



# TOWN OF HUDSON

## Library Board of Trustees



194 Derry Road • Hudson, New Hampshire 03051 • Tel: 603-886-6030 • Fax: 603-816-4501

### Hudson Library Board of Trustees Accepted Regular Meeting Minutes August 9, 2017

**Present:**

Trustee Robin Rodgers  
Trustee Kara Roy  
Trustee Linda Kipnes  
Trustee Barbara Blue  
Charles Matthews, Director

**Called To Order:**

Trustee Rodgers called the meeting to order at 6:00 p.m. and Director Matthews lead the Pledge of Allegiance.

**Public Input:**

There was no public input.

**Report To Action:**

*Motion by Trustee Kipnes to accept the Public Minutes of June 21, 2017 as written. Seconded by Trustee Blue. All in favor. Passed 4-0.*

*Motion by Trustee Roy to accept Non-Public Minutes of June 21, 2017 as written. Seconded by Trustee Kipnes. All in favor. Passed 4-0.*

Arlene Creeden has resigned from the Board. We will be selecting another Trustee at the September meeting. It is not required that we go through the Board of Selectmen. Congratulations and best of luck to Arlene Creeden.

**Correspondence:**

A letter from the Trustees congratulating Brian Hewey on 20 years of service.

Letter sent to Protection 1 Security Solutions informing them that we would like to cancel our Extended Service Plan which is costing us too much money, but retaining the yearly fire inspection services for the Rodgers and Hills buildings. The contract expires September 13, 2017 and they required 30 days' notice.

A thank you note to the Hudson Lions Club for their 2 gifts of \$500.00 as a general donation and \$300.00 for large print books to the Rodgers Memorial Library. We are very appreciative of these donations and will use the money wisely.

Letter to The Huntington Learning Center of Nashua thanking them for the free charging station located in the Childrens Room, which is getting lots of use.

Letter to Erin Henderson provisionally offering her the Library Assistant position pending approval of the Board of Trustee's at this meeting.

Letter from Jonathan Couser. He is our Library Assistant in Reference. He has received an offer to be part of the teaching faculty at Plymouth State which he has always wanted. His last day is going to be August 19, 2017.

Letter from Kate Butler stating she has accepted another position. Her resignation is effective July 11, 2017.

Letter from Arlene Creeden indicating she is resigning from the Board of Trustees.

### **Reports to the Board:**

#### Treasurer's Report:

We are now in the first half of the new fiscal year. We have received our first appropriation check from the Town. Trustee Rodgers and Trustee Roy attended the Dept. Head meeting on Aug 3 to talk with the Staff about budget planning and forecasting which went really well. Going forward this now gives us a good and solid understanding of the budget process. The Annual Audit will be taking place from August 14-18, 2017 and we do not expect any issues.

Trustee Rodgers and Trustee Roy met with Mark Levesque from Charles Schwab who provided the Portfolio Consultation Report which was handed out to the Board of Trustees. Schwab has held Zylonis Trust money for 20+ years. This account has 2 holdings and is not very diversified; IBM stock with a value of approximately \$57,000.00 and cash of approximately \$38,000. IBM does not do as well as it did when originally purchased. Mr. Levesque put a plan together where we would split the money between bonds and large capital equity funds with a relatively small amount of cash. This would give us a better chance of making money because the funds would be more diversified. Trustee Rodgers spoke with Len Lathrop about trust funds since he is the Trustee of the trust funds. The June Treasurer's Report shows a \$99,945.05 balance in the Zylonis Trust and the July Treasurer's Report shows a \$96,283.48 balance in the Zylonis Trust. Currently Charles Schwab is losing money for this Trust. Mr. Lathrop said last month they made 11% on their funds. It would be Trustee Rodgers' recommendation to take this Trust, liquefy it, give it to the Trustee of the trust fund and let them handle the investments for us. We would still have full access to the funds.

Trustee Roy would first like to look over the Portfolio Consultation Report and set up a meeting with the Library Trustees and Mark Levesque from Charles Schwab to see if he would be able to do better than 11% before a vote is taken.

