



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

November 16, 2016

Present:

Trustee Robin Rodgers, Chair
Trustee Steven Middlemiss, Vice Chair
Trustee Arlene Creeden, Treasurer / Via Phone
Trustee Kara Roy
Charles Matthews, Director
Pat Nichols, Selectman's Liaison

Excused:

Trustee Linda Kipnes

Call to Order: Trustee Robin Rodgers, Board Chair called the meeting to order and Selectman Pat Nichols led the audience in the Pledge of Allegiance at 6:00 pm.

Report of Actions:

Trustee Roy made a motion to amend October 19, 2016 Minutes to include the Cy Pres discussion, second by Trustee Middlemiss. All in favor, motion passes 4-0.

Trustee Middlemiss made a motion to accept the October 19, 2016 Minutes as amended, second by Trustee Roy. All in favor, motion passes 4-0.

Motion was made by Trustee Middlemiss to accept the Budget Workshop Minutes from September 29, 2016 and October 6, 2016, second by Trustee Roy. All in favor, motion passes 4-0.

Public Input:

There was no Public Input.

Correspondence:

Director Matthews reported he had two correspondences. (1) Letter of Resignation from Karyn Masse – her last day will be November 24, 2016. (2) Letter from Hannaford in Hudson, again selecting the Library for the “Bags for a Cause” program in November.

Reports to the Board:

Treasurer's Report:

Trustee Creeden reported that the Library had used most of the two large amounts of money from the Warrant and would not be receiving any more until the first of the year. She requested everyone be cautious for the next month and a half.

Selectman Liaison Report

Selectman Nichols reported that the requested 2% increase for full time staff was passed at the Selectmen's Meeting.

Director's Report:

Director Matthews reported on the following:

Director Matthews commended his staff for pitching in to do whatever is needed to serve the patrons of the Library during the shortfall in coverage.

There are 3 current openings. A Library Page – subject to the Board of Trustees approval, Assistant Children's Librarian and a Reference Library Assistant. Interviews are in process and applications are still coming in.

The Library hosted two book discussions Tuesday, October 18, at 1:30 and 6:30. Wayne Nelson and two other veterans from the NH chapter of Vietnam Veterans of American presented a slide show and facilitated a discussion about the war experience and half a dozen local Vietnam Vets participated. A map of war-era Vietnam was displayed and veterans were invited to put a pin on the map to show where they served with a post-it note including their info – 25 veterans participated. The map was on display until November 5th.

Seven people participated in the foliage walk in Bensons Park on October 19th.

Dr. Ernest Caldwell, DC presented 2 programs on natural remedies for various ailments.

14 people attended the morning program and 18 people attended the evening program.

Dr. Caldwell was dynamic and we have scheduled him for two more programs in the coming months.

Genealogy Club met in October and Ruth Parker from the Hudson Historical society talked about searching property records. 23 people attended.

The Nashua Division of Public Health and Community Services is still providing low cost or free immunizations, Hepatitis C and HIV testing and free blood pressure checks on the 3rd Friday of the month.

Teen Takeover at Your Library program is exceedingly popular. 89 teens participated over 4 different days in October.

Mother Daughter Book Club had their second meeting in October and discussed *A Monster Calls* by Patrick Ness. 5 were in attendance.

The Library was open 268 hours and closed for 12 hours for the month of October.

Betsey, Linda and Vicky received the paperwork notifying them as to their status as notaries public. The next step will be for them to take their oath of office and acquire the equipment needed for the job.

Evergreen had several issues over the weekend of October 21-24, due to an Internet hack on DYN. Circulation staff shifted over to the offline process and continued to serve the patrons.

Books and Babies program is still popular with 37 babies and caregivers attending Boos & Babies October 28.

Little Goblins Fair had 118 people participate. Candy was at all the desks throughout the Library, two Snoopy games with prizes, a make your own monster craft and photos with Lou.

The Library had 89 songs downloaded and 417 songs streamed from Freegal. Trial of Fold3, ended on November 11th and we are awaiting data on usage.

3D Printer and enclosure from Turn Key Innovations will be ordered shortly. The Friends of the Library have graciously provided funding for this project.

The Library averaged 297 visitors per day in October.

