



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 February 15, 2017

Present:

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

Excused:

Trustee Robin Rodgers, Chair
Pat Nichols, Selectman's Liaison

Via Phone:

Trustee Arlene Creeden, Treasurer –Out of Town. Trustee Creeden confirmed she was by herself during this meeting

Called To Order:

Trustee Middlemiss, Vice Chair, called the meeting to order at 6:07 p.m., and Trustee Roy led the Pledge of Allegiance.

Public Input:

There was no Public Input.

Report to Action:

Comments: Amend Public Minutes to restate motion made in Non-Public session .

Motion was made by Trustee Roy to accept the Public Minutes of January 18, 2017 (Amended). Seconded by Trustee Kipnes. Roll call vote, motion passed 4-0.

Motion by Trustee Kipnes to accept Non-Public Minutes of January 18, 2017. Seconded by Trustee Roy. Roll call vote, motion passed 4-0.

Correspondence:

Director Matthews reported there is no correspondence. The Board was informed of the passing of Mary Ann Knowles. All Board members expressed their deep condolence to her family.

Motion by Trustee Creeden to donate \$100.00 from the Trustees' account, to Sheldrick Elephant Orphanage in Kenya in lieu of flowers. Seconded by Trustee Kipnes. Roll call vote, motion passed 4-0.

Motion by Trustee Creeden to approve tuition reimbursement for library employee. \$1,333.00 to be paid now, which represents 2 semesters, and \$667.00 upon completion of 3rd semester, not to exceed \$2,000.00. Seconded by Trustee Roy. Roll call vote, motion passed 4-0.

Reports to the Board:

Treasurer's Report

Trustee Creeden reported that business for the Library was running as usual and there was nothing special to report.

Selectman's Liaison Report:

No Report.

Director's Report: (see attached)

Acceptance of Donations:

Motion by Trustee Roy to accept 35 books, and 4 DVDs. Seconded by Trustee Creeden. Roll call vote, motion passed 4-0.

Motion by Trustee Creeden to accept donation from Hannaford Helps Program in the amount of \$23.00. Seconded by Trustee Roy. Roll call vote, motion passed 4-0.

Report From Friends:

Trustee Kipnes informed the Board that the Friends of the Library will be waiting until their March meeting to vote on whether or not to support the Overdrive Program.

Old Business:

Board of Trustees reviewed a draft of Part A of the Policy Manual.

Library Brochures:

Motion by Trustee Roy to move forward with the printing of 2,000 brochures at a cost not to exceed \$290.00 from Ace Printing Company. Seconded by Trustee Kipnes. Roll call vote, motion passed 4-0.

CD Collection:

Director Matthews provided usage data for music CD collection. Board suggested reducing collection and weeding out the zero circulation CDs. The Board is unsure how to dispose of CDs since they are the property of the Town of Hudson.

Motion by Trustee Creeden to downsize the CD collection and store unwanted CDs until it can be determined how to dispose of them. Seconded by Trustee Roy. Roll call vote, motion passed 4-0.

IT Move:

The IT move should be ready for next week.

New Business:

Director Matthews provided a draft of the 3D Printer Policies & Procedures for review by the Board of Trustees.

Motion by Trustee Kipnes to accept current 3D Printer Policies & Procedures. Seconded by Trustee Roy. Roll call vote, motion passed 4-0.

Motion by Trustee Roy to set price for 3D Printer at \$.10/gram for 3D printed items. Seconded by Trustee Kipnes. Roll call vote, motion passed 4-0.

Salary Steps:

There are 5 salary grades. Director Matthews would like to see 3-5 steps within each grade. Director Matthews and Trustee Kipnes to meet and discuss finalizing outline for salary steps. Information to be provided at next meeting for discussion among Board of Trustees.

Closing Policy:

There were 2 incidents where a patron set off the alarm when leaving the library after hours. It is believed that the patron did not hear the library closing announcement since the announcements are sent over the phone system and there are no phones in the study areas. Staff looked in window of study area, but did not go into the room to ensure it was empty.

