



TOWN OF HUDSON

Library Board of Trustees



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Hudson Library Board of Trustees Approved Regular Meeting Minutes November 14, 2018

Present:

Trustee Robin Rodgers
Trustee Kara Roy
Trustee Barbara Blue
Trustee Donna Boucher
Linda Pilla, Library Director

Excused:

Trustee Linda Kipnes

Called To Order:

Trustee Rodgers called the meeting to order at 6:00 p.m. and Trustee Roy led the Pledge of Allegiance.

Public Input: None

Reports to the Board:

Motion by Trustee Blue to accept the Public Minutes of October 17, 2018 as written. Seconded by Trustee Roy. All in favor. Motion passed 4-0.

Motion by Trustee Roy to accept the Non-Public Minutes of October 17, 2018 as written. Seconded by Trustee Boucher. All in favor. Motion passed 4-0.

Correspondence: None

Treasurer's Report: Things are going along smoothly. We are having a little bit of difficulty reading the Peoples Bank report regarding the Zylonis funds. We are working with People's Bank to resolve this issue and will report further at our next regular meeting. -There is a balance in our PayPal account which was transferred to the holding account for security purposes before being transferred to Trustees' account.

Selectmen's Liaison: None

Director's Report: See attached.

Acceptance of Donations: None

Friend's Report: The Friends will be meeting November 20, 2018.

Department Heads Staff Meeting: Trustee Rodgers will attend this month's meeting.

Old Business:

Sunday Schedule: Last month Trustees talked about the library's Sunday schedule. Currently, the library is open on Sundays from January through April. Trustees also talked about mirroring the school schedule. Director Pilla came up with 4 options regarding the Sunday schedule.

Option 1: Not open Sundays.

Option 2: Do what we have done the last three years and remain open on Sundays January through April.

Option 3: Remain open on Sundays through Memorial Day.

This option would put a strain on staff and would require hiring 2 people which is hard to justify at this point.

Option 4: Open 1 Sunday per month and target that Sunday as being a special project Sunday.

One of the projects that was suggested is a free painting class where the participants would leave with a painting at the end of the class. The library would supply canvases, paints, brushes, etc. free of charge. We would offer a movie for the kids with popcorn and supervision so if Mom wanted to come and bring the kids to the library, they would be taken care of in the children's room and she could go and do a painting in the community room. We would be able to staff it with volunteers and it is sustainable because it doesn't ask everybody to work more hours all the time. There are some libraries that use video teachers to teach how to do the painting. There are a few staff members who are incredibly enthusiastic about this and who are willing to head it up.

Director Pilla is recommending Option 4 which would run from January through May then revisit the subject again in May. We would have a sense by then if this is going to work. We could also look at the budget with regard to hiring a few other people and being able to sustain Sundays from September through the end of the school year. During the summer months, we have staff who go on vacation so those extra part-timers would be absorbed during the time of the year where we are a little short of staff due to staff vacations. These Sundays would be full service days. Patrons will be able to sign out books, museum passes, use computers, check out materials, etc.

It is Trustee Boucher's understanding that the original goal for Sunday hours is to provide people in school the opportunity to do research, etc. One of the past Trustees stated the goal for Sunday hours was to allow people a place to when there is very little to do during the months of January through April.

If the goal is to make the library available to everybody on a more regular basis, then we need to look at doing this from September through May. Doing this for 4 months in the winter is not particularly useful. If we were to stay open every Sunday from September through May, serious attention would need to be placed on the budget as our current budget would not support this. We are currently budgeted for Sundays from January through April for this current fiscal year.

The usage numbers show that attendance is higher when a program is running on Sundays.

Motion by Trustee Roy to have a test run of the library being open 1 Sunday per month with a focus program as part of that opening during the school year with revisitation in May. Seconded by Trustee Blue. All in favor. Motion passed 4-0.

Financial Practices Policy Manual Update:

Motion by Trustee Roy to accept the Financial Practices Policy Manual updates. Seconded by Trustee Blue. All in favor. Motion passed 4-0.

IT Renovations: Director Pilla will contact Northpoint Construction to get additional information on costs, etc. Director will report at next regular meeting.