Staff Training Day was held on Columbus Day, Monday, October 10th, focus was on team building and information sharing.

Friends of the Library Report:

Director Matthews reported the following:

Friends approved photo paper for the pictures with Santa. A Professional Photographer is brought in and he brings his photo printer with him. Pictures are given to the parent's right there. Friends also bake the cookies for the event.

Friends also offered to buy a new Christmas Tree for the Library foyer. The Tree will be pre-lit and will go up Monday, November 28th, Friends of the Library will decorate it then.

Acceptance of Donations:

Trustee Middlemiss moved to accept for the month of October, 21 books and 2 CD's and the following monetary donations: \$287 from The Friends of the Library and \$82 from Hannaford in Hudson. Second by Trustee Roy. Motion passes 4-0.

Old Business:

Policy Manual Updates

Director Matthews reported that staff is working on the updates and he will present the changes to the Trustees in January, 2017.

Budget Committee Report Update

Trustee Rodgers reported that the Trustees met with the Selectmen and informed them that they had 2 Warrant Articles. (1) 2% increase for full time staff. Selectmen requested 1 ½%, Trustees stayed firm with request for 2%. (2) Establish a fund to raise and appropriate the sum of \$1 (one dollar) to be placed in the fund for further appointment by the Hudson Library Board of Trustees. The goal is to use the new fund to hold left over money from the Budget to then set up a Capital Reserve Fund.

Open House – November 25, 2016 – 2:30 PM to 4:30 PM

Trustee Rodgers placed an advertisement in the newspaper for 2 consecutive weeks. Water and Candy Canes will be on hand for visitors.

New Business:

Bookkeeping Services

Trustee Rodgers stated that there are several issues: Issue with bookkeeping – need to hire replacement for Karyn Masse. Issue with transcribing minutes. Issue with Director Matthews spending too much time in his office doing clerical work.

Trustee Roy stated that they would need to develop a strong job description for the position to ensure that the Board knows what qualification they were looking for and to ensure that the new person was aware of their expectations.

Trustee Middlemiss would like to see the new hire also be the recorder, they need someone present at the meetings to take the minutes.

Trustee Creeden stated that the outside bookkeeper she had in the past worked out the best. She needs someone to be totally independent of the Library and answer to the Trustees.

Discussion took place on what the duties should be. It was decided that it would not be cost effective to hire a bookkeeper and a clerical person.

Trustee Rodgers, Director Matthews and Karyn Masse will work together on a job description and will have it ready next month to present to the Trustees. Upon approval from the Trustees, the hiring process will then begin.

Trustee Creeden with the assistance of Trustee Rodgers will cover the bookkeeping for the month of December.

DCU Donation

Director Matthews stated that the donation was to be used for programming. He would like to start a live music program; DCU Concert Series. Once a month, local musicians would be hired for a cost of \$200/\$300 and DCU would be the sponsor of each event. In the months of July and August the concert could be held outside. The series will begin in January and will take place on Saturday afternoons. The outside concerts would be an evening event.

Tuition Reimbursement

Director Matthews will be responsible for reviewing the circumstances for any employee requesting time off to attend school.

Education reimbursement will be paid out according to the policy in the manual.

Easter Sunday

The Library will be closed on April 16, 2017 in observance of Easter Sunday.

Other

Director Matthews stated that the website is being revamped and the policies have not been posted as of yet. The goal is to post the manuals by type.

Discussion took place on the Advantage Program which would cost \$1,000.00/yearly. The Library currently uses Overdrive Advantage which is a shared program through the State of NH. Patrons are having to be placed on a waiting list for new books. Director Matthews will research the program further and report back to the Board next month.

Passport Acceptance Facility – Director Matthews does not believe the Library is ready to pursue the program.

Trustee Comments:

Trustee Roy asked how to respond to inquiries about personnel matters. Trustee Rodgers stated that the formal response should be that it is a personal matter and cannot be discussed.

She commended staff on the cleanliness of the Library. She also invited everyone to the Open House on November 25th and is hoping to see Elected Officials at the Event.

Trustee Middlemiss wished everyone a “Happy Thanksgiving”!

Director Matthews noted the generosity of The Friends of the Library and invited anyone contemplating becoming involved with the Library to start with the Friends.