Trustee Kipnes sees the advantage of having the Town take over this account as they have more expertise in managing these types of funds, but agrees that it will be a good idea to have the Schwab Representative meet with the Board of Trustees to further discuss options for diversification of this Trust in the hopes that it can make more than 11%. Once a meeting has taken place between the Schwab Representative and the Board of Trustees, then a vote will be taken.

Treasurer's Report will be posted for Audit.

#### Selectman's Liaison Report

No liaison Report.

Director's Report

See attached.

**Report From Friends:**

The Friends have received a few new members. The Friends are sponsoring a NH Humanities Program at the library on October 21, 2017, Unlaunched Voices, An Evening with Walt Whitman.

**Acceptance of Donations:**

*Motion by Trustee Kipnes to accept 25 books and 33 DVDs for the month of June. Seconded by Trustee Roy. All in favor. Passed 4-0.*

*Motion by Trustee Kipnes to accept 8 books and 8 DVDs for the month of July. Seconded by Trustee Roy. All in favor. Passed 4-0.*

*Motion by Trustee Roy to accept to accept 4 Children's Books on Fishing from Kate Carney & Bruce Jaranian, a microwave for the Community Room from The Friends of the Library, large print book donation of \$300.00 from the Hudson Lions Club, a general donation of \$500.00 from the Hudson Lions Club, and NH Humanities program sponsorship donation of \$50.00 from The Friends of the Library. Seconded by Trustee Roy. All in favor. Passed 4-0.*

**Old Business:**

**Credit Card Services** – We will be using PayPal and will be purchasing a new iPad to support a chip reader.

**Light Pole Signs** – More information on installation is needed before a decision can be made. Trustee Kipnes will see if the Friends would like to help support the purchase of the light pole signs at their next meeting in September.

**Trustee Calendar** – Trustee Blue created the Trustee Calendar for FY 17/18.

**Milton Cat** – A quote of \$2,325.43 from Milton Cat to service the Library's generator was received at the end of last fiscal year. There were no funds remaining in the budget for this. Milton Cat serviced the generator this fiscal year at a cost of \$1,733.50 which was outside the maintenance agreement.

**New Business:**

**Tuition Assistance Request** – 2 courses taken in the Spring of 2017 by library employee.

*Motion by Trustee Kipnes to give \$1,000.00 from the education reimbursement fund to employee. Seconded by Trustee Blue. All in favor. Passed 4-0.*

**Strategic Plan**

- **Marketing - Expand awareness of services offered at Rodgers Memorial Library.** We have created new letterhead, new branding documentation, and a new marketing plan has been put in place.
- **Digital Presence – Enhance the digital presence of the Library by developing the website, catalog, and social media.** This is an ongoing process. We have modernized the website, we have a Wordpress website and Kate Butler completely revamped it as part of this plan. We have enhanced the Library catalog. We have added Wowbary

which is something we send out the patrons who subscribe to our list of new books. We also bought Novelist Select which is a catalog enrichment tool that gives you book reviews and more enhanced information on the particular book or item you are looking at in the catalog. More training is required for staff. We have a Twitter feed and Erin Henderson, our new Library Assistant, has taken over the Facebook page for the Childrens Room and she has done a wonderful job and posts on a regular basis.

- **Community Outreach – Improve the Library’s connection to South Hudson residents. Participate in community organizations. Continue to expand collaboration with schools. Improve outreach to seniors.** We have accomplished this with the Blue Box. We have accommodated patrons with Sunday hours. The bookmobile will not be pursued any time in the near future. Federal grants for electric vehicle charging stations will not be pursued any time in the near future.
- **Technology Instruction – Offer technology instruction to Hudson residents.** We currently offer technology instruction/help at the Library.
- **Additional Space for Specific Needs – Create separate space for young adults/teens. Create a mid-size meeting/technology training lab for 15-20 people. Create an office and work area for Technology Librarian.** Currently there is no additional space available for young adults/teens. Planning and launching a capital campaign to raise funds for an addition to the facility will not take place at the current time.
- **Long Term Planning –** The NHLTA will be at Rodgers September 21, 2017 at 6:30 and will be giving a talk on long term planning. The Library Board of Trustees will be attending this seminar. On September 28, 2017 Rivier is holding a Strategic Planning for Non-profits seminar. Several Board members will be attending this seminar. Once these seminars are concluded, the Board of Trustees will revisit and update a new Strategic Plan.