New Business

Strategic Plan Quarterly Review: Trustee Rodgers would like to see a more condensed version of the Strategic Plan. The Vision Statement and Mission Statement should be the first two paragraphs with goals, objectives and recommendations bulleted below. The back side of the document will have a few questions as well as a place to write suggestions. A suggestion box will be set up in the library and suggestions will be reviewed by Trustees at regular meetings. A full version of the Strategic Plan will be in a binder behind the circulation desk for anyone looking for additional information or clarification of goals set by the Strategic Planning Committee. There would also be extra copies of the condensed version people are able to take with them to be filled out at home and possibly on line. Copies could also be left at Town Hall as well as handing them out during Outreach programs. That way, people will know where we are going and what we are trying to achieve.

This year, the Strategic Plan is not so much about asking funds to do extras, but more importantly how do we connect with people in Hudson and how can we do the things that we know people want. This is the focus of this particular Strategic Plan.

There are several upcoming events in early 2019 that are helping achieve goals set in the Strategic Plan: Amy is looking into yoga, Zumba and other movement programs and fitness classes that have businesses located in Hudson. This would give businesses an opportunity to come to the library for a month and offer a class once a week. This would give them an opportunity to reach out to the community to encourage people to take their kind of classes. There would be no charge and would be purely introductory.

- Marketing – Marketing and getting the word out about what the library has to offer has always been difficult, but we definitely have a better Facebook presence than in the past. Staff members have been Blogging and updating our Facebook page. Part of the new job description being created for our new reference librarian is to have more consistency in getting our message out there about the different programs we are offering, to make sure what we are advertising always includes our logo so when people see it, they will come to know it is a library event and they don't have to wonder who is sponsoring it or where it is going to be taking place.
- Digital Presence – We have increased our digital presence on Facebook and our reference librarian has a Blog on Tumbler. Director Pilla would like to create a library video for Youtube. We moved Evergreen over to the Cloud about a month ago. The everyday experience for our patrons has not changed. The interface is very similar, but the biggest frustrations we are facing are in the background having to do with technical services where they order the books and where the cataloging goes on. From a staff point of view, it is more

laborious to do everything including renewing a books. Having Evergreen on the Clouds causes a small delay which makes it much slower whereas before it was not like that. We had to move to the Cloud because Evergreen was no longer supporting our version of software. We will be sending some staff members to Peterborough to observe their librarians who use Koha as their Integrated Library System to see if it is a better option for us.

- Community Outreach – Director Pilla will reach out to Laurie Bowen at the Senior Center to see how the library can reconnect with the seniors. We do not have the funds to support a BookMobile Minivan at this time. Last night the Selectmen spoke about the CIP (Capital Improvement Plan) and they are asking all department heads to document and submit items that may be coming up in the next 10 years. Director Pilla will reach out to the Selectmen and gather more information regarding the CIP. Another idea is to have a RedBox-like Kiosk in South Hudson. There are two possible versions. One is, you could put a hold on a book, a member of the library staff would physically take it to the Kiosk and it would be held there for patrons. Patrons would receive a call letting them know the book is at the Kiosk. Patrons would take their library card and swipe it in the Kiosk, a door would open and patrons would take their book. They would also be able to return it to the Kiosk. The second option is to stock the Kiosk with hot titles so people could go check them out using their library card. This Kiosk could also go on a CIP request.
- Technology & Tech. Instructions – Right now if you bring your Kindle or other device to read a book on, there is someone in the library all the time to show how to do it. One of the things our new reference library has done in the past is run computer classes. The goal is to offer some classes. We would be able to use one of the study rooms for small classes and use the community room for larger classes. There are 10 public laptops in the library that participants of these classes could use. If participants want to bring in their own laptops, we have public access through our own Wi-Fi. We could also use one of the Hotspots from our Library of Things which would give that class their own individual Wi-Fi setup.
- Library of Things – The Library of Things has been a hot topic around town. This is a try-before-you-buy program. We just purchased a second Roomba since the hold list is so long.
- Service Community Rooms – Director Pilla is still working on ways to facilitate different types of services. One service that is currently under way is the AARP tax group who will be using the Hills Memorial Library Building this year to help Hudson residents with their tax returns. The only obstacle with this is we need to find a way to keep the library computers used for this secured and charged. There is a cabinet at Rodgers Library that could easily be brought down to the Hills Building to solve this. Director Pilla will finalize the details.
- Additional Space for Long Term Growth – There is a corner of the library where Director Pilla would like to take out one of the rungs of stacks and create a Young Adults nook. It would not offer as many potential uses as having a room, but it would give the library an opportunity to extend the Young Adult collection and also give them an area that might be more comfortable for them to sit. The area they are currently in is right next to the reference desk and they don't use the space. If they had come comfortable chairs and are not right under the eye of the reference desk they would use the space and the Young Adult collection could be expanded. This option would allow Director space to expand the large print collection which is growing in popularity among our patrons.

