



TOWN OF HUDSON

Library Board of Trustees



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Hudson Library Board of Trustees Approved Regular Meeting Minutes September 19, 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 Boucher led the Pledge of Allegiance.

Public Input: None

Reports to the Board:

Motion by Trustee Blue to accept the Public Minutes of August 15, 2018 as written. Seconded by Trustee Roy. All in favor. Motion passed 4-0.

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

Correspondence: Dawn Phillips sent a letter to Betsey complimenting her for helping her son pick out the perfect book. We received a note from Tanya telling us how excited she is to be working with the community. She had an ELC fair and 318 people visited the table. She also issued 5 new library cards. She had 211 visitors on Meet The Teacher Day. There is one more piece of correspondence regarding some inappropriate behavior at one of our past summer concerts. Director Pilla passed the note around for Trustees to read. Roger Schwitalla has submitted his letter of resignation since he will be moving. We also received a letter of resignation from one of our Pages.

We received several letters that went along with donations we received in memory of Clara Charest who passed away and a donation in memory of Jan Bracket who also passed away. A book was purchased in honor of Jan and a book plate has been placed in the book.

Treasurer’s Report: We are moving along. We were able to verify that the Zylonis stock has been moved to People’s Bank. We are waiting for a statement to confirm the cash transfer also took place. As mentioned before, we requested the appropriations check in one check as opposed to two. By

doing this, we save a step in January by not having to request funds again and we get to keep the interest accrued on these funds. We are still working on the Financial Practices Manual and once Director Pilla has had an opportunity to review it, we will bring it before the Board for approval. Budget season is right around the corner. This Friday Treasurer will be going over the budget numbers with Director Pilla.

Selectmen's Liaison: None

Director's Report: See attached.

Motion by Trustee Roy that the Trustees pay up to \$1,000 out of the Trustees' money to have all the windows in Rodgers Memorial Library cleaned. Seconded by Trustee Blue. All in favor. Motion passed 4-0.

Director Pilla got a request from a woman named Elizabeth. She would like to request permission to put a drop box in the library for gently used Halloween costumes. These costumes will be donated to children who do not have one. Trustee Rodgers mentioned a Facebook page called Pay It Forward Hudson, NH. This site allows you to get rid of things you don't want. This is all free and we should think about getting on it. There are items down stairs that could be put on this site.

Acceptance of Donations:

Motion by Trustee Roy to accept 4 passes to EcoTarium Museum, 4 passes to McAuliffe Discovery Center, \$25 from Dearborn Revocable Trust in memory of Clara Charest, \$25 from Brenda Charest in memory of C. Charest, \$50 from Debra & Bill Johnson in memory of C. Charest, \$25 from Nicholas Dezenso in memory of C. Charest, book from Hidden Treasures Book Club in memory of Jan Bracket, \$500 from Wayne Roussell in memory of Patricia Robertson. Also previously accepted is the \$5,000 donated from Digital Credit Union and 4 books donated to us in the month of August. Seconded by Trustee Blue. All in favor. Motion passed 4-0.

Friend's Report: The Friends met last night. They are having a pumpkin sale at the Hills Memorial Library Building on Sunday, October 14 from 10-4. They also talked about Santa's visit that is coming up on December 8 from 9-11:30. The Friends also sponsored an afternoon with Queen Victoria Tea. National Friends of the Library week is October 18. New member pins have been made. The Friends' Craft Fair is coming up.

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

Old Business:

Freegal –If we want to provide free downloadable music, then Freegal is the best way to go. It is the most cost effective. The numbers are steady but not wonderful. It comes down to a cost return. Do we want to spend \$3,700 that it costs per year to have free music available to people who want to go and download it for themselves. This is not streaming. Currently we have a solid group somewhere between 20 and 35 patrons who use it on a fairly regular basis. By that, I mean, we don't see them every month and we don't have a way to specifically determine if it is the same people or a different group who are downloading. We currently have over 6,000 patrons.

