



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 March 15, 2017

Present:

Trustee Robin Rodgers, Chair
Trustee Steven Middlemiss, Vice Chair
Trustee Kara Roy
Trustee Linda Kipnes
Charles Matthews, Director

Excused:

Trustee Arlene Creeden, Treasurer

Called To Order:

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

Public Input:

There was no public input.

Report to Action:

*Motion was made by Trustee Middlemiss to accept the Public Minutes of February 15, 2017
Seconded by Trustee Roy. All in favor. Motion passed 4-0.*

Correspondence:

Director Matthews reported receiving correspondence from Sheldrick Wildlife Trust thanking the Library Board of Trustees for their generous donation in memory of Mary Ann Knowles. Director Matthews received a letter from Dr. H.O. Smith School inviting him to Read Across America to first grade classes. It was a huge success.

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:

No Report.

Director's Report: (see attached)

Acceptance of Donations:

Motion by Trustee Kipnes to accept 13 books, and 1 CD for the month of February. Seconded by Trustee Roy. All in favor. Motion passed 4-0.

Report From Friends:

Trustee Kipnes reported the book sales on Thursdays will be starting up again and the last book sale raised \$275.00. Friends of the Library will be voting on supporting Overdrive at their next meeting scheduled for Tuesday, March 21, 2017.

Old Business:

2,000 new brochures were printed and are available at Circulation desk.

Motion by Trustee Roy to accept updated Policy Manual. Seconded by Trustee Kipnes. All in favor. Motion passed 4-0

IT Move:

The IT move has taken place.

Salary Steps:

Director Matthews and Trustee Kipnes to meet next week and continue discussions on finalizing outline for Salary Steps. Trustee Rodgers is hoping to get salary steps on line before next budget session.

New Business:

Director Matthews will be attending the Chamber Dinner on 3/29/17.

Survey on Planning Regional Meetings – Trustee Kipnes will follow-up and get information on hosting a meeting.

Shed – The roof is on and the siding is being put on now. The shed should be ready for delivery in May.

Non-Public Meeting Minutes: Non-Public Meeting Minutes should not be made public, but must be available for inspection provided they are unsealed. The Non-Public Meeting Minutes that are currently posted will be taken down.

Polo Shirts: The Friends of the Library are hoping to be able to purchase the polo shirts for Outreach Program. 24 shirts in total will be purchased.

George and Ella Rodgers Picture: Trustee Middlemiss to obtain picture to be framed and displayed in the Library.

Framing of Nottingham Charter – Trustee Middlemiss will discuss with the Lions Club, at their next meeting, if they will pay for the cost of framing.

Trustee Comments:

Everyone get out and vote on 3/16/17 and let your voice be heard. The Junior Women's Club will be having a bake sale at the polling booths.

Non-Public Session:

Trustee Roy moved to enter into Non-Public Session under RSA91-A:3 II. (a) Salary issues. Seconded by Trustee Middlemiss. All in favor. Motion passed 4-0

Enter Non-Public Session at 6:30p.m.

Exit Non-Public Session at 6:45p.m.

Next meeting:

Next regular scheduled meeting is Wednesday, April 19, 2017 at 6:00 p.m.

Adjourn:

Meeting adjourned at 6:57p.m.

Respectfully Submitted,

Terri Cicia
Administrative Assistant

Rodgers Memorial Library
Director's Report
Activity for February, 2017
March 15, 2017

Personnel

Amy Friedman is on leave from March 8th-30th. We are currently fully staffed.

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 February 11th “Poor Howard” Stith and Mike “Bullfrog” Rogers performed traditional blues for 25 people. The roads were still slick from a previous storm which may have dampened overall attendance.

Elinor Lipman Author Talk and Book Signing: Bestselling author Elinor Lipman visited us on February 27th as part of a national tour for her newest book “On Turpentine Lane” which came out Valentine’s Day. Former Selectman Nancy Brucker, a friend of Elinor’s, contacted her on our behalf and made the visit possible. Her newest book, along with several others from her backlist, was available for sale and signing courtesy of Barnes & Noble. Twenty four people attended, many of whom stayed to purchase books and chat with the author.

3D Printer Demo and Reception: The Friends of the Library bought a 3D printer for the library which is set up across from our Circulation desk. On February 28th 20 people attended a 3D printer demo and reception hosted by the Friends. We are planning 3D printer workshops for patrons beginning in March.

Geopolitics in Today’s World: Presenter John Penasack has been facilitating the popular “Geopolitics and Conflicts” program for the Rivier Institute for Senior Education and is now offering a related program at the library to bring awareness of how geography and economics have an influence on politics and on the relations between nations. His sources are obtained from world-wide think-tanks, and his program is offered every Wednesday from 11-1 through April 5th. 43 people attended this month.

