



# 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

### Regular Meeting Minutes

### April 19, 2017

**Present:**

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

**Excused:**

Trustee Arlene Creeden

**Called To Order:**

Trustee Rodgers, called the meeting to order at 6:04 p.m. and Trustee Kipnes lead the Pledge of Allegiance.

**Public Input:**

There was no public input.

**Election of Officers:**

Trustee Roy nominated Trustee Rodgers as Chair. Seconded by Trustee Kipnes. All in favor. Passed 4-0.  
Trustee Rodgers nominated Trustee Roy as Treasurer. Seconded by Trustee Kipnes. All in Favor. Passed 4-0  
Trustee Rodgers nominated Trustee Kipnes as Vice Chair. Seconded by Trustee Roy. All in favor. Passed 4-0  
Trustee Rodgers nominated Trustee Blue as Secretary. Seconded by Trustee Kipnes. All in favor. Passed 4-0.  
Trustee Rodgers nominated Trustee Creeden as Member at Large. All in favor. Passed 4-0.

**Report To Action:**

*Motion by Trustee Roy to accept the amended Public Minutes of March 15, 2017. Seconded Trustee Kipnes. All in favor. Passed 4-0.*

*Motion by Trustee Roy to accept Non-Public Minutes of March 15, 2017. Seconded by Trustee Kipnes. All in favor. Passed 4-0.*

**Correspondence:**

Letter to Customer Service at Protection One Security Solutions. This correspondence will be discussed under New Business (see below).

**Reports to the Board:**

Treasurer's Report

Trustee Creeden was unavailable for meeting. The Treasurer's Report was distributed to Board members for their review before meeting. There were no comments on Treasurer's Report. Report will be posted for Audit.

Selectman's Liaison Report

David Morin is the newly elected Selectman's Liaison. Due to a prior commitment, he was unable to attend this month's meeting, but is looking forward to working with the Board.

Director's Report

See attached.

**Acceptance of Donations:**

*Motion by Trustee Kipnes to accept for the month of March, 10 books and 6 DVDs, \$200.00 from the Friends for the 3D printer enclosure lights and 2 telescopes. Seconded by Trustee Roy. All in favor. Passed 4-0.*

**Report From Friends:**

Library staff and volunteer appreciation lunch took place last Thursday, April 13, 2017 and 3 staff members were recognized for their years of service to Library. The Friends of the Library approved \$1,000 for the Overdrive Program and the order has been placed. The Friends donated \$250.00 for the Poetry Contest and \$595.00 for Polo shirts for staff members participating in programs in the community, schools, Outreach etc.

**Old Business:**

**Policy Manual Updates:**

*Motion by Trustee Kipnes to accept Policy Manual updates as presented. Seconded by Trustee Roy. All in Favor. Passed 4-0.*

**Shed:**

The shed is finished. Shed will be delivered after the Spring thaw and the ground is hard enough to set up shed. Trustee Rodgers is hoping someone from the Cable Committee would be willing to film the delivery and setup of the shed. Director Matthews will contact Cable Committee and find out the details.

**Photo of George and Ella Rodgers:**

Steve Middlemiss is looking for an appropriate picture for framing.

**Framing of the Nottingham Charter:**

The Charter will be framed during the week of 4/24/17 and will take about one (1) week. The Lions Club has requested a braille plaque to be placed with the Charter letting patrons know the framing is donated by the Lions Club.

**IT Move:**

Kate has moved to reference area. Measurements have been taken to build a ½ wall with a 36-38" framed opening to accommodate a door as funds become available. Also outlet boxes with 4 plugs will need to be installed on each side of the wall and be accessible to both IT and the reference desk. Approximate cost of these improvements is \$500.00. This project is being tabled until it can be determined where the funds will come from.

**Salary Step:**

Both Trustee Kipnes and Director Matthews have met to discuss Salary Steps. There are 2 goals to be met. One being to get Library staff to a reasonable salary range of comparable towns; and the second being that once staff members are within a comparable range, how to proceed. We may need a set of temporary steps because there may be some staff who may need more/bigger raises to get to the range they should be.

**New Business:****By-laws:**

By-laws should be reviewed yearly and when a new Board member is elected. By-laws were distributed to the Board of Trustees to be reviewed and discussed at next meeting.

