 Play with Me* and weekly story times for babies and pre-school age children continue to draw new participants. We have introduced live music with Kim Wallach and live animals through a collaboration with Stonewall Farm to our weekly story times. Our summer all ages story times in Ashuelot park have been very popular with as many as 40 participants on a regular basis. We continue to collaborate with the Keene Water Department to facilitate the annual 4th grade water fair. We participated in a national cohort of public libraries offering STEM Tales programs created and funded by Twin Cities Public Television, T2 Science and Math Education, American University's School of Education, and the Space Science Institute to investigate the effect of media read-alouds by scientists and engineers. We have since integrated lessons learned into our new after school STEAM crafting programs for school age children. Another new program that has gained momentum is the monthly Comic Club where kids are introduced to new authors and coached on creating their own stories told through pictures and text.

In addition to ongoing movie and gaming programs for teens, we have a very popular monthly table-top D&D gaming group and a teen crafting program that introduces teens to new materials and cultivates problem solving and social skills. A highlight of teen programming and community building was the painting of the table in the teen room. For three consecutive weeks teens came and claimed a 6" x 6" inch square to decorate in

whatever way they wanted to make their contribution to the library for years to come. It is a beautiful table and continues to be a source of pride for many of our young patrons. Quarterly Friday night Teen lock-ins continue to be popular events for teens with a marked increase in attendance especially in the winter months.

Summer Reading 2025 started with our Shark and T-Rex visiting the local elementary schools and our teen librarian visiting the various middle and high schools. We expanded the summer reading program by four weeks to challenge people to do even more reading and thus far have seen notable results. Attendance at our Terrific Tuesday events has been robust and we are expecting a big crowd at our End of Summer Reading Extravaganza featuring Shark, T-Rex, Ribby the Swamp bat and special guest magician extraordinaire Jason Purdy.

Community Services/Outreach Annual Report FY 2025

We have significantly increased our outreach to all area schools with at least 12 instances of us visiting schools to promote summer reading and participating in annual family events held at the schools. This year, with assistance from KPL Trustees Karthik Gowda and Katherine Baer we were able to set up tables and tents at Earth Day, Pollinator Palooza, Healthy Kids Day, Juneteenth, Keene Farmers Market, Youth Fest at the YMCA, Keene Pride Festival, International Festival and City of Keene Ward nights including the annual City of Keene Community Night. In addition to our going out into the community numerous community organizations have taken us up on our offer of special tours of the library.

Programming Annual Report FY 2025

Program highlights include working with the Keene Sentinel to help celebrate their 225th anniversary, hosting the Keene Cheshiremen's Chorus for a wonderful holiday concert, our annual Holiday High Tea, annual Ladybug Picture book award event in collaboration with Keene State College students and the many programs presented by the Keene Chamber Orchestra. New partnerships with the Harris Center and Keene Parks and Recreation department gave us a chance to highlight our winter recreational gear library and participate in some family friendly outdoor adventures. Lastly, we were very happy to be an integral part of celebrating the 30th anniversary of the filming of Jumanji here in Keene with several programs and exhibits that were enjoyed by all ages.

Ongoing programs for adults include Cookies and Coloring, Adult Crafts which has expanded to include cooking classes, Reel Night Out Wednesday night movies, and the Fiction and Memoir writers group led by Randy Coons. New ongoing programs include a

quarterly puzzle race, health and wellness workshops and a weekly game of Mahjong where new members are always welcome to come and learn.

Ongoing book clubs and discussions include the Great Short Stories discussion group, Infinite Worlds book group and the Keene Pride book club. New this year is the Romance Book Club.

Thanks to our continued partnership with Cheshire County Conservation District, we were able to continue providing seeds packets, maintain and improve our collection of garden tools and offer seven gardening programs including the annual plant swap facilitated by Michelle Chalice and with participation from UNH Extension, and the Cheshire Career Center Horticulture program. Antioch University and Community Garden Connections presented four very informative gardening programs rounded out by two programs given by Celeste Longacre.

A grant from AARP NH allowed us to offer a 4 week *AI for Older Adults* program led by Adam Di Fillippe from Holderness NH public library.

We are making a concerted effort to host more author talks for all ages. Last year we were able to host local author Duncan Watson for the release of his book *Everyone's Trash*, Eisner Award winner graphic novelist Tillie Walden drew a large crowd of teens and adults, children's picture book illustrator Alexanadra Bye shared her inspirations and illustrative techniques, and Kari Percival author of *Safe Crossing* gave a timely book talk just in time for salamander crossing season. In celebration of her newest book *Forest Magic for Kids* Susie Spikol led a hands-on fairy making workshop.