Motion by Trustee Roy that we discontinue Freegal, allowing one (1) more month to give proper notice to people who use the program. Seconded by Trustee Blue. All in favor. Motion passed 4-0.

IT Renovation: We have not heard from Gary at Northpoint and will table discussion until next regularly scheduled meeting.

Strategic Plan – The Strategic Plan has been put into a condensed version and thanks, once again, to Ruth Sessions. She has done stellar work on this plan. Director Pilla has requested the Trustees review the condensed version and let her know of any changes that need to be made.

New Business

Trustee Calendar - Trustee Boucher will update the calendar and have it ready for approval at next month's meeting.

Warrant Article - We will put forth a Warrant Article for salary increases for full time staff. The Trustees will again implement a letters to the editor writing campaign, advertising campaign and will set up a meeting with Len Lathrup at Area News to formalize the advertising.

Selectmen's Meeting – Trustee Rodgers has requested all Trustees attend this meeting.

By-Laws Updates –Trustee Roy is proposing the following changes:

Article 2 – Election of Officers –

Section 4: No individual Board member shall serve as Treasurer more than 2 consecutive 3 year terms.

Section 3: The Secretary shall:

- b. Type minutes of all meetings and place on file at the library in absence of stenographer;

Motion by Trustee Roy to make the above changes to the By-Laws. Seconded by Trustee Blue. All in favor. Motion passed 4-0.

Advertising Plan – We put more funds in the advertising budget this year. Trustees will be meeting with Len Lathrup to put advertising in place supporting the Warrant Article as well as various other advertising for the library during the year.

Vacation Buy-back – During our June meeting we were trying to come up with a way to reward employees who have been with us for long time. Trustee Rodgers and Director Pilla met with Steve Malizia and he recommended several steps that we could take to reward employees who have been with the library for a long time. We came up with the idea of doing a Vacation Buy-back and library employees who have served the library more than 5 years can sell their vacation back in blocks of 10 hours at their current pay rate. They will receive an extra paycheck for the amount of hours they have sold back. They have to leave themselves with a buffer of at least two weeks' vacation. This program is available for both full time and part time staff. The same rules apply across the board. We have 4 employees in the library at this time who meet the criteria to do this and three of them have asked, subject to the Board's permission, if they can sell back 1 weeks' vacation a piece. Since we have been operating short staffed, this should have no bearing on the budget.

Motion by Trustee Roy to allow the three employees to use their buy-back option to the town. Seconded by Trustee Boucher. All in favor. Motion passed 4-0.

Trustee Comments:

Trustee Roy – Our library is wonderful and we should be thankful the town has such a wonderful resource. I want to give the employees a shout out, especially Betsey and Tanya. The staff is what really makes us a community center.

Trustee Blue – I really love our library. It's the only place you can go that they don't want your soul or your wallet.

Trustee Boucher – As you can see, fall is almost here and hopefully the students in the town are going to be looking to the library for the wonderful resources they have as well as some fiction reading.

Trustee Rodgers – I just want to recognize Bob Gagnon. As of September 14, he has been with the library for 40 years. He did not want to go before the Board or the Selectmen to be recognized. He did not want a big fancy present so we got him gift certificates to go out to dinner as well as having his name on the plaque in the library.

Director Pilla – Kudos to Bob Gagnon. Thank you very much! He is a good guy and is hanging the new banners the Friends purchased for us and he is going to remodel the staff area in the children's room in a very low budget way so we can get the area freshened up.

Non-Public Session:

Trustee Roy moved to enter into Non-Public Session under RSA91-A:3 II. (a)(d).

Roll call vote

Trustee Rodgers – yes

Trustee Roy – yes

Trustee Blue – yes

Trustee Boucher – yes.

Motion by Trustee Blue to move the starting rate of pay for Pages to \$9.50/hour. Second by Trustee Roy. All in favor. Motion passed 4-0.

Our next regularly scheduled meeting is October 10, 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 August 2018

September 19, 2018

Personnel:

New Hires: Assistant Circulation/ILL Librarian: Recommendation in non-public session.
New page in Children's Room – will start this week.