**Heating/Fire Alarm:**

Protection One inadvertently turned off our heating system when they performed our annual fire suppression system inspection on Friday, March 17<sup>th</sup>. With no heat the following day, Bob called H.W. Wells & Son who determined our heating system was functioning properly. On further examination Wells determined the alarm system had bypassed the heating controls. Bob was able to temporarily blast the heat in the building so there would be sufficient heat for Sunday until Protection One could correct the problem Monday. The overtime service bill from Wells was \$458. Wells isolated the problem which required another visit from Protection One for an additional charge of \$414.00. Protection One could find no problem but disconnected and reset the panel which resolved the issue. Director Matthews sent a letter to Protection One disputing their invoice of \$414.00, and requested reimbursement of \$458.00 for the H.W. Wells invoice. Director Matthews will update the Board of Trustees as soon as he receives a response from Protection One.

**Opening Policy:**

During the monthly staff meeting, both opening and closing policies were reviewed by all staff members.

**Budget:**

There are several line items on the budget that are over budget and some that are very close to 100%. Presently 76% of the budget has been spent for this fiscal year which is right where we should be.

**Trustee Comments:**

Trustee Kipnes would like to congratulate the 3 staff members who received service awards for their years with the Library. Brian Heway, who has been with the Library for 20 years keeping our IT going, Ann Carle who has been with us for 15 years and does a wonderful job in Technical Services, and Director Matthews who has been with the Library for 5 years.

Director Matthews would like to remind everyone that the Library is open and the weather is nice. We are now in full swing and gearing up for the Summer Reading Program.

**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 7:03 p.m.**

**Exit Non-Public Session at 7:30 p.m.**

**Next Meeting:**

**Our next regularly scheduled meeting is Wednesday, May 17, 2017**

**Adjourn:**

Meeting adjourned at 7:35 p.m.

Respectfully submitted,

Terri Cicia  
Administrative Assistant

**Rodgers Memorial Library**  
**Director's Report**  
**Activity for March, 2017**  
April 19, 2017

**Personnel**

Amy Friedman was on leave from March 8<sup>th</sup>-30<sup>th</sup>. Lauren Young from our part-time staff has taken unpaid maternity leave effective April 2<sup>nd</sup>. Lauren splits her time between the Children's room and Circulation and "absolutely love[s] working at the library!" and plans to rejoin our staff in the Fall.

**Adult Services – Amy Friedman**

**Special Programs**

**DCU Free Concert Series:** Thanks to a generous grant from Digital Credit Union we are hosting a free concert series at 2pm on the second Saturday of each month throughout 2017. On March 11, 63 people enjoyed a performance by local Irish music duo Shannachie,

**Essential Oils, Natural Health Solutions:** Wellness Advocate & Oil Educator Marikaye Garnett did two presentations on Tuesday, March 7<sup>th</sup> at 3 & 7pm. Eighteen people attended the afternoon program and nine attended the evening program.

**Inflammation & Your Body:** Dr. Ernest Caldwell, DC presented a talk on this topic in the morning and evening on March 30<sup>th</sup> which was postponed from last month due to snow. Sixteen people attended the morning session and 17 in the evening.

**Women War Workers During WWII:** Hudson resident Chet Michalak presented his research on this topic to 6 people on a very rainy March 31<sup>st</sup> when many people were probably reluctant to venture out.

**Geopolitics in Today's World:** Presenter John Penasack has been facilitating the popular "Geopolitics and Conflicts" program for RISE, the Rivier Institute for Senior Education, and is offering this related program to the library to bring awareness of how geography and economics influence politics and the relations between nations. John's sources are from world-wide think-tanks and reputable geopolitical websites. The program is offered Wednesdays from 11am to 1pm with 62 attendees this month.

**Free Tax Help at the Library:** AARP volunteers are at the library Tuesdays and Saturdays February 7 through April 15 to help seniors and low to moderate income taxpayers of all ages file their tax returns. One hundred and eighty one people had their taxes done here this month and appointments are booked weeks in advance. Numbers would have been higher had we not been closed March 14 due to snow.

**Regularly Scheduled Adult Programs**

**Adult Fans of Lego:** Duane King facilitates this program on the last Tuesday of the month. No one attended this month's meeting.

**Art Exhibit:** Watercolorist Ann Jones exhibited this month.

**Beading Group:** The Roving Beaders did not meet this month.

**Drop in Stitchers:** This weekly Friday morning program continues to be popular. Seventy two people attended this month.

**Genealogy Club:** The Genealogy club meets on the second Friday of each month at 1:30. Jonathan Couser plans our genealogy programs but is currently unavailable to attend the meetings due to a previous teaching commitment so Charlie will facilitate the meetings. This month 21 people attended a webinar on using archives for research.