Makerspace

It has been challenging to consistently staff the makerspace with student interns, so we have decided to try a new model. We currently have one experienced maker working part time who oversees daily operations, maintains equipment and provides instruction to makers. With this new model we have been able to maintain consistent hours of operation which has positively impacted use. The laser engraver, Cricuit Maker 3, large format laminator and the 3d printers get the most use. We are still struggling to reach capacity use each day but continue to reach out to the arts community to encourage use. Makers can access training via our online learning platform or receive in person instruction. Makers are able to request "first make" appointments through our calendar and receive one-on-one hands-on experience with the various tools.

Amy Kraemer
Head of Youth and Community Services

Systems Administration

In February 2024, we were excited to introduce patrons to our new Library of Things and Museum Pass reservation platform, Assabet. For the first time, patrons were empowered to submit reservation requests in advance for equipment and museum passes themselves. Continuing to gain popularity throughout this past year, over 400 items were borrowed by nearly 200 patrons, as well as over 500 museum passes by nearly 400 patrons. We also digitized our Library of Things, Garden Tools, and Outdoor Gear Collections Survey to provide an easier channel for patrons to share their experience with us. But, in the words of LaVar Burton, “You don’t have to take my word for it”:

I am SOOO excited to now know about this VERY cool lending program at KPL!!! You have so many awesome things to borrow. Thank you!!!!

We began the year improving our patrons’ borrowing experience by introducing Automatic Renewals. In June 2024, we enabled our circulation software to determine whether an item is eligible for renewal three days before its due date. When eligible, the system now automatically extends an item’s due date for one more loan period, no longer requiring the patron to request a renewal themselves. This enhancement removes an unnecessary burden from our patrons and provides them with peace of mind knowing that they will not accrue fines for renewable materials. Patrons regularly express gratitude for this enhancement; in fact, one patron wrote the library directly to communicate their appreciation:

Thank you SO much for beginning this new service of automatic one-time renewals! SOOOO helpful and very much appreciated!!!

To improve our patrons’ on-site experience, we have increased the number of public computers available on our main floor to match pre-pandemic levels. In 2020, Keene Public Library removed several workstations to provide more space between computer users. Although this reduction sufficiently met the needs of our users for some time, we gradually returned workstations to their original locations as usage incrementally trended upward again, reducing the likelihood that a patron would have to wait to use a computer. We also determined this year that it was no longer necessary to designate one computer as an Express Computer station, returning this terminal to the full session time limit available on the other Adult Public Computers. We now have nine public computers, two public laptops, and two public catalog stations available on our first floor, in addition to our WestLaw laptop and DVD viewing workstation.

Our library continually reviews the digital resources we provide, ensuring that the platforms we subscribe to meet our patron’s interests and needs. This year, Keene Public Library made the decision to discontinue our subscriptions to HeritageQuest and New York Times

Online. We also discontinued Mango Languages, but replaced it with a new resource, Transparent Language Online. Offering courses in over 110 languages, in addition to 37 English learning courses and nearly 100 non-English, language pair courses, Transparent Language Online provides our patrons with more language learning opportunities than ever.

We're also excited to announce our newest digital resource, GrantStation. Available for use from any computer within the library (including our patron's own devices), GrantStation offers easy-to-use filters, as well as a variety of other tools, that simplify the process of searching through over 150,000 grant opportunities.

Submitted by Jay Fee, Library Systems Administrator

Reference Services 2024/2025

Interlibrary Loans KPL Patron Requests 1,892
Interlibrary Loans Other Library Requests 2,565
Notary Public Transactions 599
Reference Transactions 8,172

Reference services help provide access to the library's digital and physical collections. Reference staff have helped patrons with a myriad of questions. A patron comes in and admits to having difficulty using the catalog. Reference staff happily instruct the patron on how to use the catalog, how to locate the results and even how to make use of the digital results returned in the catalog search. With a simple question about job openings at the library, a patron learns how to navigate and apply through the city's website for all city positions. Staff provide proctoring services for students needing to take exams while away from their campus. Through interlibrary loan, reference staff give our patrons national access to materials beyond Keene Public and Keene State College.