Inflammation & Your Body: Dr. Ernest Caldwell, DC’s morning and evening for the February 9th was cancelled were closed due to snow. We have rescheduled him for March.

Free Tax Help: Volunteers from the AARP are at the library Tuesdays and Saturdays February 7 through April 15 to help seniors and low to moderate income taxpayers of all ages with their Federal and state tax returns. 143 people had their taxes filed here this month and appointments are booked out weeks in advance.

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: The Artist's Breakfast Club, a group of local professional artists who meet to share ideas and new work over breakfast, exhibited this month. Their reception, originally scheduled for February 12, was cancelled due to snow and took place February 26. 25 people attended.

Beading Group: The Roving Beaders offer a different project each month and participants pay for a kit to make the project. Two people attended this month's workshop.

Drop in Stitchers: 58 people attended this weekly Friday morning program despite the winter weather.

Genealogy Club: The Genealogy Club meets the second Friday of the month at 1:30. Jonathan Couser plans the genealogy programs but is unavailable to attend the meetings until May due to a previous teaching commitment so Charlie facilitates the meetings. This month we showed a webinar on *Finding Females: Chasing Your Female Ancestors*, which, at 90 minutes, was a bit too long for this meeting format. Nine people attended.

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. Eleven people attended this month.

Life Coaching Event: Love the One You're With (That's You): Master Certified Life Coach Diane MacKinnon, M.D. presents a different life coaching topic on the second Tuesday of the month. Nine people attended.

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

Cinema Celebration: This program has moved to second Mondays at 2 & 6:30. The library was closed due to snow so we rescheduled this month's film, *Florence Foster Jenkins*, for next month.

Free Family Film: This month's film was *Storks*. We have moved the Free Family Films to fourth Saturdays at 3pm until after the tax preparers leave. Nine people attended this month.

Book Discussion Groups

Afternoon: Amy's afternoon book discussion group meets on the third Tuesday of the month at 1:30. Seven people attended this month's book on Amor Towles' *Rules of Civility*.

Evening: Gina facilitates an evening book discussion group on the first Thursday of the month at 7pm. Three people attended this month's discussion of *The Secret Between Us* by Barbara Delinsky.

Publicity/Outreach

Amy sends out weekly programming information updates to local newspapers with information on programs happening within the next few weeks. All programs have a slide shown on HCTV and Amy tapes a segment on upcoming events for HCTV. Programs are listed in our newsletter and on our website, and posted on the bulletin boards. We post big events like concerts and NH Humanities programs on various online calendars like NHtodo. We also have a Facebook page with over 800 people “likes”. Amy stops by the Senior Center each month to distribute calendars and announce major upcoming events and Charlie visits for monthly men’s discussion group at the Senior Center. We paid \$10 each to boost our Facebook post to send notices to about 1000 people in our area who are not subscribed to our page for the Elinor Lipman event and the DCU concert.

Displays

The multi-tiered display in the lobby table displays our newest books. Other displays this month included books about the Patriots and, after the Superbowl, “Blind Date With a Book” books were wrapped in plain brown paper annotated with a brief description. We also displayed “Hot Romances for Cold Nights” and books for Black History Month. We moved Staff Picks to another location to make room for tax documents.

Reference/Teen Services – Vicky Sandin

Regularly Scheduled Programs

Teen Takeover at Your Library (TT@YL): The program continues to be popular, and the food is a big hit (surprise, surprise). We had a last-week-before-vacation ice cream social on the 22nd and most of the kids helped to set up the tables and clean up. They’re a great group, most of whom are friends, and Vicky has come to know many of them – especially the girls. She periodically asks if there is anything we can do regarding programming that would encourage them to continue using the library resources, and they asked if they could meet here every day of the week. Vicky said that she’d work on it. ☺ Wednesdays, 2-4:45: Attendance (February 8, 15, 22): **70**

Button Mashers: Attendance remains steady, between 6-9 kids every week. Vicky is thinking of restructuring it to something else, possibly a TT@YL for middle schoolers, or high schoolers who can’t drive. She plans to visit the middle school in March or April to drum up interest in a middle school after-school program during the Summer Reading Program and continuing into the school year. Thursdays, 2-4:45pm – Attendance (February 2, 16, 23 [snow day on 2/9]): **17**

Girls Who Code: Two to three girls continue to attend and they love it. Kate is a fantastic teacher, and she has really bonded with the girls. Unfortunately, they only met once in February. The library had a snow day on Feb. 13, was closed for President’s Day on Feb. 20, and the kids were off for winter vacation on Feb. 27. Mondays, 3-5pm – Attendance (Feb. 6): **3**