**Group Singing:** With copies of the book *Rise Up Singing*, we gather at 1:30 on the 4th Monday of the month. We hope to attract some guitar players to the group but as of now, Linda plays for the event. Six people attended this month.

**Life Coaching Event:** Master Certified Life Coach Diane MacKinnon, MD presents a different life coaching topic on the second Tuesday of the month. We had to cancel this month due to snow, so she is rescheduling the topic "Making Friends in Adulthood" for her May meeting.

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

**Cinema Celebration:** This month's film, *Florence Foster Jenkins* was postponed from last month due to snow. We have two showings on the second Monday of the month at 2 & 6:30pm. Fifteen people attended in the afternoon and 2 attended the evening show.

**Free Family Film:** Free Family Films are shown on the fourth Saturday of the month. This month and next we are showing them at 3pm after the tax preparers leave. Thirty four people attended *Moana*, this month's film, a very popular movie.

**Book Discussion Groups**

Both the afternoon and evening book discussion groups read *Girl in Translation*. Amy was away so Gina led both groups. One person attended the evening group and 9 people came to the afternoon group.

**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 publicized on HCTV and Amy tapes a segment on upcoming events for HCTV. Programs are listed in our newsletter, on our website, and posted on the bulletin boards. We are posting 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. Amy stops by the Senior Center each month to distribute

calendars and announce upcoming library events and Charlie runs a monthly men's discussion group at the Senior Center.

**Displays:**

Our multi-tier book display unit in the lobby displays our newest books. Our other displays now change several times during the month, and included displays for Women's History Month, St. Patrick's Day, April Fools Day, and Spring. We moved Staff Picks to the display space across from the reference desk to make room for tax documents in their regular space, along with new games as the games had been shifted to that stack.

**Reference/Teen Services – Vicky Sandin**

**\*\*\*Programs did not meet Wednesday, March 1 – Friday, March 3 due to Winter Vacation\*\*\***

**Regularly Scheduled Programs**

**Teen Takeover at Your Library (TT@YL):** The program continues to be popular, they still eat a lot (a LOT), and a few of them (mainly girls, but also one boy) talk to Vicky about issues they're having at school, with their friends, concerns about college, etc. She held an impromptu 3D printing session with a few of them, three who printed an ant farm enclosure, ninja stars, and dice for their D&D game. Two of the girls have offered to help Vicky with the Summer Reading Program, and one wants to apply to work here because, as she says, "I love you, Vicky, but I just LOVE the library." Wednesdays, 2-4:45: Attendance (March 8, 15, 22, 29): **77**

**Button Mashers:** Remaining steady, between 6-9 kids attend every week. Vicky is thinking of offering this time as middle school hangout time beginning in the summer, when parents can drop off their kids and they can play games and chat, similar to what the Alvirne kids do on Wednesdays. She plans to visit the middle school in April to drum up interest in a middle school after-school program during SRP and continuing into the school year. Thursdays, 2-4:45pm – Attendance (March 9, 16, 23, 30): **31**

**Girls Who Code:** The 2-3 girls met for the last time on March 27. Kate and Vicky and the girls discussed meeting over the summer and continuing the program and Vicky will push the program when she visits the schools in April. Mondays, 3-5pm – Attendance (March 6, 13, 20, 27): **8**

**Mother Daughter Book Club:** This month's book was "Al Capone Does My Shirts" by Jennifer Choldenko, everyone's favorite book so far. We had a new mother-daughter team join us, and they enjoyed it very much, and said they will continue to attend. Wednesday, March 22: Attendance: **7**

## Reference Report

### March Reference Statistics:

Programs/Room Usage	Number	Attendees
Adult	37	629
Teen	13	121
Community Room Usage	50	744
Study Room Usage	78	166
Tests proctored	1	
Genealogy Requests	0	
Internet Usage (Guest Passes: 244)	684	
WiFi Users	717	
Total Internet/WiFi Users	1401	

### Room Booking Statistics:

- Unable to book (Whenever a patron requests meeting space but is unable to book the space): 1
- 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): 10

**NOTE:** The rooms have been very popular this past month, and we were constantly having to ask folks to vacate the study room after 2 hours.

## Circulation Department – Linda Pilla

The library was open **297** hours, including an extra 4 hours on Sundays, and closed for **12** hours due to weather. Overall circulation for March was up 18% from February 2017 and down 8% from March 2016. The large upswing from February to March is likely due to the very large number of hours that we closed due to bad weather in February.