Trustee Comments:

Trustee Roy – I forgot to tell you this story at our last meeting. I want to give a shout out to one of the cashiers at Hannafords. When I was in there checking out, she was having a conversation with a young man as to why he needed to get a library card and all of the things they have to offer that he

was not aware of. I found today's meeting quite enjoyable since we were willing to discuss and try new things because I think the library is a living and breathing thing and we need to keep changing things to make it acceptable to our patrons. I hope everyone has a Happy Thanksgiving.

Trustee Blue –I'm really happy with how things are going at the library. It is a great place to visit and they have a wonderful collection.

Trustee Boucher – I'm looking forward to a lot of changes that are bubbling and it's exciting.

Director Pilla – You guys in Hudson know how I feel about these Trustees and how amazing they are. You may not know this, they have a certain term limit they serve and when that term comes to an end and I have to look at these people who are my bosses and who are incredibly supportive and wonderful to work with and they have to go and do other things. We need people who are like these people who are willing to give some time to this wonderful town and have a vision for the library and we need people to run for Library Trustee. If you would like to consider running, I would love you to come have a chat with me or contact me via email and I will forward it to the Trustees. Please consider stepping up and being a part of this. You don't have to be super chatty because it seems the people who are the quietest, do the most work and I value those people.

Trustee Rodgers – I would like to bring something up on behalf of the Town. On the 25th of November, the Selectmen are going to run a telethon on this channel. What they are trying to do is promote community and raise funds for the St. John's Food Pantry. St. John's has had a benefactor for the last 15-20 years that has moved on so we need to step up and help the Selectmen gather some money to fund St. John's Food Pantry for the Christmas season. This telethon is on November 25, 10 a.m. to 6 p.m. There will be all kinds of entertainment and conversation. If you would like to make a donation of food or cash, you can bring it to HCTV. I think we should set up a box at the library and bring over everything we have collected over to HCTV.

Motion by Trustee Roy adjourn. Seconded by Trustee Blue. All in favor. Motion passed 4-0.

Our next regularly scheduled meeting is December 19, 2018 at 6:00 p.m.

Adjourn:

Meeting adjourned at 7:20 p.m.

Respectfully submitted,

Terri Cicia, Administrative Assistant

Rodgers Memorial Library Director's Report - Activity for October 2018

Personnel:

New Hires: One part-time staff member has handed in her two-week notice. Another part-timer will be leaving for an extended leave. I propose hiring one/two new staff member(s) with a total of 28hrs/week.

Staff updates: Our new Reference librarian has started work and is doing very well. I meet with him once/week to discuss his progress and to touch base.

News:

Budget hearing with the Budget Committee is Monday November 26. Board of Selectmen Linda, Kristen and Molly attended this year's NHLA Conference. The conference targeted the sometimes sensitive issues of Equity, Diversity and Privilege in New Hampshire libraries.

Adult Services - Amy Friedman

Special Events:

Introduction to Meditation Techniques - October 4, 2018

Meditation instructor Julie Hartman offered this program free of charge. Another session has been scheduled for November. **27 attended**

A Visit With Queen Victoria and Victorian Tea Party - October 6, 2018

Sponsored by the Friends of Hudson Library. Actress Sally Mummey portrayed Queen Victoria and was accompanied by her husband dressed as a royal guard who announced her entrance. Tables were set up with tablecloths and formal looking place settings. Guests were invited to bring their own cup and saucer and dress in tea party attire. There was a prize for best hat. Tea, pastry, and tea sandwiches were served, provided by the Friends and the Cookbook Club. **55 attended**

