



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 Approved Meeting Minutes For May 17, 2023

Present:

Trustee, Mary Guessferd, Chair
Trustee, Florence Nicolas, Vice-Chair
Trustee, Donna Boucher, Treasurer
Trustee, Erin Henderson, Member-At-Large
Trustee, Karen Bohrer, Member-At-Large
Linda Pilla, Library Director

Excused:

Selectman, Kara Roy

Call to Order: Trustee Guessferd called the meeting to order at 6:00 p.m. and led the pledge of allegiance.

Public Input: None

Reports:

Motion by Trustee Bohrer to approve the Minutes of April 19, 2023. Seconded by Trustee Boucher. All in favor. Motion passed.

Motion by Trustee Henderson to approve the Minutes of April 26, 2023. Seconded by Trustee Bohrer. All in favor. Motion passed.

Correspondence: Thank you letter from Sue Gould expressing her thanks for allowing her to serve on the Board as an Alternate Trustee.

Treasurer's Report: All Trustees have received a copy of this Report. The Zylonis account is up again this month.

Acceptance of Donations:

Motion by Trustee Henderson to accept the sum of \$200 from the GFWC. Seconded by Trustee Bohrer. All in favor. Motion passed.

Liaison's Report: None

Director's Report: See attached.

Friends Report: The Friends met last night and voted to support New Hampshire museum passes again in FY 24. They are planning on scheduling monthly book donation events. Last month's event was very successful.

Department Heads' Meeting: This meeting has been scheduled for May 25, 2023 at 3:30. Trustee Bohrer will attend this meeting.

Old Business:

Job Descriptions: Director Pilla provided the Trustees with several job descriptions and got some feedback for updates.

Assistant Director's job description was discussed and changes were made. Director Pilla will speak with Assistant Director and go over this amended job description and report back to the Trustees with any additional changes.

Youth Services Assistant – PT job description was discussed and changes were made.

Motion by Trustee Henderson to accept the job description for Youth Services Assistant as amended. Seconded by Trustee Nicolas. All in favor. Motion passed.

Pavilion Update: Director Pilla will be meeting with the Lions Club on May 22, 2023 to discuss how to proceed. Director Pilla will report back to the Trustees with her findings.

New Business:

Book Challenge: Director Pilla has put together a group of individuals to review the book being challenged. The information provided by these individuals will be organized and Director Pilla will contact the patron challenging the book to participate in the review in order to achieve a successful conclusion to this challenge.

Right to Know Request: Peggy Huard made a request to the Director for accounting paperwork for fiscal year 2022. This information was provided and reviewed. Director Pilla met with her to answer a few questions. This request has been fulfilled. Ms. Huard has additionally requested the Trustees Minutes so she can review them as well. To date, Ms. Huard has not reviewed these Minutes, but they are available for viewing at the library.

Trustee Comments:

Trustee Bohrer: I would like to give a shout out to the Friends of the Library. What a great group. They support our programs and museum passes. I think coming up with a donation date is brilliant and as a Library Trustee, I'm really glad the Friends are active and supporting the library the way they are.

Trustee Boucher: I attended the NHLTA Conference and learned a lot. There were some great workshops I attended. We got to connect with a lot of other Librarians.

Trustee Henderson: I am getting excited because it is May and that means it is almost time for the Summer Reading Program and all the events that go along with that. I would like to see some visits to the school by our Youth Services Librarian. We have some really cool stuff going on this summer.

Trustee Nicolas: The Conference I attended last week was great. It was nice to network and meet other Trustees from different libraries. It's nice to find out what is going on that is impacting our local libraries from laws to social justice and diversity, equity and inclusion. There is a focus on all libraries across the state of New Hampshire to make everyone feel welcome and included. Thank you Linda for the great job you are doing as Director.

Trustee Guessferd: I also went to that Conference and it was enlightening. I learned a lot. That was really useful. Summer Reading is coming up so please keep an eye out for the brochure and the signups because they fill up quick from children to adults. The staff has been wonderful. Read a book.

Next meeting is scheduled for June 21, 2023

Future Agenda Items:

- Director's Evaluation
- Policy Update
- Hills Building Update

Consideration to enter into Non-Public Session.