We issued **77** new patron cards and currently have 3 patrons utilizing our Books by Mail program. A total of **77** outgoing fax transactions were sent according to the transmission log from the Ricoh printer. We no longer keep a monthly count of the number of books picked up from Big Blue but continue to record our dates of pickup. We used 232 stamps for the month: 200 for overdue notices, 28 for bills and 4 for letters. We notarized 16 documents in March.

**Visitor count:** We had **8274** visitors in March, averaging **276** visits per day (including Sundays). Our highest count was 395 on Monday, March 13 and our lowest was 58 on Sunday March 19. Our visitor count was up 24% from February and down 8% from March 2016. Our Sunday counts for the month were:

March 5:       72  
March 12:      69



March 19: 58  
 March 26: 66

**March Statistics:**

Interlibrary Loans	Total
Hudson Patron Requests Submitted	302
Hudson Patron Requests Filled	148
Other Libraries Requests Submitted	256
Other Libraries Requests Filled	176

**Children’s Room – Betsey Martel**

Activity	Programs	Attendance
Books and Babies	5	107
Bubbles & Books	3	34
Toddler Time	4	63
Little Builders	3	32
Story Time	7	173
Adventure Club	4	78
STEAM Club	4	50
Crochet for Kids	4	23
Lego Brick Club	4	35
Mystery Bag Crafts	4	28
<b>Total</b>	42	623
<b>Outreach</b>	2	60

**Programs:**

**Books and Babies:** Books & Babies continues to be popular, although a lot of children have outgrown the program, so numbers are lower.

**Bubbles & Books:** Each week we do a couple of short stories, an activity and bubbles! Book themes were animal noises, colors, food and pets.

**Toddler Time:** Toddler Time themes were guessing, snow, spring and rain. The kids played with frosting dough, made “clean dough”, played with conditioner dough and explored bubble (a commercial lightweight dough).

**Little Builders:** Materials were frosting dough, thistle blocks and foam blocks, marshmallows and pretzels, and air dry foam.

**Story Time:** Themes were colors, choosing a pet, birds, hamsters, Van Gogh, Kandinsky and Pollack. Kids created foam paint pictures, made mosaic bookmarks, met three parakeets, met Blueberry the hamster, made impasto paintings, circle printing and Pollack style giant paintings.

**Adventure Club:** Themes were ninjas, choose your own adventure and survival. They learned to make origami ninja stars, worked on decorating journals and played a detective game.

**STEAM Club:** Activities were optical illusion tops, marble runs, gliders, ferrofluid bottles and borax crystals. We had a guest speaker, Narendra Vaidya, a patron & engineer who visited and talked about flying.

**Crochet for Kids:** We have three kids signed up to learn to crochet. The plan was to make a ball, but we are still learning how to single crochet. The kids love it! We are still working on

the basics, but all three have a good start! We will be changing the program to be a drop-in for all ages 10 and up to just crochet together or learn.

**LEGO Brick Club:** Duane does LEGO Brick club for us. Each week he teaches the kids a new building skill and they build, using that skill. Themes were towers, walls and working as a team.

**Mystery Bag Crafts:** Crafts were dinosaur pets, mixed choices, and mosaic raindrops.

#### **Projects:**

We continue working on our Education Resource Corner by moving books, replacing materials, and finding new materials. We are creating two doll kits. Each will include an 18" doll, clothing, information and booklists. One kit will be an American historical set, the other will be an International doll set. I have been making the doll outfits with donated fabric and we have many patrons who are excited for this addition.

#### **Conferences/Meetings:**

Amanda and Betsey went to the CHILIS Spring Conference and attended a program on advocacy and the performers showcase.

#### **Outreach:**

Charlie and Betsey both read at HO Smith/Early Learning Center for "Read Across America". Betsey attended and read at the Multi-Cultural Night at Nottingham West.

#### **Volunteers:**

Zoe and Kelly volunteered and as always were a huge help.

#### **Technical Services – Ann Carle**

**Archives:** Jonathan continues to sort through, organize and record paperwork on spreadsheets when not engaged with reference desk duties.

**Evergreen:** Marguerite created a report on subject heading fields for Technical Services staff.

**Better World Books:** Better World Books accepted 94 books and 9 audiobooks.

**Weeding:** Ann weeded the genealogy collection at Linda's request and the Technical Services staff withdrew a total of 532 titles and 562 item records from Evergreen.