Next meeting:

Next regularly scheduled meeting is Wednesday, October 19, 2016.

Non-Public Session:

Trustee Creeden moved to enter into Non-Public Session at 7:23 PM under RSA91-A:3 II (d)

Chair called for a roll call vote

Trustee Middlemiss -yes

Trustee Roy -yes

Trustee Creeden - yes

Trustee Rodgers –yes

Motion passes 4-0

Enter Non-Public Session at 7:23 PM

While in Non-Public the Trustees approved motions to hire Julia Izzo as a Library Page for \$8.50/hr. Motion passed 4-0. The Trustees also approved appointing Jonathan Couser to the position of Reference Library Assistant at \$11.73/hr. Motion passed 4-0. The Trustees moved to appoint Emily Sennott to the position of Assistant Children’s Librarian. Motion failed 2-2.

Re-entered Non-Public Session at 8:30 PM and adjourned.

Director’s Full Report Attached

Respectfully Submitted,

Mary-Ellen Marcouillier
Transcriptionist

Rodgers Memorial Library
Director's Report
Activity for October, 2016
November 16, 2016

Personnel

Kristen Paradise transferred from the Children's Department into her new position as Assistant Circulation Librarian on October 3rd. An opening for an Assistant Children's Librarian was re-posted on October 20th with applications accepted through November 3rd. Laurie Jasper submitted her resignation effective October 25th and an announcement for a Reference Library Assistant was posted with applications due November 4th. Charlie Matthews returned from vacation on October 9th. Betsey Martel was away on medical leave and returned October 3rd. Duane King left on medical leave October 17th and returned to work November 2nd. Barbara Boucher will be out on leave from November 14 to December 14. Karyn Masse is resigning, effective November 24th. Our staff has pitched in to do whatever is needed to serve our patrons.

Adult Services – Amy Friedman

Special Programs

Community Stories: Soldiers Home & Away: Nine southern New Hampshire libraries came together to promote community reading and to recognize the contributions of veterans, active military, and their families. The project, **Community Stories: Soldiers Home & Away**, supported in part by New Hampshire Humanities, consisted of over 50 free events between September 16 and November 12. The purpose was to foster understanding of the men and women returning home from deployment; address the experience of war from the perspective of civilians, veterans, and active duty personnel; and open lines of communication. The project was inspired by Vietnam veteran Tim O'Brien's novel *The Things They Carried*, a fictionalized account of his experiences, memories and meditations on war, 40 copies of which were available for free distribution at the library with some distributed at the Senior Center. The library hosted two book discussions Tuesday, October 18, at 1:30 and 6:30. Wayne Nelson and two other veterans from the NH chapter of Vietnam Veterans of America presented a slide show and facilitated a discussion about the war experience and half a dozen local Vietnam Vets participated. In addition to the three vets who facilitated we had twenty participants in the afternoon and two in the evening. We also filled the lobby display case with artifacts from the Vietnam War. We advertised in local papers asking people to lend us things and six people brought in everything from Vietnam comic books, to C-Rations and Dress uniforms which got a lot of attention. We had a map of war-era Vietnam and invited veterans to put a pin in the map

to show where they served with a post-it note including their info and 25 vets participated. Others were invited to post messages on the map for veterans. We will keep the map up through our last Community Stories program on November 5th.

Foliage Walk: Participants in this summer's outdoor walking program requested that we continue with the walks and Amy scheduled a foliage walk in Bensons Park on October 19th. Seven people attended the walk.

Food is Your Best Medicine: Dr. Ernest Caldwell, DC presented 2 programs on natural remedies for various ailments. Fourteen people attended the morning program and eighteen people attended in the evening, contrary to most that are offered both during the day and at night, we usually have more people at the daytime programs. Dr. Caldwell was a dynamic presenter and was popular with the audience, and we have scheduled him for two more programs in the coming months.

Christian Authors Roundtable: Seven New England Authors discussed their work and signed books. Twenty-five people attended.

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

Cinema Celebration: This program moved to the second Monday, which was Columbus Day this month when the library was closed for staff training so we did not have a film. We typically show a matinee at 2 and an evening show at 6:30.