**IPad Purchase for Credit Card Transactions –** A new IPad will be required in order to support a chip reader for credit card transactions. All iPads currently in the Library would not support a chip reader.

*Motion by Trustee Kipnes to purchase an IPad Air 9.7 for \$329.00 with Apple Care, which is approximately \$99.00, not to exceed a total of \$450.00. Seconded by Trustee Roy. All in favor. Passed 4-0.*

**New printer for Administrative Assistant - .**

*Motion by Trustee Roy to purchase a new printer for the Administrative Assistant not to exceed \$200.00. Seconded by Trustee Kipnes. All in favor. Passed 4-0.*

**Town Auction (Unused items in Basement) –** Currently there are items in the basement that are no longer need and Director Matthews would like to offer them to the Town for the Town Auction. Director Matthews will decide what will be taken to the Auction. He will also contact Town Hall to get the specifics on how to proceed.

**Freegal –** We have been loaning music for many years now and we no longer have a CD collection. The CDs are being sold in the Library for \$.50 each and the proceeds are going to the Friends of the Library. During the last fiscal year we have streamed 3018 songs and

downloaded 1155 songs. The current cost for Freegal is \$.51 per song. The cost is \$3900.00 to renew Freegal for 1 year. We dropped a few databases last year in order to fit it into our budget. We will also be able to fit it into this year's budget. We don't have any offering for music and we are hoping this catches on more. The Library subscription expired 7/31/17. Director Matthews purchased 1 month (August) of Freegal for \$325.00. We are looking to make a decision by September 1, 2017 in order to continue this service. The staff also think this is a great product. Currently Hoopla offers downloads of \$2.00 per song. Participation in Freegal has picked up in the last three months. Trustee Kipnes will discuss the possibility of the Friends helping support the cost of Freegal.

***Motion by Trustee Kipnes to extend Freegal for one more year and try to some more marketing. Seconded by Trustee Blue. All in Favor. Passed 4-0.***

**Overdrive Advantage** – The cost for Overdrive Advantage is \$2,500.00 for this fiscal year. The money would be taken out of the library book budget. This service is very popular with our patrons. Trustee Roy would like to see the library purchase 6 months at a time instead of 1 time per year to see how popular this service is. Trustee Kipnes will speak with the Friends and see if they would like to support Overdrive Advantage the second half of the fiscal year.

***Motion by Trust Roy to allocate \$1,250.00 for the first half of this fiscal year for Overdrive Advantage. Seconded by Trustee Kipnes. All in favor. Passed 4-0.***

**Budget Committee** – The Budget Committee has requested the Board appear before them on September 6, 2017 at 7:00 p.m. and are requesting a report of the library uses. Director Matthews is currently working on the report and will make it available to the Board before the September 6 meeting for review.

**Salary Steps Program** – Trustee Kipnes is looking for guidance on the Salary Step Program. She has obtained figures from other libraries in the surrounding area. Rodgers Library is so far behind other libraries with regards to salaries that it is going to be very difficult to catch up. Comparing salaries with Pelham, most of our library staff aren't even at minimum. The State Library has salary minimum and maximum rates. The average rate for a Librarian is \$20.75. The goal is to get staff members at a level that is comparable to other towns. A strategy meeting has been set for August 30, 2017 at 5:00 p.m. with the Board of Trustees to discuss Salary Steps.

### **Trustee Comments:**

Trustee Roy – There are so many great things going on at the Library so keep visiting.

Trustee Kipnes – Would like to thank Arlene Creeden for 22 years of dedicated service to the Trustees, as well as being the Treasurer with all her historical knowledge and what she brought to all of us. She will be very sadly missed and we thank her for all those years of wonderful service.

Director Matthews – Special thanks to Arlene Creeden for her years of service and helping get Director Matthews involved in the budget process and her help in getting the Rodgers Memorial Library built which took a lot of hours and dedication.