Our notary public service remains popular. Several of the reference staff participate in creating library displays which help highlight the diverse collection. Many of the reference staff participate in adult programming. Reference staff have been promoting and helping with the adult portion of the summer reading program. The library is one of the few local participants in the IRS's Tax Form Outlet Program and we provide basic tax forms from the IRS free of charge. The reference team receives a wide variety of requests for help from people outside of the Keene area as people explore their family history and locate obituaries or newspaper articles. The staff at the reference desk also help patrons locate services in the community to help meet their housing, mental health and food security needs. Finally, reference staff schedule one-on-one appointments with patrons, assisting them with a variety of technical needs. Common requests include assistance with setting up and using phones, tablets, Kindles, and laptops; signing into and navigating digital apps like Overdrive, Amazon, and Ticketmaster; accessing documents through medical portals; and managing photos collections.

During the 2024/25 fiscal year, patrons used the public computers in the Reference Area for 9,657 sessions.

Submitted by John Johnson, Reference Supervisor

Collection Development/Tech Services

This year, with the help of our KSC intern, we moved the graphic novels out of non-fiction into their own space. This required new cataloging and new stickering but has made the collection easier to find and browse as well as more closely resemble how graphic novels are handled in the youth and teen areas. We also retired the “New Hampshire in the Movies” DVD display and instead have created rotating displays highlighting different genres and themes. So far, we’ve featured horror, winter holidays, romance, Best Picture winners, sports films, and television series. This included the purchase of additional titles, especially ones featuring holidays other than Christmas, to diversify our collection.

In terms of collection maintenance, we’ve looked to create more room in the Large Print and DVD sections, making some tough weeding decisions to enable the continued growth of these popular collections. In the general fiction section, we’ve been conducting an inventory which is near completion as of this writing. Tech services staff and circulation staff have worked together to verify that every item that should be on the shelf is in fact on the shelf, as well as pull items in poor condition for weeding or replacement.

Submitted by Jenna Henderson, Collection Development Librarian.

Meeting Rooms

The meeting rooms and event spaces at the library provide opportunities for the community to meet, learn, and celebrate together. Many groups including political, government, faith-based, and educational organizations regularly make use of library spaces to share information with the public. Keene Public Library has also become a desirable location to host private events, often giving families and friends a larger space to meet for celebrations and get togethers. In the last year, two families held celebrations of life for loved ones in Heberton Hall. The space afforded them a way to share photos and memories of their loved one while providing room to accommodate extended family and neighbors who otherwise would not have been able to share in the experience.

In the past year, approximately 200 public events were hosted by organizations at the library, including groups such as the Monadnock Beekeepers, Keene Green Bikes, the Clean Energy Team, the local chapter of the AAUW, the Southwest Regional Planning Commission, and Monadnock Sustainability Hub. The library has also been the location of several conferences and festivals including MONIFF film festival, Radically Rural, and Sweet Adelines, a women's vocal conference. Sweet Adelines was so pleased with the spaces the library provided in August 2024 that they immediately sought to book the space again for 2025. Events like these bring visitors to town and boost local tourism.

Additionally, the library spaces provide support and public access for government agencies, both local and state. Notably, Congresswoman Goodlander held a town hall in Heberton Hall in March, which drew a crowd of over 250 people. The library's central location provided the public with easier access to one of their representatives and the town hall allowed residents to voice their concerns. City and state organizations, including library staff, have held over 120 events and meetings in library spaces with over 1,000 attendees in total.



There have been eighty private events and meetings held at the library over the last year, which saw a collective attendance of roughly 1,800 people. Not only does this provide revenue for the city, but the conferences and performances bring visitors to Keene, encouraging newcomers to partake in the city's picturesque downtown and bustling culinary scene. These rentals also include family events including celebrations of life and birthday parties, as well as fundraising events for local organizations such as Hundred Nights and Keene Pride's annual prom.

Additionally, the library introduced a new meeting space near the end of the fiscal year. We now offer an individual-use study room available to all regardless of membership status. This is a service that has been long-requested and was received with enthusiasm. It has already provided many opportunities for visitors to make business calls, attend telehealth appointments, take exams, and study in private.

Submitted by Katelyn McStravick, Community Relations Specialist

Book Displays

Throughout the year several staff members are responsible for monthly rotating displays of materials: four adult, two young adult, and numerous youth displays. These displays serve as readers' advisory as well as a way for staff to promote the diversity of the library's holdings. Each display considers the season and interests of patrons to create engaging and often informative recommendations. Shelf browsers and busy parents in particular enjoy the context of a display theme and easy browsing that displays offer, and it allows staff to engage with patrons in a way that is creative and rewarding. Book displays are also a way to honor and highlight heritage months, further demonstrating the library's commitment to being a resource for all.