Staff updates: Our Assistant Librarian in the Children's Room has had her 6-month review. We are very happy with the progress she has made.

Tanya Moesel is our new Young Adult Librarian – she has had groups of high school students coming into the library to write research papers.

I have scheduled interviews for the new Reference Librarian/Library Services Coordinator. I have also interviewed for the page positions and we will schedule interviews for the Library Assistants as soon as we fill the Reference position.

NEWS: HLN – Thumbs UP - Betsey and the Children's Department

Budget season is upon us. Kara and I are going to meet on Friday morning.

Incident Report – (see attached report) Linda called the patron on Monday morning and is happy to report that she is feeling fine.

Library windows need to be cleaned. Last time this was done was 2013. Cost was \$722.50. I estimate it will cost around \$1000. This item is not on the budget. Would the Trustees be willing to pick up this cost?

NHMA Annual Conference – Wednesday November 14 & Thursday November 15. Registration is now open.

Family Place Library – Betsey attended a workshop last week. I have the paperwork she received along with an application for a grant that would enable RML to become a Family Place Library. This looks like a very exciting opportunity.

Mystery Book Club to start up in October.

Adult Services - Amy Friedman

Special Events

DCU Free Concert Series:

August 18 David Polansky presented "Music Through the Decades" in which the audience learns how American and world history in the first half of the twentieth century inspired so many of the songs we love. 31

people attended.

Free Friday Film Festival - Free Friday Films are sponsored by the Friends of the Library.

August 3: *Stronger*,

August 10 *Murder on the Orient Express* (3:30 only)

August 17: *The Greatest Showman*

August 24: *Black Panther*

August 31: *Wonder Woman*

24 attendees

26 & 4 attendees

14 & 8 attendees

5 & 4 attendees

Book Bingo for All Ages August 14 2:30PM-3:30PM

People played Bingo for a chance to win popular books.

33 people attended.

Adult Summer Reading Program: The Adult Summer Reading Program started on July 1 and continued through August 31. This year we had an online option for registering for tickets and paper tickets that could be filled in at the library. Participants got a raffle ticket for every library book, audio book or e-book they read/listened to and films borrowed as well as for attending library programs. Amy got donations of gift certificates from Hudson restaurants and businesses. Winners are picked weekly. Participants also receive a coupon for a free book at the Secondhand Prose book sale for registering for the SRP.

1966 raffle tickets were logged this year, a **45%** increase from last year
273 people registered for the program an **83%** increase from last year

Yearlong “Reading Challenge”

We are having a reading challenge from July 1, 2018 to June 2019. There are **50** categories. The person who reads the most books from the challenge categories will receive a \$75 gift certificate to the restaurant of their choice. Everyone participating will be entered into a raffle to win additional prizes. The Friends of the Library will donate \$100 towards reading challenge prizes. Already we have patrons enthusiastically plowing through the list. If people complete all fifty, we can have them start again to up their numbers.

Regularly Scheduled Adult Programs

Community Room Art Exhibit: In July and August colored pencil artist Virginia Demers exhibited her drawings. Our August artist had to cancel due to poor health and Gin agreed to keep her art up for an additional month.

Book Discussion Groups:

Afternoon: Lead by Amy They read “Take Me With You” by Catherine Ryan Hyde. The group loved the book. **12 people attended.**

Evening: Led by Gina Participants discussed books they had read this summer. **3 people attended**

Cookbook & Recipe Club: Gina facilitates this new club. This month Gina held it on a Saturday, August 11. The theme was salads and smoothies, she had recipe books for each. **6 people attended**

Drop in Stitchers: **149 people attended**

Genealogy Club: The Genealogy club meets on the second Friday of each month at 1:30. Reference assistant Roger Schwitalla facilitates the genealogy programs. This month they showed a webinar about Finding Your Puritan Ancestors. **12 people attended.**

Geopolitics in Today’s World Thursdays from 11:00-1:00. Presenter John Penasack has been facilitating the popular “Geopolitics and Conflicts” program for the Rivier Institute for Senior Education and is now bringing this related program to the library. **48 people attended**

Group Singing: At Fairview Healthcare. We spend one hour in Laurel Place assisted living and an hour in the memory care unit. **35 people participated**

Life Coaching Event: Master Certified Life Coach Diane MacKinnon, M.D. presented “Learn to Zentangle.” She may offer this program again but will charge a small fee for her supply costs. This time she brought them for no cost. **25 people attended**

Monthly Writing Group: Diane MacKinnon is facilitating this new monthly group. They meet on Friday. One person attended.