DCFU Free Concert Series - October 13, 2018

Sponsored by Digital Federal Credit Union. Second Saturday of each month at 2:00PM. This month "The Alewives", Lynn Noel and Lynn Feinberg, performed a series of songs from taverns, ships and music halls. **43 attended**

Flu Shot Clinic for the Uninsured and Uncovered - October 31, 2018

The City of Nashua Division of Public Health and Community Services provides flu shots to people without insurance and those whose insurance does not cover the shot. The cost of the shot was \$10 for adults, children's shots were free. **10 attended**

Regularly Scheduled Adult Programs:

Community Room Art Exhibit - Artist reception October 11, 2018

Jim O'Brien exhibited his work during the month of October. **25 attended**

Cookbook & Recipe Club - October 10, 2018

Gina facilitates this group. This month they prepared treats for the Victorian tea party. The trays on each table were overflowing with goodies **15 people baked**

Book Discussion Groups:

Tuesday afternoon: Amy facilitates this group. They meet on the third Tuesday of the month at 1:30. October's book was "The Shadow Land" by Elizabeth Kostova. **9 attended**

Thursday Evening: Gina facilitates this group. They meet on the first Thursday of the month at 7PM. October's book was "Turtles All the Way Down" by John Green. **4 attended**

Cinema Celebration and Free Family Film

Library films are sponsored by the Friends of Hudson Library who pay the annual license fee. Usually on second Monday, at 2 & 6:30. October's movie was "The Book Club."

14 attended in the afternoon and 4 in the evening

Free Family Film: 4th Saturday of the month. October's FFF was the new animated version of "The Little Vampire." Torrential rain may have played a part in the very low turnout. **0 attended.**

Drop in Stitchers - weekly on Friday morning

This group hit record high attendance this month. **45 people on one Friday.** People are invited to come to the library community room with their needlework projects to share company and ideas.

131 attended

Genealogy Club - 12 October 2018

The Genealogy club meets on the second Friday of each month at 1:30. Reference assistant Roger Schwitalla was facilitating this program before he left. He arranged for speakers through December. This month speaker Larry Maurice spoke on Adoption Genealogy, connecting adoptees with their biological family tree. He spoke free of charge.

20 attended

Geopolitics in Today's World - weekly on Thursday at 11:00AM

The purpose of this program is to bring awareness of how geography and economics have an influence on politics and on the relations between nations.

38 attended

Group Singing - monthly 3rd Monday of each month

Hosted by Fairview Healthcare. This month we had a scheduling conflict so we sang for an hour one week at Laurel place and the next week at the Memory Care unit. We have created large print songbooks for this program.

40 attended

Life Coaching Event - monthly 2nd Tuesday at 7:00PM

Cancelled this month

NEW in 2018: Lithuanian Cooking Class - 3rd Saturday of each month

Sponsored by the Zylonis fund. Chef Oonagh Williams offers Lithuanian Cooking classes and prepares food for up to 50 people.

27 attended

Monthly Writing Group

Diane MacKinnon is facilitating this new monthly group. They meet on a Friday in the study room.

3 attended.

Reading Challenge

Sponsored by the Friends of Hudson Library. The yearlong Reading Challenge continues.

Displays:

Multi-tier book display - newest books

Shelves above newspapers - "Orange You Glad for Good Books" featuring orange covered books

Far BCD stack - National Bullying Awareness & Prevention Month

Display shelves facing the circulation desk - Halloween fiction and non-fiction

Small table - National Reading Group month.

Programming Statistics

Community Room: Programs 52, Attendance 1133 (School Field Trips increased this number dramatically)

Adult Programs: Programs 34, Attendance 563

Study Room Use: Sessions: 65 Attendance 143

Unable to book room: 2

Booked but not first choice: 1

Bumped from room: 1

Genealogy Requests: 1

Tests Proctored: 0

Teen Services/School Outreach - Tanya Moesel

Teen Services

Teen Takeover

Teen Takeover kicked off this month. Tanya opens the Community Room for teens to hang out in a safe space with snacks, video games, board games, and a maker activity. Teens who have come have been enthusiastic. Hopefully word will spread about this opportunity, especially through school outreach.