Free Family Film: Our family films have moved to the first Saturday of the month to reduce conflicts with holidays and school vacations. Ten people attended this month's film, the live action version of *The Jungle Book*.

Regularly Scheduled Adult Programs

Adult Fans of Lego: This program was cancelled while Duane King was out on leave.

Art Exhibit: Hudson resident and library patron Margaret Femia displayed her drawings but did not hold a reception.

Beading Group: The Roving Beaders offer a different project each month and participants pay for a the project kit. Eight people attended this month.

Book Discussion Group: This month Amy's book group held a special event as a part of the **Community Stories: Soldiers Home & Away** program.

Drop in Stitchers: Our Friday morning program continues to be popular. People are invited to come to the library community room with their needlework projects to share company and ideas. Seventy eight people attended this month.

Genealogy Club: The Genealogy club meets on the second Friday of each month at 1:30. Laurie Jasper is the staff liaison. This month, Ruth Parker, from the Hudson Historical Society, talked about searching property records. Twenty three people attended.

Group Singing: We bought 10 copies of the group singing songbook *Rise Up Singing* for participants and instruments are welcome! We moved to the 4th Monday of the month, 1:30-3:30, because several older patrons did not like driving at night. Five people attended October

24.

Immunization and Blood Pressure Clinic: The Nashua Division of Public Health and Community Services provides low cost or free immunizations, Hepatitis C and HIV testing and free blood pressure checks on the 3rd Friday of the month. Three people came to their clinic.

Life Coaching Event: The Basics and Benefits of Meditation: Master Certified Life Coach Diane MacKinnon, MD presents a different life coaching topic each month on the second Tuesday at 7:00. Twelve people attended.

Publicity/Outreach:

Amy sends out weekly programming information updates to local newspapers and HCTV with information on programs happening within the next few weeks. Amy tapes a segment on upcoming events for HCTV and also lists programs in our newsletter, on our website, and on our bulletin boards. We post big events like concerts and NH Humanities programs on various online calendars such as NHtodo. We also have a Facebook page with over 800 likes. Amy stops by the Senior Center each month to distribute calendars and announce a few of the major upcoming library events, and Charlie participates in a monthly men's discussion group at the Senior Center.

Displays:

The lobby table displays our newest books. In addition to our "Staff Picks" our other themes included "Femme Fatalities", or "dangerous women", to coincide with the opening of the movie version of *The Girl on the Train*. We also displayed books on Halloween and books and films about the Vietnam War to coincide with "Community Stories: Soldiers Home & Away" program. For National Bake and Decorate Month we had books about baking and cake decorating along with some of our cake pans that are available to borrow.

Reference/Teen Services – Vicky Sandin

Teen Report: Regularly Scheduled Programs

Teen Takeover at Your Library (TT@YL): This program is exceedingly popular. Vicky put out leftover snacks from a previous event a couple of weeks in a row, and the following weeks saw a tic up in the numbers. She talks with the kids and has come to know many of them, especially the girls, who are all wicked awesome and smart as whips. She plans to spend some programming money on snacks so they can continue to come and feel welcome. Attendance (Oct. 5, 12, 19, 26): **89 (!!)**

Button Mashers: Button Mashers remains steady at an average number of 8 boys attending each program who, as usual, are having a great time. Brett Richardson does a good job keeping them in line by reminding them to keep the noise level at a reasonable volume. Attendance (Oct. 6, 13, 20, 27): **33**

Teen Analog Gaming: The numbers for this event continue to decline, but the few kids who attend enjoy it. Attendance (Oct. 6, 13, 20, 27): **16**

Mother Daughter Book Club: Two moms and three girls attended our second Mother-Daughter Book Club, where we discussed *A Monster Calls* by Patrick Ness. Interestingly, neither one of the mothers cared for it – it was rather depressing and cut a little close to home (a 13-year-old boy struggles with his mum’s declining health from cancer), but the girls really liked it, a tremendous insight into how a child deals with the impending death of a parent. Attendance: **5**

Reference Report

October Reference Statistics:

Programs/Room Usage	Number	Attendees
Adult	28	336
Teen	13	143
Community Room Usage	41	479
Study Room Usage	83	193
Tests proctored	1	
Genealogy Requests	0	
Internet Usage (Guest Passes: 229)	732	
WiFi Users	n/a	
Total Internet/WiFi Users	n/a	