The second incident involved the same patron. Before leaving, the patron used the restroom which had already been searched and confirmed empty. Staff was unaware that he had entered the restroom. Director Matthews verbally reviewed closing procedures with all staff and informed them that this cannot happen again. Closing procedures to be drafted for Rodgers Memorial Library.

Next meeting:

Next regular scheduled meeting is Wednesday, March 15, 2017.

Adjourn:

Trustee Middlemiss moved to adjourn Public Meeting at 7:25 p.m.

Respectfully Submitted,

Terri Cicia
Administrative Assistant

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

Personnel

Terri Cicia started on January 16th as our new Bookkeeper/Administrative Assistant. Tanya Moesel started on January 23rd and Jessie Hawkes began January 28th – both splitting a Library Assistant position in Children's replacing Amanda Ellis. We are currently fully staffed.

Adult Services – Amy Friedman

Special Programs

(Not So) Elementary, My Dear Watson: The Popularity of Sherlock Holmes: On January 4th, NH Humanities scholar Ann McClellan spoke about Sherlock Holmes and his role in today's popular culture. We had arranged for the next day to be an alternate snow date if needed – a good practice for major events in winter. This presentation was made possible by a grant from NH Humanities. Twenty Four people attended.

Hormones & Health: A Guide to Handling Hormones for Women: Dr. Ernest Caldwell, DC. on presented 2 sessions, 11am (7 people) and 7pm (5 people), on January 12th. This topic was not as popular as his previous programs.

Author Talk & Genealogy Club: On January 13 at 1:30, NH author Paul Levy discussed his new book *Finding Phil: Lost in War and Silence*, inspired by a war journal kept by his uncle Phil, who perished in the last days of WWII. The author researched the details of his uncle's brief life through records and first-hand accounts of the people who knew him, and discussed the process he went through to be able to bring to life the story of this forgotten family member. Nineteen people attended.

DCU Free Concert Series: Thanks to a generous grant from Digital Credit Union, we are hosting a free concert series on the second Saturday of the month throughout 2017. On January 14th the *Stagecoach Women's Choir*, performed songs for the season and the *Pick Four Quartet* from NE Voices in Harmony also performed. Twenty-eight audience members and fifteen performers participated in this event.

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: Hudson artist and retired Hudson educator Martha Dublin displayed her oil paintings. Many patrons knew her through her years of work with Hudson schools and as a resident so we had a number of walk-ins to see the exhibit through the month. Nineteen people attended her reception on January 7th, a very rainy day that may have discouraged some attendance.

Beading Group: Six people attended the The Roving Beaders workshop this month.

Drop in Stitchers: This weekly Friday morning program continues to be popular with eighty-eight people attending this month.

Group Singing: We moved Group Singing to the 4th Monday of the month from 1:30-3:30 to accommodate some of our patrons who do not like driving at night. We hope to attract some guitar players to the group but as of now, Linda plays guitar for the event. Nine people attended this month.

Life Coaching Event: Create a Vision Board for 2017: Master Certified Life Coach Diane MacKinnon, M.D. presents a different life coaching topic each month, on the second Tuesday. Thirteen 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. This month we showed *Sully*. Sixteen people attended the matinee and seven attended the evening showing.

Free Family Film: This month's film was *The Secret Life of Pets*. We moved the Free Family Films to fourth Saturdays. Nine people attended this month.

Book Discussion Groups

Afternoon: Amy facilitates the afternoon book discussion group which meets on the third Tuesday of the month at 1:30. Eight people attended this month's book on Tracy Chevalier's *The Last Runaway*.

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 *Light on Snow* by Anita Shreve.

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 in addition to the segment on upcoming events that Amy tapes for HCTV. Programs are listed in our newsletter, on our website, and are posted on the bulletin boards. We are 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 a few of the major upcoming library events and Charlie visits for monthly men's discussion at the Senior Center.

Displays

Our new multi-tier lobby display for our newest books arrived this month. Our other displays included a "Souper" display of warm food cookbooks, soups and slow cookers, and some Chicken Soup for the Soul books for National Soup Month. We also had a display featuring the best books of 2016 and a display of books about Presidents and the presidency in honor of Inauguration day, and of course, football books on display for the Super Bowl. Our "Staff Picks" will move next month to make room for tax forms.