10/17	13 people
10/24	6 people
10/31	7 people
Total	26 people

Future Programming

Teen takeover will continue on Wednesdays and we will provide at least one other teen program each month.

November Zombie Making

December Gingerbread Houses

YA Collection

Tanya is slowly weeding the collection to allow space for new books as well as displays. This month, the new books were all displayed with book talkers. There was also a small display of creepy books and a small display of the new Teens' Top Teen winners.

School Outreach

Summary

Meetings	2 meetings	4 people
Outreach	15 events	525 people
Teen Services	3 events	26 people

Alvirne High School

High School Cafe

The library received permission from Mr. Beals to set up an outreach table outside the AHS cafeteria. Tanya came prepared with candy, a raffle prize, library card registration forms, and event announcements. Unfortunately, most students were not interested in talking to a stranger. Even the bowl of candy couldn't entice them. Many were in a hurry to get to class. This was not a good use of time. We'll find other ways to engage high school students in the future.

10/1 5 people

Library Makerspace

The AHS librarian is very excited about this collaboration opportunity. Tanya is building relationships with high school students through maker activities every Tuesday. Hopefully, this will eventually translate to teens using Rodgers Library resources and programs. The pass system changed on 10/22, which meant fewer students in the library. The makerspace numbers went down too.

10/2	39 people	button-making
10/9	55 people	button-making
10/16	n/a	canceled due to illness
10/23	18 people	bookmarks
10/30	32 people	pumpkin painting
Total	144 people	

Anime Club

Mr. Cole invited RML to an Anime Club meeting to highlight anime and manga resources at the library. Unfortunately, half the club was away on a field trip. Tanya brought books, movies, and library card registrations. Students were able to check out books and register for cards.

10/25 13 people

3 new library cards!

Class Visits

Mrs. Tse's College Composition classes visited the library for a tour and to conduct research.

10/1	24 people
10/4	24 people

Total 48 people

Hudson Memorial School

Tanya has been in touch via e-mail with HMS staff. We have established that Tanya will visit HMS every other Thursday morning during FOCUS. On November 1st, she will highlight RML resources and programs with Mrs. Whitaker.

Hills Garrison School

Meetings

10/1	Mrs. Retkevicz (2nd grade)	Planning 2nd grade tour and STEM activity
10/3	Mrs. Perham (4th grade)	Planning 4th grade tour and activity

2nd Grade Field Trips

All five second grade classes visited the library for a tour and STEM activity. Students made spider webs since they are learning about spiders in science.

10/3	44 people	2 classes
10/4	68 people	3 classes

1 new library card

4th Grade Field Trips

All of the fourth grade classes visited the library for a tour and activity. Students are learning about weathering and erosion in science and about NH in social studies. Tanya led a weathering and erosion relay race, then played a memory game that included NH examples of weathering and erosion. Betsey led each class on a tour.

10/17 97 people 4 classes, 2 programs

3 new library cards!

Nottingham West Elementary School

2nd Grade Field Trip

All five second grade classes visited the library for a tour and STEM activity. Students made spider webs since they are learning about spiders in science. Mr. Baker, the principal, even stopped by. Also, a few high school students were shadowing teachers and they were here for the field trip.

10/10 **150 people** 7 classes, 3 programs
8 new library cards

Circulation Department - Kristen Paradise

Circulation:

- The adult circulation for October was up by 10% from September and down almost 13% from October of 2017.
- Total foot traffic for October was ---- visitors, an ---- September and ---- from September of last year.
- We issued **104** new patron cards.
- We currently have **2** patrons utilizing our Books by Mail Program.
- A total of **60** outgoing fax transactions were sent according to the log of transmissions from the Ricoh printer.

Downloadable eBooks, eAudiobooks, Freegal

- Patrons checked out **728** eBooks, **696** eAudiobooks, and **21** ePeriodicals.
- Freegal had **337** downloads. No streaming data was available. There were **3** new active Freegal users this month.

Notary Service(s): 13

Hours: The library was open **284** hours and closed for **12** hours in observance of Columbus Day.

News:

- The library has ended its subscription to Freegal. A replacement service has not yet been determined.
- Alvirne students Krista Gursky and Harshil Badalwala have joined the Circulation Department as Library Pages.
- The Evergreen ILS update is complete and we are continuing to learn best practices for the new system.