Room Booking Statistics:

- Unable to book (Whenever a patron requests meeting space but is unable to book the space): 6
- 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): 3
- Bumped from room (Whenever a patron or group of patrons is bumped from a room, typically due to elapsed time and other waiting patrons): 7

Circulation Department – Linda Pilla

The library was open 268 hours and closed for 12 hours for the month. Columbus Day was a scheduled staff training day. Overall circulation for October was down by 4% from September 2016 and down 3% from October 2015. We issued 79 new patron cards and currently have 4 patrons utilizing our Books by Mail program. A total of 61 fax transactions were placed according to the log of transmissions from the Ricoh printer. During October we picked up 217 items from the Big Blue Box. We used 277 stamps for the month: 224 for overdue notices, 43 for bills, and 10 for letters.

Betsey, Linda and Vicky have received the paperwork notifying them as to their status as notaries public. The next step is for them to take their oath of office and acquire the equipment needed for the job. Kristen has taken over InterLibrary Loan and is doing a terrific job and Circulation will add a Library Page in November subject to the Board of Trustees approval.

Evergreen had severe issues over the weekend of October 21-24, due to an Internet hack on DYN. Circulation staff shifted over to the offline process and continued to serve the patrons. We have had a few issues with patrons reporting that their items did not properly renew, but all staff knew to deal with each issue, forgive fines where appropriate and move on.

September Statistics:

Overdue notices	224
Overdue bills	43
Notary Service	7

Interlibrary Loans	Total
Hudson Patron Requests Submitted	135
Hudson Patron Requests Filled	103
Other Libraries Requests Submitted	185
Other Libraries Requests Filled	135

Children’s Room – Betsey Martel

Activity	Programs	Attendance
Books and Babies	4	106
Movers and Shakers	2	26
Toddler Time	3	64
Story Time	3	77
Popcorn Story Time	1	7
Book Bunch	1	12
Library Homework Help	2	3
Crafternoons	3	15
Lego Brick Club	2	11
Little Goblins Fair	1	118
Total	22	439
Outreach	0	0

Programs: All registered programs had a two-week break due to short staffing and Betsey’s recovery from surgery in addition to staff sickness, injury and vacations. We contacted each parent individually to explain why there were not programs for those weeks, however we

invited them to still come in to visit us during their program time.

Books and Babies: This program is still popular with 37 babies & caregivers for Boos & Babies October 28.

Movers and Shakers: One theme was physical play. Betsey created an obstacle course and had the toddlers play with all kinds of active toys. Our second theme was Fall. We read fall stories and made a mosaic haunted house.

Toddler Time: Themes were circles and shapes. We created circle collages and sticker shape magnets.

Story Time & Popcorn Story Time: Themes were leaves, monsters and pumpkins. The kids created watercolor leaves, monster slime and pocket Jack-o-lanterns (made from acorns).

Book Bunch: The theme for book bunch was Fall and we made mosaic fall leaves.

Library Homework Help: We started a new program this session where kids can sign up for some extra encouragement and help with their homework.

Crafternoons: Friday afternoon crafts included beaded fall bracelets, fingerprint trees and collage fall leaves.

Lego Brick Club: We moved Lego Brick Club to Saturdays this Fall. Attendance was OK but we may decide to change how we do this program in order to attract more kids.

Little Goblins Fair: This year we had candy at all the desks throughout the library, two Snoopy games with prizes, a make your own monster craft, and photos with Lou. We had 118 people this year!

Projects: This month Kristen started her job at circulation and the children's room has been short-staffed. We are planning to do some rearranging, swapping the parenting section and the media section in the back corner. The back corner will become a parenting and homeschooling corner. We plan to purchase more books and curriculum type materials for homeschoolers.

Volunteers: Zoe, Harshil, Kelly, and Julia volunteered in October. They are a huge help.

Technical Services – Ann Carle

Training: Chris and Marguerite gave an excellent presentation on Technical Services procedures for the staff training day and gave a tour of the archives room.

Better World Books: Seven discards were accepted this month.