Motion to enter into Non-Public Session at 7:10 p.m., in accordance with RSA91-A:3 II (a), the dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her, unless the employee affected (1) has a right to a public meeting, and (2) requests that the meeting be open, in which case the request shall be granted.

Roll Call Vote

Trustee Henderson - Yes
Trustee Boucher – Yes
Trustee Guessferd – Yes
Trustee Bohrer – Yes
Trustee Nicolas – Yes

Returned to Public Session at 8:30 p.m.

Motion by Trustee Bohrer to seal the Non-Public Minutes of May 17, 2023. Seconded by Trustee Henderson. All in favor. Motion passed

Roll Call Vote

Trustee Henderson - Yes
Trustee Boucher – Yes
Trustee Guessferd – Yes
Trustee Bohrer – Yes
Trustee Nicolas – Yes

Meeting adjourned at 8:31 p.m.

Respectfully submitted,

Terri Cicia
Reporter
Rodgers Memorial Library

Rodgers Memorial Library Director's Report

Activities for April 2023

Director Pilla was away on vacation for the first two weeks in April. Assistant Director Victoria Sandin managed the staff and building during her absence.

Rebecca Berezin handed in her notice on April 24, 2023. Her last working day was May 10. She started at RML as a part-time library assistant in the Children's Room in October 2018, moved to a full-time position in June 2019 and has made a substantial contribution to our youth (and more recently adult) programs ever since. We will surely miss her cheerful demeanor and "can do" attitude. Rebecca has been offered a full-time position at Leach Library in Londonderry, NH. We wish her every success.

Hudson SAU81 has gone out to bid for a repaving job that will include the parking lot behind Hills Memorial Library. The job is tentatively scheduled for FY24 - either late July or early August.

Director Pilla will meet with the Hudson Lions Club on Monday May 22, at 5:30PM to discuss the Pavilion project.

Activities for the Library Director in April 2023 included:

- Participated in monthly NHLA Executive meeting

- Participated in the monthly GMILCS Board meeting

- Led the monthly Mystery Lovers Book Club

- Met with the GMILCS Formula Group

- Met with representatives from Hudson Police Department to discuss National Night Out 2023

- Participated in Chamber of Commerce early morning networking event

- Took an online Primex Course – FMLA - Understanding the Family Medical Leave Act

- Took an in-person Primex Course - HR for the non-HR person

- Participated in ULAC meeting at New Hampshire State Law Library

Programming Report - Tanya Moesel and Rebecca Berezin

PROGRAMMING REPORT SUMMARY	<i>Events</i>	<i>Participants</i>	<i>Average</i>
Adult Programming Totals	31	334	11
In-person programming	26	248	10
Passive programming	3	82	27
Virtual programming	1	2	2
Outreach	1	2	2
Children's Programming Totals	34	1414	116
In-person programming	27	912	34
Passive programming	7	502	82
Virtual programming	0	0	0
Outreach	0	0	0
Tween/Teen Programming Totals	9	87	21
In-person programming	6	48	8
Passive programming	3	39	13
Virtual programming	0	0	0
Outreach	0	0	0
School Outreach Totals	3	130	43
In-person programming	3	130	43
Passive programming	0	0	0
OVERALL TOTALS	77	1965	26