**Non-Public Session:**

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

Chair called for a roll call vote

Trustee Roy – Yes

Trustee Rodgers – Yes

Trustee Kipnes – Yes

Trustee Blue - Yes

**Enter Non-Public Session at 7:45 p.m.**

**Exit Non-Public Session at 8:11 p.m.**

**Enter Public Session at 8:12 p.m. p.m.**

*Motion by Trustee Kipnes to hire Erin Henderson as a part-time Library Assistant at a rate of \$11.50/hour. Seconded by Trustee Roy. All in favor. Passed 4-0.*

*Motion by Trustee Kipnes to hire Roger Schwitalla at a rate of \$11.50/hour. Seconded by Trustee Blue. All in favor. Passed 4-0.*

*Motion by Trustee Kipnes to bring Kate Butler on as a part-time employee at a rate of \$23.41/hour until the end of the year 2017. Seconded by Trustee Blue. Passed 3-1.*

**Next Meeting:**

**Our next regularly scheduled meeting is September 20, 2017.**

**Adjourn:**

Meeting adjourned at 8:12 p.m.

Respectfully submitted,

Terri Cicia  
Administrative Assistant

**Rodgers Memorial Library**  
**Director's Report**  
**Activity for July, 2017**  
August 9, 2017

**Personnel**

Christopher Leonard, a Hudson resident, joined us June 19<sup>th</sup> for a paid summer internship through Holy Cross College. Chris leaves us August 11<sup>th</sup>. Kate Butler has resigned effective July 11<sup>th</sup> to accept another position, and Barbara Boucher, part-time Circulation Library Assistant, will be out on 6 weeks leave beginning July 31. Jonathan Couser has submitted his resignation as part-time Reference Library Assistant to become a full-time member of the teaching faculty at Plymouth State University. Brett Richardson is unavailable beginning in August through October 15<sup>th</sup>. Children's Library Assistant Jessie Hawkes took another part-time library job much closer to home in Greenfield and reduced her hours to Mondays only. Jessie has been accepted in a Library and Information Studies Masters' program at the University of British Columbia and will leaving us, alas, for good at the end of September. Erin Henderson started July 12<sup>th</sup> as Children's Library Assistant to cover Jessie and Lauren Young's hours, and replacing Jessie when Lauren returns from leave. Erin was a volunteer in Tech Services and is currently working on her MLS program through Rutgers. Linda Pilla is away visiting family in the UK from August 7 through 25<sup>th</sup> and Charlie will be on vacation from August 21 through the 24<sup>th</sup>.

**Adult Services – Amy Friedman**

**Special Programs**

**DCU Free Concert Series: The Bel Airs:** Through a generous grant from Digital Credit Union, we are hosting a free concert series on the second Saturday of each month throughout 2017 (Friday nights in July & August). On July 7<sup>th</sup> at 7pm we featured the Bel Airs, a five-person Doo Wop group. The concert was scheduled to be held outdoors on the library lawn but with rain expected, we moved it to the community room. Eighty-four people attended.

**Exploring Body Language:** Dr. Earnest Caldwell, DC discussed the interpretation of body language on Thursday, July 6 at 2pm and again on Monday, July 10 at 6:30pm. Eight people attended the afternoon session and 12 people attended the evening session.

**Red Cross Blood Drive:** The Red Cross held a blood drive at the library on July 20 from 2-7pm. Turnout far exceeded their expectations with 41 people donating blood. We have offered to host two a year, one in the summer and one at the holidays. This is the fifth blood drive we have hosted.

**Friday Fun Concert! Hits of the 50's and 60's:** On Friday, July 21 we hosted this concert of favorite songs from the 50's and 60's with Hudson resident Benes Konecny on guitar and vocals with Dick Leombruno on piano – both well-known performers among local seniors. The concert preceded the first film in our summer Free Friday Film Series. Twenty-two people attended.

**Adult Summer Reading Program:** The Adult Summer Reading Program began July 1 and continues through August 31. Participants receive a raffle ticket for every library book, audio book or e-book they read/listen to and film borrowed, restricted to library materials to encourage adult library use. This year the paper tickets require only the number of items so if a person brings back six books they don't have to fill out six tickets. A staff member logs the paper tickets into our online summer reading tracking system. In previous years, we required patrons to log their activity online but participation plummeted because our demographic of enthusiastic raffle participants includes a number of seniors. Amy solicited donations of gift certificates from Hudson restaurants and purchased Barnes and Noble gift certificates. Winners will be picked at the end of the program and all participants receive a coupon for a free book at the Secondhand Prose book sale for registering.