Reference/Teen Services – Vicky Sandin

Teen Report: Regularly Scheduled Programs

It was a quiet teen month at the library.

Teen Takeover at Your Library (TT@YL): January was a slow month for programming. We still had a bunch of kids show up for this program, by far the most popular. Vicky regularly provides popcorn, juice and chips or cookies, and the kids order pizza. **All** the kids clean the room promptly at 4:45: Chairs and tables are returned to their original placement, and they vacuum. These kids are amazing. Wednesdays, 2-4:45: Attendance (Jan 4, 11, 18, 25):**112**

Button Mashers: Attendance is remaining steady, between 6-9 kids every week. Thursdays, 2-4:45pm: Attendance (Jan. 5, 12, 19, 26): **31**

Girls Who Code: GWC has not proved to be as popular as Vicky had hoped. She and Kate are thinking of discontinuing the program, and then re-launching it during our Summer Reading Program. Mondays, 3-5pm: Attendance (Jan. 9, 16, 23, 30): **10**

Mother Daughter Book Club: Two of the girls were sick, so we decided not to hold MDBC. We'll be meeting again in February.

Reference Report

January Reference Statistics:

| Programs/Room Usage | Number | Attendees |
|---------------------------------------|---------------|------------------|
| Adult | 26 | 352 |
| Teen | 12 | 190 |
| Community Room Usage | 34 | 532 |
| Study Room Usage | 100 | 211 |
| Tests proctored | 1 | |
| Genealogy Requests | 0 | |
| Internet Usage (Guest Passes: 215) | 629 | |
| WiFi Users (not captured for January) | - | |
| Total Internet/WiFi Users | - | |

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): 1
- Bumped from room (Whenever a patron or group of patrons is bumped from a room, typically due to elapsed time and other waiting patrons): 19

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 **288** hours, including an extra 4 hours each Sunday starting January 8, 2017. The library closed for **12** hours for the New Year's Day holiday. The overall circulation for January was up 19% from December 2016 and 3% from January 2016. We issued 82 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 200 items from the Big Blue Box in January. We used 243 stamps for the month: 196 for overdue notices, 26 for bills and 21 for letters.

We notarized 19 documents in January, marking a significant increase in notarial services. Patrons are delighted when they find out there are four notaries public on staff and there is no charge for the service.

December Statistics:

| Interlibrary Loans | Total |
|------------------------------------|--------------|
| Hudson Patron Requests Submitted | 228 |
| Hudson Patron Requests Filled | 93 |
| Other Libraries Requests Submitted | 207 |
| Other Libraries Requests Filled | 228 |

Children's Room - Betsey Martel

| Activity | Programs | Attendance |
|----------------------------------|-----------------|-------------------|
| Books and Babies | 4 | 48 |
| International Brain Teaser Month | 29 | 116 |
| Total | 33 | 164 |
| Outreach | 0 | 0 |

Programs:

Books and Babies: This program is still popular. Some of the babies have starting aging out of the program, so numbers are a little lower than they were.

International Brain Teaser Month: Every day we had a different brain teaser or puzzle for kids to do. Kids who attempted a brain teaser got a prize.

Projects:

This month we got serious about weeding, moving, and updating the parenting collection. Staffing was still sparse, but we planned dates for program registration and start of February programming. We will be training new library assistants in early February so the schedule is deliberately light.

Volunteers: Zoe and Kelly volunteered in December. They are always a huge help.

Technical Services - Ann Carle

Archives: Jonathan finished scanning photographs in the HML scrapbook from 1990-1996 and Ann edited the photographs for future website inclusion. The microform reader printer, with workstation, has been relocated to the archives area in the basement. On January 6th, a member of the Assessor's office used the microform reader printer.

Better World Books: Better World Books accepted 191 books and 29 audiobooks for a total of 220.

Training: The Technical Services staff learned how to operate the new 3D printer as well as the new copier in the children's room.