ADULT/ALL AGES PROGRAMMING

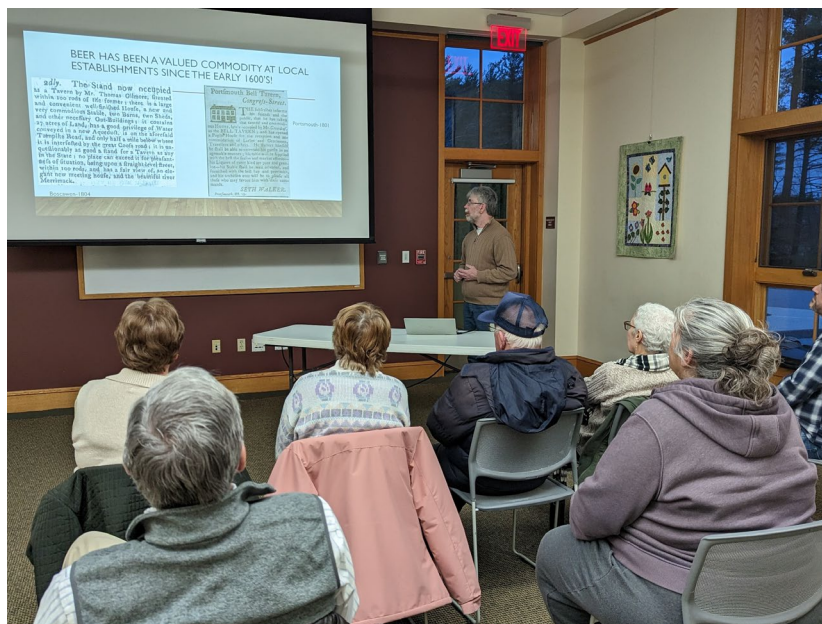
This month's adult book displays focused on autism awareness, Holocaust remembrance, poetry, Paul Newman, and trains, plains, and automobiles. Books & Booze was moved from a Monday to a Tuesday due to Becca having covid. It was still a fun discussion though! Cookbook Club has continued to grow in popularity and deliciousness since we rebooted it back in November 2022.

This month's cookbook was so popular that some people bought it and others requested it again after the event was done. Attendance was low for Brewing in NH but it could have been due to the fact that it happened during Holy Week. The virtual program on Chagall also had low attendance but we think that's due to patrons not receiving a reminder email, for some reason. Marissa did an amazing job leading Adult Paint Night and we have already had requests that she do it again. Chess Club and Dungeons & Donuts have both become popular intergenerational programs.

Program # of events	Target Age	Participants (average)	Description
In-Person Programs		26 events, 248 Total	
Stitchers Group 4 events	Adults	35 (9 average)	People come in to share their ideas, chat, and work on their current projects. <ul style="list-style-type: none"> ● 4/7: 4 participants ● 4/14: 12 participants ● 4/21: 11 participants ● 4/28: 8 participants
Dungeons & Donuts 5 events	All ages	45 (9 average)	Patrons of all ages come to the library to play Dungeons & Dragons and eat delicious donuts. <ul style="list-style-type: none"> ● 4/1: 9 participants ● 4/8: 10 participants ● 4/15: 6 participants ● 4/22: 13 participants ● 4/29: 7 participants
Introduction to Knitting 4 events	Adults	33 (8 average)	Staff member Vicky teaches patrons how to knit. <ul style="list-style-type: none"> ● 4/4: 7 participants ● 4/11: 9 participants ● 4/18: 8 participants ● 4/25: 9 participants
Books & Booze (4/4)	Adults	14	"The Charm Offensive" by Alison Cochrun (LGBT romance)
Brewing in NH: A History (4/5)	Adults	8	The Friends of the Library and NH Humanities sponsored presenter Glenn Knoblock to come discuss a history of brewing in NH.
Evening Book Discussion (4/6)	Adults	10	"Hester" by Laurie Albanese (<i>Scarlet Letter</i> adaptation)
Cookbook Club (4/11)	Adults	18	"The Mediterranean Dish" by Suzy Karadsheht (cookbook) Patrons each made a different recipe from the cookbook and brought it in to share.

Adult Paint Night (4/12)	Adults	20	Staff member Marissa Sweeney led an adult paint night where everyone painted a spring bird.
Access Wisdom Book Club (4/13)	Adults	7	"How to Keep House While Drowning" by KC Davis (self-help)
Mystery Lovers Book Club (4/17)	Adults	13	"The Thursday Murder Club" by Richard Osman (mystery)
Genealogy Club (4/14)	Adults	11	Outside presenter Gerry Savard discussed strategies and hints for researching French-Canadian ancestors.
Afternoon Book Group (4/18)	Adults	11	"The Seven Imperfect Rules of Elvira Carr" by Daisy Greville, Countess of Warwick (coming-of-age fiction)
True Crime Podcast Club (4/19)	Adults	5	We listened to six selected episodes of Casefile.
Guitar Improv Workshop (4/22)	Adults	5	Local musician Neil Santos teaches a workshop on guitar improvisation.
Chess Club (4/25)	All ages	7	Patrons came to the library to play chess and meet new opponents.
Candy Poker (4/27)	Adults	6	Patrons played Texas Hold 'Em poker for candy.
Passive Programs		3 events, 82 people	
Monthly Book Raffle	Adults	40 entries	Daisy Jones and the Six by Taylor Jenkins Reid
April Fool's Book Raffle	Adults	20 entries	Staff member Barbara Boucher created a fun Paul Newman gift basket raffle for April Fool's Day.
Model Expo	All Ages	22 entries	Patrons offered models to display in Memory of our friend, Duane King.
Virtual Programs		1 event, 2 Total	
Marc Chagall: Joy, Color, and a Celebration of Jewish Culture (4/17)	Adults	2	Presented by Jane Oneail. This program is part of the Culturally Curious series done in collaboration with other GMILCS libraries.