### Regularly Scheduled Adult Programs

**Art Exhibit:** This month's Community Room art exhibitors were sisters: Liz Winchester-Larson and Harriet Winchester. They demonstrated their techniques in watercolors and colored pencil at a reception on Saturday, July 8 at 10:30am attended by 20 people.

### **Book Discussion Groups**

**Afternoon:** Amy's afternoon book discussion group meets the third Tuesday of the month at 1:30pm. This month was a book/film discussion of Fredrik Backman's *A Man Called Ove*. The film, in Swedish, was shown at 11:30 and a discussion followed. Nine people attended.

**Evening:** Gina's evening book discussion group meets the first Thursday of the month at 7pm. Two people attended this month's discussion of *Inside the O'Briens* by Lisa Genova.

**Drop in Stitchers:** This Friday morning program drew record-breaking crowds despite having to be moved to the Hills Library one week because of the cardboard maze in the Community Room. One hundred and twenty-seven people attended this month.

**Genealogy Club:** The Genealogy club meets on the second Friday of the month at 1:30pm. Jonathan Couser plans our programs and facilitated a webinar at the Hills Library in order to avoid the cardboard maze in the Community Room. Eighteen people attended.

**Geopolitics in Today's World:** This program strives to bring awareness of how geography, culture and economics influence politics and the relations between nations on Thursdays, 11:30-1:30. Presenter John Penasack has been facilitating the popular "Geopolitics and Conflicts" program for the Rivier Institute for Senior Education and now brings a related program to the library. Fifty-nine people attended this month.

**Group Singing:** We provide copies of the group singing songbook "Rise Up Singing" and Linda plays guitar for this event. We held group singing at Fairview Healthcare this month as an outreach program, spending an hour in the Laurel Place assisted living and another in the memory care unit. Many of our regular participants came by to sing with the residents. Thirty-seven people participated.

**Life Coaching Event:** Master Certified Life Coach Diane MacKinnon, MD decided to take the month off because the "Girls Who Code" program was using the Community Room.



**Library Film Series** (sponsored by the Friends of the Library)

**Free Friday Film Festival:** With better attendance at our matinee movies than our evening movies during the year, and with other events scheduled for a number of Friday nights during the summer, we decided to schedule matinees at 3:30pm for our Free Friday Films this summer. We had requests for evening showings but couldn't find a consistent night throughout the summer to hold it and didn't have the staff time to open the library an additional two hours. Next year Amy plans to return to both matinee and evening screenings. This month's films were *La La Land*, (July 12 - 20 attendees) and *Hacksaw Ridge*, (July 28 - 24 attendees).

**Free Family Film:** This month's film was *Trolls*. Free Family Films are shown on fourth Saturdays and June-August films are at 10am because the library closes at 1pm. It is difficult to draw people to weekend programs in the summer. Only 5 people attended.

**Publicity/Outreach:**

Amy sends out weekly programming information updates to local newspapers with information on programs happening within the next few weeks. All programs are promoted on HCTV and Amy tapes a segment on upcoming events for HCTV. Programs are listed in our newsletter, on our website, and are posted on the bulletin boards. Big events like concerts and NH Humanities programs are posted on various online calendars like NHtodo. We also have a Facebook page with 880 "likes". Charlie participates in a monthly men's discussion group at the Senior Center and Kristen is reading weekly to residents of Fairview Healthcare. We now have a new sign with large, changeable letters that we are putting out along Route 102 advertising upcoming library events.

**Displays:**

Our multi-tier book display unit for the lobby displays our latest books. Displays themes this month include "Get Out There" with adventure sport books like camping, hiking, biking, scuba diving etc., "Dog Days of Summer" with books about dogs, a display about the anniversary of the Apollo 11 moon landing on July 20, 1969, and "Laughter is the Best Medicine", a display with cartoon and humor books. Our Staff Picks and newer books displays are ongoing.