The library has produced several popular and innovative displays throughout the year. One of January's displays was created based on a strong response on social media to the genre of "snowed in thrillers." To date, this has been one of the most popular displays in the library, resulting in nearly forty books circulated from that display alone. July featured a digital audiobook display where images of the covers were displayed with QR codes for patrons to scan and borrow with our online resources. It was a creative way to promote online resources, which are increasingly popular with patrons.

Displays are located throughout the youth department and often offer timely educational options for young readers while adding to the visual appeal of the space. Several displays have also been in theme with current programming, which provides a sense of cohesion and adds to excitement for upcoming events. Young readers are able to browse visually for their interests while they build their reading skills, allowing them to make their own selections before they are able to read book titles on their own.

Displays add visual interest and passive reader's advisory that increases enjoyment for visitors. Each display encourages further circulation of the collection and highlights the strengths of the library's holdings.



This year also saw the introduction of a display case for three-dimensional objects, dedicated in memory of Suzanne Nadeau, a long-time patron and beloved member of the community. Local artists and library staff alike have featured items and collections of interest, including an installation by Craig Stockwell and a display of artwork by our Kids Comic Club. The case gives a place for interesting and educational objects from community members to be shared with the public at large, and an avenue for community involvement at the library.

Submitted by Katelyn McStravick, Community Relations Specialist

Social Media

Social media platforms are one of the primary ways for modern libraries to share information and promote events quickly to a large number of people. It also allows patrons and strangers alike to feel more connected to the library and its staff. KPL uses its platform not only for promotional items, but also for informational and humorous content that deepens our sense of community.

According to statistics from our current platforms, the library's reach on Facebook has remained steady from FY24 to FY25 at approximately 80,000 accounts and sharply increased on Instagram from 1,900 accounts to 18,800 accounts. Engagement is up across both platforms, indicating more interactions (likes, shares, and comments) from followers and other accounts.

The library has been able to use these platforms to promote new materials and upcoming programming, as well as create videos meant to entertain and share photos of events. Our social media reflects the vibrant community of patrons that attend our events, highlights the hard work of staff, and increases awareness of the library locally. One of our most wide-reaching posts was an informational graphic explaining potential effects of changes to national funding for museums and libraries. Many of our patrons had reached out to staff looking for that information, and by sharing an update on social media we were able to give vital information to our community in a timely manner.

There have been overwhelmingly positive responses to posts sharing photos such as the painting of the teen table, a young patron reaching the 1,000 books before kindergarten goal, and our January teddy bear sleepover program. Sharing these photos and videos of the library and programs also establishes KPL as a happening place and allows the community a look at what we do and the services we provide.

Submitted by Katelyn McStravick, Community Relations Specialist

Keene Public Library Volunteers

The Keene Public Library's welcoming atmosphere is built on the dedication of our volunteers. Their friendly smiles and warm demeanor are a cornerstone of our inclusive environment, making every visitor feel valued.

This past year, our dedicated team of **20 volunteers** provided approximately **36 hours of assistance each week**, primarily at the Atrium service desk. They also lend a hand with the youth and teen areas significantly enhancing the patron experience and supporting our staff.

We want to spotlight two of our volunteers who truly represent the spirit of our entire team.

Volunteer Spotlight: Eileen Nelson

Eileen Nelson joined the Atrium team in 2021. She's been a dependable presence, always showing up for her shifts and often picking up extra ones to help out. Patrons could count on seeing Eileen each week, rain or shine. Her positive and optimistic spirit made her a true Atrium favorite. As Eileen prepares to move out of state, we will miss her greatly and are incredibly thankful for her dedication.

Volunteer Spotlight: Sylvie Hall

Sylvie Hall started at KPL as an intern, focusing on the teen collection. His internship project involved curating a reading list, creating a display, and designing a reusable template on Canva for future lists. He loved working here so much that he chose to stay on as a volunteer after his internship ended, helping with teen collection inventory and program prep. Inspired by his experience, Sylvie is now writing his graduation research project on community at the library, which he hopes to finish in early September.

We are incredibly grateful for the time and talent our volunteers generously share with the Keene Public Library.