Publicity/Outreach: Weekly programming information updates to local newspapers. All programs - slide show on HCTV. Amy tapes a segment on upcoming events for HCTV. RML Monthly library calendars at the Hudson Senior Center. Programs are listed in our newsletter, on our website, and are posted on the bulletin boards. Big events like concerts and NH Humanities programs on various online calendars like NHtodo. We also have a Facebook page with over 800 people who “like” us. We pay to boost our monthly concert on Facebook. Kristen is reading weekly to residents of Fairview Healthcare

and Amy and Linda go monthly to host a singalong at the facility. Staff participate in WSMN Radio's "Books and Crooks" program. We have a sign with large, changeable letters that we are putting out along Rte 102 advertising upcoming library events. This month the library had a booth at Hudson Old Home Days.

Displays: Our multi-tier book display unit for the lobby displays our newest books. One the shelves above the newspapers we had a display on PBS's Great American Read. On the far BCD stack we had a display of summer cooking books. The display shelves facing the circ desk had a display called "In August Company" and highlighted biographies.

Teen Services – Tanya Moesel

Tanya took over teen services after James left on August 17th. Because of the start of school and the responsibilities for school outreach, teen programming was suspended for the remainder of August and the month of September. Tanya plans to use school outreach opportunities to get to know students and assess the types of programs they want and need before kicking off teen programming in October. The D&D group is meeting independently in a study room. Tanya spent the last two weeks of the month reaching out to schools to find ways to collaborate and get to know students better. This will help her to assess what teens want and need and how the library can work toward meeting these needs.

School Outreach – Tanya Moesel

Tanya was so excited about collaboration opportunities at the start of school year! She represented the library and manned a tables at school open house events in town. Tanya has also connected with teachers and librarians at Hudson Memorial School, Nottingham West Elementary School, and Hills Garrison School. She has scheduled meetings with staff at these schools to discuss how the library can support the wonderful work the teachers and staff at our schools are doing.

ELC – Early Learning Center - Community Fair 8/24/18 (1:00-3:00)

The library was invited to share information about programs and resources with students and parents during the school open houses. The Early Learning Center is comprised of preschool, Kindergarten, and first grades in two buildings. We provided library card registration, fall programming brochures, free bookmarks, raffle prizes and a photo booth. The event was a huge success!

- 318** people visited our table
- 61** students filled out raffle tickets
- 25** new library card registrations!

HGS Meet the Teacher 8/27/18 (12:00-2:00)

During Hills Garrison School's annual "Meet the Teacher" Day, Tanya set up an outreach table in the lobby. The candy bowl was a major attraction! We also provided library card registration, fall programming brochures, free bookmarks, raffle prizes, a photo booth, and a game table.

- 211** people visited the table
- 79** students filled out raffle tickets
- 1** new library card registrations



Reference Report: Reference Statistics

Community Room	
Usage:	48 Attendance: 580
Study Rooms	
Usage:	95 Attendance: 168
Adult Programs	
Number:	39 Attendance: 462
Teen Programs	
Number:	10 Attendance: 44

Computer Use	
Cassie/Internet:	613
Guest Passes:	248

Circulation Department- Kristen Paradise

Circulation: The adult circulation for August was up by 5% from July and down less than 2% from August 2017.

Total foot traffic for August was 3,932 visitors, a 1% decrease from July and down 53% from July 2017. We are still having significant issues with the software from the counter.

We issued **123** new patron cards.

We currently have **2** patrons utilizing our Books by Mail Program.