**Reference/Teen Services – Vicky Sandin**

**Regularly Scheduled Programs**

**Teen Takeover at Your Library (TT@YL):** Did not meet this summer.

**Button Mashers:** Did not meet over the summer.

**Mother Daughter Book Club:** The July MDBC was canceled due to the girls' and moms' summer plans.

**Summer Reading 2017 – "Build a Better World"**

**Girls Who Code Summer Camp:** Our camp initially had 14 girls sign up and remained steady at 9-10 attendees throughout. Thursday July 6, and Tuesdays July 11, 18, 25 – Attendance: **37**

**Teen Theater Improv Group:** This wasn't as popular as the teens had hoped; many of the kids couldn't make the group due to work commitments. Tuesdays, July 11, 18, 25 – Attendance: **8**

**Chocolate Olympics!** Chocolate Olympics was a huge hit this year, due to a couple of teens' recommendation. Everyone got bellyaches from eating the athletic equipment. Wednesday, July 12 – Attendance: **13**

**Slime Workshop:** Edible slime, fluffy slime, glittery slime and rainbow slime were messily created. Wednesday, July 12 - Attendance: **9**

**Build a Cardboard Maze:** Teens created a majestic cardboard maze that filled the entirety of the Community Room, and used by literally hundreds of patrons over the next couple of days. Thursday, July 13 - Attendance **11**

**3D Printing Workshop (two sessions):** Initially only one event, we opened a second workshop when the waiting list grew to 10+. The kids learned how to access and design 3D objects, and created their own nametags and/or bookmarks. Wednesday, July 19 - Attendance: **21**

**Learn to Play Quidditch (two sessions):** Players from the Boston University Quidditch team traveled up and led two Quidditch workshops for tweens and teens (and quite a few pre-tweens). Drills included blocking, running with a broom, and scoring, followed by a real match between competing seekers, chasers in an effort to snag the Golden Snitch! Wednesday, July 26 – Attendance: **27**

**Wingmasters: Birds of Prey:** We opened up registration to adults and school-age children when only a few kids signed up, which considerably upped the numbers. Awesome program, and educational. Thursday, July 27 - Attendance: **59**

**Reference Report**

**July Reference Statistics:**

Programs/Room Usage	Number	Attendees
Adult	31	551
Teen	16	185
Community Room Usage	50	1,185
Study Room Usage	80	133
Tests proctored	0	
Genealogy Requests	0	
Internet Usage (Guest Passes: 178)	655	
WiFi Users	716	
Total Internet/WiFi Users	1,371	

**Room Booking Statistics:**

- Unable to book (Whenever a patron requests meeting space but is unable to book the space): 0
- Booked, but not at first choice of date/time (Whenever a patron successfully books meeting space, but not at the original time requested because the time requested is already booked): 0
- Bumped from room (Whenever a patron or group of patrons is bumped from a room, typically due to elapsed time and other waiting patrons): 3

**NOTE:** Numbers were down from previous months due to summer holiday.

**Circulation Department – Linda Pilla**

The library was open **248** hours and closed **12** hours for Independence Day in July. Overall July circulation was up 15.7% from June and up 1.4% from July 2016. We issued **108** new patron cards. A total of **73** outgoing fax transactions were sent according to the transmission log from the Ricoh printer and we notarized **22** documents in July.

**Visitor count:** We had **9059** visitors averaging **362** per day in July, up 9% from June and up 8.6% from July 2016. Our highest count was **501** on Monday, July 17<sup>th</sup> and our lowest was **139** on Saturday, July 1<sup>st</sup>.