Alton Downes
Ann Heffernon
Carol Jeffery
Catherine Behrens
Charles Ferrando
Christine Mousseau
Eileen Nelson

Electra Cummings
Jane Cunningham
Julie Hensley
Kathleen K. Burke
Liz Sayre
Louise Zerba
Martha Collins

Pat Barber
Rylan Christen
Shannon Hart
Sharon Beaty
Susan Matthews
Tina Dretzin

Submitted by Susan Bloom, Assistant Director

Fiscal Year 24/25 Basic Statistics

General Statistics

Library Visits	116,711 *
Reference Transactions	8,172
Interlibrary Loans KPL Patron Requests	1,892
Interlibrary Loans Other Library Requests	2,565
Public Computer Usage (Sessions)	9,657
Laptop Usage (Sessions)	83
Website Statistics (Pages Viewed)	162,811
Notary Public Transactions	599

Registered Users

Adult Resident Cards	9,162
Adult Non-Resident Cards	1,167
Youth Resident Cards	2,302
Youth Non-Resident Cards	679
Business/Organizations	88
KPL Outreach	12
Staff & Other Libraries	430
Cheshire County Special Borrowers	22
Temporary Residents	53
	13,915

Meeting Room Usage

	Events	Participants
City Staff (Other than Library Personnel)	43	512
Library Staff, Trustees and Friends	135	2,412
Outside Groups and Organizations		
Private Group Events	80	1,752
Public Free Meetings	205	2,231
Collaboration Room Occupants	504	1,208

Door Count *

	FY24	FY25	% Change
Main Entrance	64,975	88,919	37%
Atrium North	8,683	6,225	-28%
Atrium South	6,702	9,250	38%
Heberton Hall	13,235	12,317	-7%
Total	93,595	116,711	25%

*Main entrance traffic statistics reflect missing data from damaged door counter equipment.

Fiscal Year 24/25 Electronic Resources Usage		
Database	Statistics	Measure
Ancestry	2,499	Searches
	4,100	Documents used
EBSCO ebooks	9	eBook accesses
Heritage Quest*	135	Searches
	46	Documents used
hoopla (New January 2023)	4,999	Circulation
	337	New Patrons
	533	Unique Borrowers
Kanopy	37,972	Visitor Sessions
	4,644	Videos Played
Mango Languages*	299	Sessions
Most popular languages		Spanish, Latin America
		Japanese
Niche Academy (Makerspace Tutorials)	2,589	Views
Novelist Plus (includes K-8)	434	Searches
	526	Item Investigations
OverDrive	29,179	Audiobooks
	14,384	eBooks
	10,334	Magazines
	8,493	Advantage Only
Transparent Language**	443	Sessions
	697	Circulations
	65	Unique Users
	34	User Registrations
TumbleBooks	893	Tumblebooks Views
	274	AudioBookCloud views
Universal Class	10	New Registrations
	31	New Courses Started
	300	Videos Watched
	64	Login Sessions
	400	Lessons Viewed
	447	Student Submissions
Value Line	2,492	Logins
	27,842	Searches
	20,077	Downloads

*Discontinued during FY25

**Started during FY25

Fiscal Year 24/25 Acquisition and Holding Statistics

Format	Age	Items Added	Items Withdrawn	Current Holdings
Print Materials	Adult	2,617	646	56,468
	Youth	1,783	1168	42,746
	Young Adult	553	206	7,218
		4,953	2,020	106,432
Books on CD	Adult	32	5	2,324
	Youth	0	5	311
	Young Adult	0	0	6
Music on CD	Adult	12	0	1,026
	Youth	0	0	283
		44	10	3,950
DVD	Adult	190	221	7,259
	Youth	23	15	2,390
	Young Adult	14	12	1,209
		227	248	10,858
Playaways/Launchpads	N/A	61	19	1,137
Video Games	N/A	8	8	375
Mobile Hotspots	N/A	0	2	7
Garden Tools	N/A	2	2	78
Outdoor Gear		22	2	88
Library of Things		14	0	52
Museum Passes	N/A	2	2	36
Other	N/A	20	0	346
Periodicals (Issues)	N/A	1,309	1,679	4,208
		1,438	1,714	6,327
		6,662	3,992	127,567

Fiscal Year 24/25 Library Program Statistics

On-Site Programs	# of Events	Attendance
Children's Programs Age 0 - 5	94	2,666
Children's Programs Age 6 - 11	111	1,407
Young Adult Programs	129	662
Adult Programs	230	2,500
Virtual Programs	4	28
Other Programs	66	2,522
	634	9,785

Offsite Library Programs	# of Events	Attendance
Children's Program Age 0 - 5	5	172
Children's Program Age 6 - 11	9	1,422
Young Adult Program	10	1,680
Adult Programs	1	10
All Ages	11	1,238
	36	4,522