Mother Daughter Book Club: We discussed *The War That Saved My Life* by Kimberly Baker Bradley, and everyone enjoyed it. All the girls and their moms enjoy historical fiction, so we'll read more of those in the coming months. Wednesday, February 22:
Attendance: 5

Reference Report

February Reference Statistics:

Programs/Room Usage	Number	Attendees
Adult	29	460
Teen	7	111
Community Room Usage	35	569
Study Room Usage	77	163
Tests proctored	0	
Genealogy Requests	0	
Internet Usage (Guest Passes: 409)	539	
WiFi Users (not captured)	340	
Total Internet/WiFi Users	879	

Room Booking Statistics:

- Unable to book (Whenever a patron requests meeting space but is unable to book the space): 3
- 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): 9

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 **230** hours, including 4 hours additional hours on Sunday and closed for **46** hours: 3½ days due to snow and **12** hours for Washington's Birthday. Overall circulation for January was down 20% from January 2017 and down 19% from February 2016, probably in direct proportion to the number of hours we had to close in February.

We issued 57 new patron cards and currently have 4 patrons utilizing our Books by Mail program. A total of 63 fax transactions were placed according to the transmission log from the Ricoh printer. We picked up 226 items from the Big Blue Box in February and used 187 stamps for the month: 146 for overdue notices, 30 for bills and 11 for letters. We notarized 30 documents in February, marking another significant increase (over 50%) in notarial services. The combination of notary service and free faxes is very popular.

Visitor count: We had **6686** visitors in February, averaging **279** visits per day (including Sundays). Our highest count was 500 on Tuesday, February 14th and our lowest was 53

on Sunday February 5th. Our visitor count was down 7% from January and down 13% from February 2016. Our Sunday counts for the month were:

- February 5: 46
- February 12: Closed
- February 19: 69
- February 26: 94

February Statistics:

Interlibrary Loans	Total
Hudson Patron Requests Submitted	225
Hudson Patron Requests Filled	122
Other Libraries Requests Submitted	185
Other Libraries Requests Filled	129

Children’s Room – Betsey Martel

Activity	Programs	Attendance
Books and Babies	3	48
Bubbles & Books	4	42
Toddler Time	2	32
Little Builders	3	39
Story Time	5	126
Adventure Club	3	42
STEAM Club	4	22
Crochet for Kids	2	8
Lego Brick Club	3	26
Mystery Bag Crafts	3	31
Total	32	416
Outreach	0	0

Programs:

Books and Babies: Books & Babies continues. Tanya is interested in filling in from time to time so Vicky has been showing her how she runs the program.

Bubbles & Books: We reinvented Movers & Shakers, changed the age group to 16-23 months. Each week we do a couple short stories, an activity and bubbles! Our book themes were animals, kisses and cats.

Toddler Time: Toddler Time is full this session! Our themes were messes and snowmen. The kids are experimenting with all different textures of dough this session.

Little Builders: New this winter, Little Builders for ages 2-4 will build with different materials each week. This month’s materials were LEGO/DUPLO, Magic Noodles and frosting dough.

Story Time: Our themes were animals in the library, dogs, Valentine’s Day, Picasso and Matisse. We made mosaic bookmarks, had a visit with Tooki (a miniature schnauzer), made foam print hearts, made crazy collages and cut paper collages.

Adventure Club: Book Bunch has a new name and theme. This program kids will be creating “passports” and each week will take them on a new adventure, which will add a

sticker to their passport. So far we've started their passports, made a code wheel and learned about disguises.

STEAM Club: Activities included building marble runs, making a string and bead puzzle and 3D coloring.

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!

LEGO Brick Club: Duane runs LEGO Brick Club for us. Each week he teaches the kids a new building skill and they build something using that skill. So far he has shown them stacking and overlapping bricks.

Mystery Bag Crafts: 31 kids dropped in to make or take glitter snowflakes, foam loop bracelets and a mystery craft.

Projects:

We weeded and moved the biographies, so that we could move learning materials back to our Educational Resource Corner. This corner will contain homeschooling, parenting, and educational materials. We spent a lot of time training with Tanya and Jessie. They are both awesome and have lots of great new ideas for the Children's Room!

Conferences/Meetings:

Kate and Betsey are presenting a program at the Spring NHLA Conference in Portsmouth titled: *They Won't Even Know They're Learning (STEM and the Pre-Schooler)*.

Volunteers:

Zoe and Kelly volunteered in February. They are always a huge help.

Technical Services - Ann Carle

Archives: Ann created 5 MARC catalog records for archives materials and added 32 items to those records. Jonathan continues to sort through, organize and record paperwork on spreadsheets.

Better World Books: Better World Books accepted 94 books.

Weeding: The Technical Services staff withdrew a total of 468 MARC catalog records for reference, nonfiction, and children's materials along with 824 attached items, all of which were removed from the Evergreen database.