**July Statistics:**

<b>Interlibrary Loans</b>	<b>Total</b>
Hudson Patron Requests Submitted	219
Hudson Patron Requests Filled	193
Other Libraries Requests Submitted	231
Other Libraries Requests Filled	159

**Children’s Room – Betsey Martel**

<b>Activity</b>	<b>Programs</b>	<b>Attendance</b>
Summer Reading Shows	3	230
Summer Reading Programs	30	1052
<b>Total</b>	33	1282
<b>Outreach</b>	0	0

**Programs:**

Our big programs for July were Cactus Head Puppets, Trucks Around Town and Wildlife Encounters. All three were well attended. Other summer programs including, Active Chefs, STEM Engineering Challenge and the Locked in the Library Sleepover had consistently full attendance. We did the return of the cardboard maze for two days which had huge attendance. We also offered Little Builders, Summer Bubbles, Sidewalk Chalk Day and Peek-a-boo Playtime. STEM has been incredibly popular, as have all the programs that include building things in keeping with our “Build a Better World” summer reading theme. These included Quadro Build Day and a Rokenbok Explore and Build day.

**Projects:**

Most of the month was spent running programs and planning the Escape Room with our Intern Chris.

**Volunteers:**

Christopher, Emma, Matthew, Crystal and Kelly volunteered in July. They have all been amazing help. Christopher has mentioned that he would like to continue volunteering in the fall.

### Technical Services – Ann Carle

The fiction series project is still ongoing--currently pulling authors' names starting with "L". Chris Sweeney trained our Intern Chris Leonard to process materials and Marguerite spent most of the month handling IT issues in Kate's absence.

**Archives:** Jonathan finished boxing the HLN newspapers and folders for items in the map cases.

**Better World Books:** Better World Books accepted 57 books.

### Information Technology – Ann Carle reporting

At the July 6 Dept. Heads meeting, Kate's tasks were assigned to other staff members:

- Betsey: Assign keys to new hires and monitor security cameras
- Linda: Handle Overdrive purchases
- Vicky: Manage newsletter using constant contact (email marketing software) with Linda's assistance
- Ann: Oversee askus email and assemble people counter statistics
- Charlie: Provide Brian with new hires information
- Brian: Supply email accounts for new hires
- Marguerite: Install computer infrastructure, update websites

**Microsoft Outlook:** On July 23, two servers, Sparta and Athens, failed when upgrades corrupted files destroying all content. The application most affected was Microsoft Outlook, rejecting all outgoing and incoming email. In most cases staff was able to backup email. Brian recreated the servers and with Marguerite's assistance had all staff up and running by July 28.

**Online Services:** During July patrons downloaded 187 songs and streamed 391 songs.

### Building Maintenance – Bob Gagnon

Monadnock Security replaced the batteries in our security system on July 14. Milton Cat did the complete coolant service on our generator as per quote, and Wells & Son did their preventative maintenance service on our HVAC units as per contract on July 26 Rymes Oil performed our annual oil burner service and cleaning at the Hills building on July 31.

### Other

**Shed:** Matt Somers expects to deliver the shed the week of August 21.

**Microwave:** The Friends purchased a new microwave oven for our staff room and the old microwave has moved to the Community Room kitchen, replacing the yet older oven previously there.

### Meetings and Staff Development

Jul 6: Department Heads Meeting

Jul 11: IT Meeting (Charlie, Kate, Ann, Brian)

Jui 20: Department Heads Meeting

### Upcoming Events

Aug 10-13: Old Home Days

Aug 15: Norman Ng, Magician, Hills Garrison School, 10:00am

Aug 18: DCU Concert Series: Outdoor Concert – Fallen Houses (Classic Rock), 7:30pm

Aug 21: Eclipse Party, 1:30-4:00pm

Aug 21-24: Charlie on vacation

Sep 1-30: Library Card Sign-up Month

Sep 4: Labor Day (Closed)

Sep 8: Children's Author Talk (tentative)

Sep 9: Regular Saturday Hours Begin; DCU Concert Series: High Strum Strummers, 2:00pm

Sep 21: NHLTA Regional Meeting, 6:30pm

Sep 21: Trustees' and Rodgers Family Reception, 10:00am-12noon

Oct 9: Staff Training Day (Columbus Day)

Oct 14: DCU Concert Series: New England Voices in Harmony, 2:00pm

Oct 21: Unlaunch'd Voices: An Evening with Walt Whitman, 3:00pm

Nov 11: DCU Concert Series: Two Old Friends, 2:00pm

Dce 9: DCU Concert Series: Jazz First Holiday Concert, 2:00pm

Respectfully submitted,

Charlie Matthews, Library Director