Fiscal Year 24/25 Comparative Circulation Statistics

	7/21 - 6/22	7/22 - 6/23	7/23 - 6/24	7/24 - 6/25
Adult Fiction	35,492	35,110	34,123	33,397
Adult Non-Fiction	12,984	12,689	12,411	11,261
Total Adult Book	48,476	47,799	46,534	44,658
Juvenile and YA Fiction	37,238	36,830	38,914	40,987
Juvenile and YA Non-Fiction	5,865	5,941	5,524	5,439
Juvenile and YA Book	43,103	42,771	44,438	46,426
Total Book	91,579	90,570	90,972	91,084
Adult Magazines	1,757	1,677	1,418	1,299
Juvenile and YA Magazines	95	132	120	160
Total Magazines	1,852	1,809	1,538	1,459
Adult Books on CD	2,120	1,900	1,565	1,288
Juvenile and YA Books on CD & Playaway	1,318	1,556	1,378	1,444
Adult DVDs	14,980	14,077	12,295	10,464
Juvenile and YA DVDs, Videos and Playaway Views	9,302	9,826	9,276	6,680
Adult Music CDs	718	980	747	528
Juvenile and YA Music CDs	270	89	131	79
Total AV	28,708	28,428	25,392	20,483
Renewals	14,002	13,701	12,932	8,252
Museum Passes**	921	1,206	974	575
Laptops	35	85	67	35
Interlibrary Loan	1,040	1,099	1,070	1,295
Juvenile and YA Gaming	771	1,225	1,282	977
Equipment	211	197	428	502
Total Other	16,980	17,513	16,753	11,636
Downloadable Audiobooks	21,746	27,129	27,494	31,492
Electronic Books	15,476	15,115	15,958	15,906
Downloadable Magazines	1,864	2,143	7,691	10,113
Streaming Videos	3,425	3,866	5,330	5,581
Total Downloadables	42,511	48,253	56,473	63,092
Grand Total Circulation	181,630	186,573	191,128	187,754

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

KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- JULY 2024 - JUNE 2025													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Adult													
fiction	3328	3182	2689	2756	2600	2491	2871	2520	2837	2643	2741	2739	33397
nonfiction	1042	1053	782	884	822	913	1102	916	1035	919	886	907	11261
books on CD	103	145	81	101	103	114	127	69	125	124	97	99	1288
magazines	117	99	104	116	113	106	132	114	149	102	68	79	1299
music	31	42	22	46	71	24	17	67	84	67	34	23	528
DVDs	841	926	846	955	859	943	882	838	1092	723	836	723	10464
Youth													
fiction	3705	3394	2379	2711	2858	2525	2961	3005	3338	2827	3095	3318	36116
nonfiction	517	446	386	443	464	280	529	420	527	432	485	356	5285
books on CD/playaway/tonies	178	159	80	97	109	131	87	82	89	142	124	148	1426
magazines	12	11	10	11	14	7	13	37	19	12	3	9	158
music	6	5	9	6	8	1	7	7	9	10	7	4	79
DVDs/launch/play-view	595	620	371	398	352	475	323	346	288	274	400	295	4737
gaming	77	56	44	53	53	81	56	83	67	65	70	84	789
Young Adult													
fiction	571	649	347	315	384	249	412	382	368	335	420	439	4871
nonfiction	6	17	12	11	11	8	22	18	11	8	23	7	154
CD/playaway	2	5	0	0	0	0	2	0	0	6	3	0	18
magazines	0	0	0	0	0	0	0	0	1	1	0	0	2
DVDs	190	204	170	193	170	112	116	135	182	255	102	114	1943
gaming	23	14	31	8	14	15	19	15	18	7	12	12	188
electronic books	1275	1262	1277	1183	1272	1260	1391	1341	1553	1452	1384	1256	15906
downloadable audio bks	2669	2510	2457	2549	2407	2567	2772	2442	2769	2732	2855	2763	31492
downloadable magazines	710	580	826	737	929	866	928	863	933	916	980	845	10113
streaming videos	496	431	493	498	455	460	519	460	427	473	436	433	5581
laptops	1	2	4	0	0	3	5	3	2	2	4	9	35
equipment	79	78	70	27	23	14	22	46	17	25	50	51	502
interlibrary loan	100	133	83	117	67	82	113	113	155	114	123	95	1295
museum passes	56	77	26	32	44	28	60	50	57	59	43	43	575
renewals	758	780	763	798	737	509	553	583	654	745	722	650	8252
Total	17488	16880	14362	15045	14939	14264	16041	14955	16806	15470	16003	15501	187754