Information Technology - Kate Butler

Routine Maintenance

During the month of February, IT staff responded to 84 staff and patron requests for immediate assistance. 1 computer was completely refreshed. 21 additions and changes were made to the website. 4 hours were spent on patron programming for 2 departments. Wordpress was upgraded to version 4.7.3.

Phantom Phone Calls: Circulation staff had reported since January the receipt of "phantom phone calls" where the phone would ring repeatedly, but answering revealed no one on the line (and it would just ring again.) Circ. staff spent several days logging times of these incidents, and Kate submitted the information to iNet's helpdesk. After the initial response, iNet did not reply with a solution or to a query a couple of weeks later as to the status of the ticket. This is not the first instance of poor communication and support from their end; Kate is going to research alternative providers.

Phantom Phone Calls, part 2: We discovered that various yellow pages are still publishing an incorrect phone number for the library. In the past, this number has rung at the main desk anyway (we do pay for this line, but it is used by the elevator emergency phone for outgoing calls). The number was no longer working, however, but was ringing endlessly (from the caller's perspective). The result at the library was the same as the phantom calls. Fairpoint was called to repair the line; they found a fault out at their box further down the line and the call issues have been resolved.

Ongoing Projects: Kate continued to work with circulation and reference staff to learn the ins and outs of the new 3D Printer and to devise workable policies and procedures for patron use. The printer was officially "introduced" to the public at the Friends reception on February 28th. A donor plaque recognizing the Friends for this gift has been ordered from Welch Signs.

Kate and Marguerite continued work on both the back end of the Archives site and the staff intranet (technical and non-technical procedure document repository).

Brian installed SPOT by Librarica again, as the literature now stated that it supported mobile printing from iOS and Android as well as laptops. In spite of following the (scarce) instructions, we were not able to print from any mobile devices. Brian will attempt to get them to troubleshoot.

Online Services: We had 92 songs downloaded and 415 songs streamed from our Freegal downloadable music service.

Building Maintenance – Bob Gagnon

Alarm Activity: Our front door alarm was triggered on Friday, February 3rd when a patron, who had been using the men's room, exited the building shortly after the library's closing. This occurred after a motion detector in the Circ. area went off Thursday, January 26th at 9:10pm. HPD responded in both cases and Bob arrived to cancel the alarms. We have thoroughly reviewed and updated our closing procedure as a result of these occurrences.

Maintenance & Repair: B&S Locksmith Company repaired the lock on Study Room 1 on February 9th. Pennichuck did the first of two backflow tests and are returning again in August.

Other

Closing Procedures: An email sent to staff reiterated proper closing procedures and Department Heads assisted in consolidating existing Circulation, Reference, and Children's closing procedures into a "whole library" approach to closing.

Meetings and Staff Development

Jan 6: Quarterly Staff Meeting

Feb 7: Closed at 3 due to sleet and freezing rain

Feb 9: Closed due to snow

Feb 13: Closed due to snow

Feb 14: IT Meeting (Charlie, Kate, Ann, Brian)

Feb 15: Joint Loss Safety Committee, Town Department Heads Meeting (Charlie)

Feb 16: Department Heads Meeting
Feb 20: Closed for President's Day
Feb 24: URBANs Meeting, Bedford (Charlie)
Feb 28: Department Heads Meeting

Upcoming Events

Mar 17-24: Charlie on vacation
Mar 21: Friends of the Library meeting, 7:00pm
Mar 31: Stories of Women War Workers, 1941-1945, 2:00pm; Public Library Data Survey
Deadline
Apr 7: Quarterly Staff Meeting, 8:00am
Apr 8: Concert Series – Simona Minns: Lithuanian traditional music to Modern Jazz
Standards (sponsored by the Charles Zylonis Trust), 2:00-3:30pm
Apr 9-15: National Library Week
Apr 12: Author Talk: “Amber Wolf” by Ursula Wong (Lithuanian novel), 11:00am –
12:30pm
Apr 13: Friends of the Library Staff Appreciation Lunch, 12:00-1:30pm; Author Talk:
“Amber Wolf” by Ursula Wong (Lithuanian novel), 7:00-8:30pm
Apr 14: Genealogy Club Author Talk: “Yours Faithfully, Florence Burke” by Ellen B. Alden.
Apr 24: Mystery Lovers Birthday Party with Sisters in Crime women mystery writers,
2:00-3:30pm
May 4-5: NHLA Spring Conference, Portsmouth
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 24: NHLTA Spring Conference & Annual Meeting, Concord
Jun 10: DCU Concert Series: Ramblin’ Richard Kruppa: Traditional American Folk Music,
2:00-3:30pm.

Respectfully submitted,

Charlie Matthews
Library Director

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