**Volunteers:** We have a new volunteer, Erin Henderson, who started training on processing materials. As always, we must thank the volunteers, Sue, Seth, Barbara and Erin for their assistance in the department. Without them, we would not be able to accomplish as much.

#### **Information Technology – Kate Butler**

**Routine Maintenance:** During the month of March, IT staff responded to 136 staff and patron requests for immediate assistance and 7 computers were updated to Office 2016. Twenty-four additions and changes were made to the website and 6 hours were spent on patron programming for one department.

**Phone Line Issues:** Patrons continue to get an intermittent error when they attempt to call us, an ongoing problem that seems to be worse lately. Brian is going to give our technical needs to Fairpoint and Statewide (who both provide SIP Trunking products) and get quotes for switching to one or the other of their service.

**3D Printer:** The 3D Printer died at the beginning of March and TKI brought a replacement and took the other off for investigation. Rob from TKI recently made an alteration to the electronics which he believes will prevent the issue that caused the failure of the other printer. The printer is now available for public printing; circ will be handling the acceptance of print jobs. Kate has been able to handle most of the mechanical issues with some assistance from TKI.

**Equipment:** Brian has ordered a new phone for Terri, as the two older phones we had left (from 1999) have been malfunctioning for her.

**Ongoing Projects:** Kate switched the links to the staff intranet site to point to the new site at the end of March. The new site is a searchable repository for technical and non-technical procedure documentation, an easier way to access procedures than the S drive.

Brian has continued to work with SPOT, attempting to get the mobile device printing to work for iOS and Android. He now knows why it is not working; it remains to be seen if it is possible to reconfigure our systems for it to work. Kate has also reached out to another vendor in hopes of getting a demo for a possible replacement product for Cassie/SPOT if we are unable to get it to work.

**Online Services:** We had 118 songs downloaded and 387 songs streamed from our Freegal downloadable music service.

### **Building Maintenance – Bob Gagnon**

**Unexpected Repairs:** Our generator unexpectedly shut down during its weekly startup routine on March 6 and 13. Bob called Milton Cat who reset the time but was unable to find the cause on March 6, then returned and replaced the solenoid on March 13 which appears to have fixed the problem. The charge was \$351.73, not covered by our annual maintenance agreement.

Protection One inadvertently turned off our heating system when they performed our annual fire suppression system inspection on Friday, March 17<sup>th</sup>. With no heat the following day, Bob called Wells & Son who determined that our heating systems were functioning properly. On further examination they determined that the alarm system had bypassed the heating controls. Bob was able to temporarily blast the heat in the building so that we would have sufficient warmth for Sunday until Protection One could correct the problem Monday.

The overtime service bill from Wells was \$458, who isolated the problem which required another visit from Protection One, who could find no problem but disconnected and reset the panel which seemed to resolve the issue. We have not yet determined whether the problem was caused by Protection One or a just a design anomaly in our building.

### **Meetings and Staff Development**

Mar 2: NHSL 3D printer training hosted at RML (Staff)

Mar 14: Closed due to snow

Mar 16: Department Heads Meeting

Mar 24: NHLA READS Program on Book Groups, Plymouth (Linda)

Mar 28: Department Heads Meeting

Mar 30: NHLA CHILIS Spring Conference, Manchester (Betsey, Amanda)

### **Upcoming Events**

Apr 24: Mystery Lovers Birthday Party with Sisters in Crime women mystery writers, 2:00-3:30pm

Apr 25: How to Protect Your Assets and Avoid Probate, 1:00pm

May 4-5: NHLA Spring Conference, Portsmouth

May 5: Introduction to Ukulele

May 9: Poetry Contest Reading and Prize Ceremony, 3:30pm

May 10: Hudson School District Benefits Fair

May 12: Rhonda McClure, nationally known Genealogist, 1:30pm

May 13: DCU Concert Series – Ragtime Jack Radcliffe, Old-Time Music Hall of Fame Inductee:  
Ragtime, Country Blues, and Jazz, 2:00-3:30pm.

May 17: Town Joint Loss Safety Committee Meeting and Tour, 9:00am

May 23: NHLTA Spring Conference & Annual Meeting, Concord

May 29: Memorial Day (Closed)

Jun 10: DCU Concert Series: Sylvan Roots Duo - Old Time Song Fest, 2:00-3:30pm

Jun 19: NH Charitable Foundation Nashua Regional Meeting

Respectfully submitted,

Charlie Matthews, Library Director