Children's Services - Betsey Martel

Programs

Toddler Time
Heroes & Monsters: Tales from Around the World
Family STEM Night
Story Time
Foods of the World
Pokemon Club
Sensory Playtime
Playful Pets
Care of Magical Creatures
Nature Storytime
Book-a-palooza
Busy Bees
Comics Club

Totals

Programs-76

Attendance-763

Programs:

Numbers increased for several programs this month. Pokemon is still the most popular. **39 people attended Jenni's Pikachu Pizza Movie Party.**

Tiny Tots Halloween Parade was huge this year! We had **53 people attend**, we paraded around the library and then each kid took home a Halloween themed bag with four board books.

Little Goblins Fair brought **73 people to the library in the afternoon.** This year we had Steve Blunt do his spooky program, and the kids had a lot of fun! Luis Mata took photos, and each child went home with a 5"x7" printed photo. We also had trick-or-treating around the library.

Projects:

We continue to reorganize our space and collections. Two new library assistants started this month, Becca and Lisa. They are both going to be great assets to the children's room.

Conferences:

Molly and I attended the CLNH Fall Conference in Somersworth. The topics for the morning presenters were STEAM based, with the New Hampshire Astronomical Society and the McAuliffe Shepard Discovery Center presenting. Next summer's theme is "A Universe of Stories", a space theme. The New Hampshire Astronomical Society can do a daytime program where kids can view the sun with special telescopes. We plan to try to add that to our program. The afternoon we saw 10 different presenters that are possibilities for the summer reading program.

Molly was voted in as Treasurer for CLNH at the meeting and will be attending monthly meetings, some of them virtual.

Volunteers:

Kaviya, Kyron and Robert are continuing to volunteer this fall, but they are here less often since school has started.

Information Technology Report – Vicky Sandin

Maintenance

Routine Maintenance

In September, IT staff responded to **51** staff and patron requests for immediate assistance. **52** additions and changes were made to the website.

Non-routine Maintenance

Most of October was spent learning the Evergreen web client and preparing for our move to GSuite.

Evergreen 3.1.5 – The upgrade to the web version of Evergreen presented some problems with printing and receipt formatting but have largely been resolved. Circulation is trying to resolve issues with cataloging magazine issues, but is in contact with Equinox for assistance. Technical services is very dissatisfied with the web-based cataloging module, which has added steps and taken away features that tech services staff relied on for cataloging.

Google for NonProfits (GFNP) – Our email is now driven by Google Suite. The transfer went relatively smoothly. Eventually we plan to use more cloud-based services to store non-essential information and files, in an effort to move away from hard servers.

Upgrade to Windows X operating system - Vicky and Marguerite are in the process of updating all staff computers to Windows X.

Patron Services

Library of Things - The Roomba has proved very popular; as of this report there are currently 8 holds on the device. We will be ordering one more Roomba to add to the collection.

Databases - Vicky and Marguerite are currently updating the databases that have issued new SSL certificates, among them Transparent Languages and World Book.

Technical Services - Ann Carle

Amy asked us to create an exhibit of archival materials in the glass case for the month of October.

Staff training day had us lumbering through the upgrade of Evergreen. We ordered fiction and nonfiction materials finally but frustrated because of the multiple steps required when we were more comfortable with less steps from the earlier version.

Attended interviews for the children’s positions.

Made changes to the statistics spreadsheets per Linda’s request.

Ran budget funds expense reports for department heads so they know where they stand with acquisitions.

Rewrote macros that we use extensively in the old catalog module for the new cloud based Evergreen.

Trained Mark, our new reference librarian, to handle acquisitions requests through Ingram and Midwest Tape websites.

Met with Terri to plan the annual staff holiday party projected for December 20th.

Wrote and turned in the FY18 annual report for Technical Services.

Participated in the Little Goblins event handing out candy to the adorably costumed children.

Titles added to Evergreen	212
Overdrive titles added to Evergreen	0
Items added to Evergreen	436
Titles deleted from Evergreen	93
Items deleted from Evergreen	369
Changes to records in Evergreen	49
Mending	49

Respectfully submitted
Linda Pilla, Director