A total of **84** outgoing fax transactions were sent according to the log of transmissions from the Ricoh printer.

Downloadable eBooks, eAudiobooks, Freegal

Patrons checked out **767** eBooks, **669** eAudiobooks, and **19** periodicals.

Freegal had **112** downloads from **18** patrons. Freegal also streamed **300** mp3s/videos from **12** patrons.

Notary Service(s): 34

Hours: The library was open **286** hours with no closures.

News: Michele Rica was named Interlibrary Loan Librarian. We are looking forward to her joining the Circulation team.

Kristen took a break for the month of August from visiting Fairview Nursing Home.

Gina's help in addition to other Circulation staff has been invaluable in processing ILLs.

Children's Services (activity August 11-31) - Betsey Martel

Programs:

Escape Room

Programs-51

Attendance-155

Totals

Programs-51

Attendance-155

Programs: Escape Jurassic Rock, our third Escape Room was a huge hit! Our theme was inspired by our dinosaur visitor, Francisco. Francisco was on loan from Chuck Bruce, our Gumdrop Books representative. He approached me several months ago wanting to display his dino skeleton here. It worked perfectly as the "entrance" to our escape room.

Projects: We are continuing to reorganize to try to make the children's room and office more user friendly. We finalized our fall schedule, and have made changes, so we hope it is a successful fall.

We are also short staffed in the children's room. Melissa has left. Tanya's new position leaves her with only four hours in the children's room, and Ruth has left for a higher paying position.

Volunteens: Kaviya, Christopher and Robert are continuing to volunteer this fall. Christopher has applied for a page position.

Information Technology Report – Vicky Sandin

Maintenance

Routine Maintenance

In July, IT staff responded to **27** staff and patron requests for immediate assistance. **70** additions and changes were made to the website.

Non-routine Maintenance

People Counter: The new people counter software is installed and configured for our foyer, but the software is still getting its kinks worked out – we plan to have it up and running by end of September.

Google for NonProfits (GSuite): Vicky, Linda and Kristen attended a GSuite workshop in preparation for migrating all mail to GSuite. Vicky hopes to be able to migrate to GSuite by end of October. We'll start by migrating a few emails at a time instead of en masse, and hopefully decrease any migration issues. Vicky will be leading a short info session on GSuite for the October 8 staff meeting.

Evergreen workshop: Vicky attended an Evergreen ILS workshop in preparation for the move to the web-based version, which is scheduled for October 3.

Systems crash: Power went out in Hudson for a few minutes on Friday, August 3, which resulted in all the servers crashing. Brian was concerned that the phone service did not reboot after the generator kicked in, so he's replaced batteries and showed Vicky how to reconnect should we lose power again.

Patron Services

Library of Things: Currently we have the main eight items in our Library of Things: 5 mobile Hotspots, Roomba, GPS and the Alexa Echo 2nd Generation. We still plan to add an Echo Dot, the Seed Library, the Telescope, the Kindle Fires and the Makey-Makey kits. Also plan to add the OBD II Scanner/Code Reader and a Roku.

RB Digital: Vicky is in preliminary talks with an RB Digital vendor and with Linda to offer patrons an additional service in e-audio, to which the library can purchase and own audio e-books based on a tiered platform every quarter. RB Digital also offers Acorn, a streaming service of British television dramas and movies, based on a pre-determined number of checkouts per month.

New laptops: We have purchased 4 new laptops for patron in-house checkout to replace the older models from 2009. Vicky plans to remove the older laptops from circulation and just make those available to the AARP volunteers during tax season.

Technical Services – Ann Carle

We have a new volunteer, Debra Carp, who will start training September 4.

Titles added to Evergreen	345
Overdrive titles added to Evergreen	0
Items added to Evergreen	710
Titles deleted from Evergreen	69
Items deleted from Evergreen	226
Changes to records in Evergreen	39
Mending	31
Better World Books	10

Workshops & Meetings:

NELA Conference: October 21-23, Rhode Island

NHMA Annual Conference: November 14 & 15, Manchester NH

Respectfully submitted,

Linda Pilla, Director