Volunteers: Barbara Fisher joined our ranks of volunteers on January 11. She is learning how to process materials.

Information Technology – Kate Butler

3D Printer: Turnkey Innovations from Merrimack delivered the 3D Printer in the middle of January. Some staff were trained in its use, but various mechanical problems hindered training everyone. TKI brought a new unit at the end of the month which seems to work better. We are having a reception and demonstration with the Friends for the public to welcome the printer on February 28th.

Wifi Printing: Kate and Charlie had a conference call with Lindsay Lurvey (from Ricoh) and a representative from Jamex coin machines to discuss wireless printing. After the call, we decided to contact our current print management vendor, Librarica, and get a new demo of their wireless printing software, because there has been an update. Brian is working on configuring the test.

Digital Photos: With Children's fully staffed, we have enlisted their help to add metadata to the digital photos which were taken at children's programming events. They will also be tagging the photos for quality at the same time, making it easier to select which ones are worthwhile to display online. Kate has trained Betsey and Amanda on Adobe's Lightroom.

Phones: Circulation has been experiencing repeated "phantom phone calls" at the main number. The line will ring, but no one is on the line when staff answer. After circulation tracked the timing of the calls, we have provided this information to iNet who are investigating.

Online Services: We had 117 songs downloaded and 560 songs streamed from our Freegal downloadable music service.

Visitor count: We averaged 247 visits per day (including Sundays) in January. Our highest count was 455 on Wednesday, January 4th and our lowest was 46 on January 8th, our first Sunday opening. We recorded 7,156 visitors in January: up 15% from December but down 3% from January 2016. Our Sunday counts for the month were:

| | |
|-------------|----|
| January 8: | 46 |
| January 15: | 50 |
| January 22: | 57 |
| January 29: | 61 |

Building Maintenance – Bob Gagnon

Alarm Activity: A motion detector in the Circ area went off Thursday, January 26th at 9:10pm. An HPD detective responded and Monadnock Security called Bob who arrived to cancel the alarm. The detective interviewed a young adult who was outside the building

when he arrived, but it appears that that person was only using our wifi signal. Bob and Kate reviewed security camera footage for that evening and it appears that we closed with a patron still in a Study Room 1. We did not thoroughly check the study rooms and he may not have heard the closing announcements. Charlie spoke with department head and send a reminder email to staff regarding closing procedures. We don't have an updated closing procedure and will draft one with input from our regular night staff.

Other

NHLA: Charlie was appointed Chairman of the NHLA's Urban Library Administrator's Consortium (URBANs) for 2017 at the December 9, 2016 meeting. Charlie previously served as Vice Chairman from 2015-16.

Town Report: The library's annual report to the Town was submitted for the FY2016 Town Report on January 6th.

Job Shadow: Justine Ferrara, a Junior Computer Science major from Fairfield University interested in a career in public libraries, job shadowed Charlie on January 10th.

Meetings and Staff Development

Jan 6: Quarterly Staff Meeting

Jan 7: Policies Review (Department Heads)

Jan 10: Department Heads Meeting

Jan 17: IT Meeting (Charlie, Kate, Ann, Brian)

Jan 24: Department Heads Meeting

Jan 27: URBANs Meeting, Concord (Charlie)

Upcoming Events

Feb 20: President's Day (Monday) – Closed

Feb 27: Elinor Lipman Author Talk & Book Signing, 7:00pm

Feb 28: Friends 3D Printer Reception (Tuesday), 7:00pm

Mar 2: NH State Library 3D Printer Training, 9:00am-12:00pm

Mar 11: DCU Concert Series – Shannachie: Traditional Irish Music, 2:00-3:30pm

Mar 17-24: Charlie on vacation

Mar 21: Friends of the Library meeting, 7:00pm

Mar 31: 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 14: Friends of the Library Staff Appreciation Lunch, 12:00-1:30pm

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.

Jun 10: DCU Concert Series: Ramblin' Richard Kruppa: Traditional American Folk Music,
2:00-3:30pm.

Respectfully submitted,

Charlie Matthews, Library Director