Information Technology – Kate Butler

Online Services: We had 89 songs downloaded and 417 songs streamed from our Freegal downloadable music service. Our numbers are tracking upward as we continue to promote this new service. Our trials of Fold3, containing U.S military records, and Proquest Obituaries, containing obituaries and death notices dating back to 1851, ended November 11th and we are awaiting data on usage.

3D Printing: Plans to order a 3D printer and enclosure from Turn Key Innovations in Merrimack have slowed while we contend with staffing, but we expect to order the printer and enclosure shortly. The Friends of the Library have graciously provided funding for this project.

Equipment: Brian has worked out the issues that prevented us from imaging the new computers ordered for this FY. These have been deployed out to the patrons. However, two have already encountered the 'update loop of doom' so there may be another issue as yet undiscovered. New licenses were purchased for some Chromebook Tablets in the children's room and these will be available to patrons soon.

Phones: There have been ongoing issues with static and seemingly dropped calls. This may be related to some work going on down the road, but it is unclear what is going on. We are monitoring the situation.

Internet DDoS Attack: On October 21, there was a large DDoS attack against a company called Dyn DNS. Huge amounts of internet traffic on the East Coast and Northern Europe were affected, including some of ours. Staff conducted circulation functions offline until the situation was resolved.

Visitor count: We averaged 297 visits per day in October. Our highest count was 455 on Tuesday, October 11th, and our lowest was 188 on Saturday, October 1st. We recorded 7,438 visitors for October 2016.

Building Maintenance – Bob Gagnon

Royal Dion Carpet Cleaning Co. finished our annual carpet cleaning in the Children's Room on October 2nd. Rymes Oil replaced the old wire between the boiler and the thermostat in the Hills Building on October 3rd. Hampshire Fire Protection services, inspected, and retagged our fire extinguishers on October 24th.

Other

Staff Training Day: Staff Training Day was held for all staff Columbus Day, Monday, October 10th. This year's focus was on team building and information sharing. Each department did a presentation for all staff in the morning. After lunch we had "RML Cinema" of videos produced by other libraries followed by a Library Obstacle Course – "how to" tutorials conducted by Kate – and a tour of our Archives. We finished the day with staff remarks and information sharing.

Hannaford Helps Reusable Bags: The Hudson Hannaford supermarket designated us AGAIN as recipients of proceeds from its Hannaford Helps reusable "Bags for a Cause" for November, which donates \$1 from each bag's sale to a local organization. We were also the recipients in May and September. So far we have received \$185: \$103 in May and \$82 in September. Thank you Hannaford!

Meetings and Staff Development

Oct 10: Staff Training Day

Oct 11: NHLA Executive Board Meeting, Concord (Kristen)

Oct 12: IT meeting (Charlie, Kate, Ann, Brian)

Oct 14: NHLA CHILIS Board Meeting, Concord (Kristen)

Oct: 16-18: NELA Conference, Danvers MA (Betsey, Kate, Vicky)

Oct 25: Department Heads Meeting

Upcoming Events

Nov 23: Thanksgiving Eve – Close at 5:00pm

Nov 24: Thanksgiving – Closed

Nov 25: Day after Thanksgiving – Closed; Hills Memorial Library Open House, 3:00-5:00pm

Dec 3: Pictures with Santa, 9:00am-12:00 noon

Dec 7: Pearl Harbor 75th Anniversary

Dec 15: Budget Committee Meeting, 7:00pm

Dec 24: Christmas Eve (Saturday) – Closed

Dec 25: Christmas Day (Sunday) – Closed

Dec 26: Christmas Holiday – Closed

Dec 28: Red Cross Blood Drive, 1:00pm-6:00pm

Dec 31: New Year’s Eve – Closed

Jan 1: New Year’s Day (Sunday) – Closed

Jan 2: New Year’s Holiday – Closed

Jan 4: “(Not So) Elementary, My Dear Watson: The Popularity of Sherlock Holmes”, NH Humanities Program, 7:00pm-8:30pm

Jan 6: Quarterly Staff Meeting, 8:00am-9:00am

Jan 8: First Sunday opening, 1:00pm-5:00pm

Jan 17: Friends of the Library Meeting, 7:00pm

Feb 4: Deliberative Session, 9:00am

Respectfully submitted,

Charlie Matthews, Library Director