Outreach		1 event, 2 Total	
Button Up New Hampshire (4/11)	Adults	18	A workshop for residents on how to improve their home's energy efficiency provided by the Hudson Sustainability Committee (HSC).



CHILDREN'S PROGRAMMING

Bustling as always, especially during April vacation. We offered only a few extra programs during April vacation because we were short staffed between professional development

opportunities and staff vacations. Marissa really stepped up while Tanya was away at a conference and ran her own programs plus Tanya's. We've heard nothing but positive feedback about programming. Wildlife Encounters was a big hit as always. We were blessed to have the weather cooperate for an outdoor event in April. Our regular program numbers have stayed fairly steady in spite of warmer weather.

The Friends of the Library have been very generous. They donated a storytime rug that we used for storytimes and school visits. They also donated water tables and money toward our storywalk and summer challenge prizes. We are so blessed to have so much support from this group!

Tanya applied and was selected to attend the New England Library Leadership Symposium (NELLS): Mid-Career Leadership Program. She was also awarded a scholarship based on her hard work, dedication to library services, and demonstrated leadership. The conference was held at the Von Trapp Family Lodge in Stowe, Vermont. Twenty-four libraries were selected from 70+ applications. They spent the week learning about project management, diversity, equity, inclusion, building successful teams, communication, advocacy, and other leadership skills. Tanya's biggest takeaway was learning the importance of crafting an appropriate mission and vision and how to use it to prevent scope creep. Every time we have a new great idea, we need to ask "does this fit our mission?" If it does, then we ask "if we say yes to this, what do we have to say no to?" Another important takeaway was learning to communicate by thinking about what behavior you want BEFORE crafting your message.

We are taking a break from regular programming for the month of May. We do have a farm storytime planned for May 9th at Alvirne Farm. Suzanne Roark is excited to be working with us again. She and her students will show off the calves and give a tour of the working farm to families after a songs and stories with Ms. Tanya. We have also planned a few collaborative art projects that we will use to decorate the library for our "All Together Now" summer reading theme. Tanya and Marissa will spend May 22-June 9th visiting schools. We were invited to visit each class (K-5th) during their library time to read a story, create art to decorate the children's room, and promote summer events and resources at the library.

Program # of events	Target Age	Participants (average)	Description
In-Person Programs		27 events, 912 Total	
Wildlife Encounters April Vacation 4/26 Wednesday 1:30	Families	201 people	Wildlife Encounters brought 7 live animals for families to learn about on the library lawn.
Pokemon Club April Vacation 4/25 Tuesday 1:00	Grades K-4	20 people	Play the game, trade cards, create themed art.
Homeschool Bensons Walk	Homeschool Families	3 people	Look for signs of spring in Benson Park
Adventurers Preschool Storytime Tuesdays @ 10 5 events	3-5 with caregiver	148 people (average 30)	Songs, stories, and an activity with Ms. Tanya. <ul style="list-style-type: none"> • Sheep 33 • Eggs 36 • Seeds 23 • Bunnies 28 • Flowers 28
Movers & Shakers Wednesdays @ 10 5 events	1-3 with caregiver	345 people (average 35)	Songs, story, bubbles, and movement with Ms. Tanya.. <ul style="list-style-type: none"> • 36, 41 total 77 • 32, 39 total 71 • 30, 30 total 60 • 37, 32 total 69 • 30, 38 total 68
Curious Kids Thursday @ 10 5 events	2-5 with caretaker	114 people (average 23)	Sensory playtime; three centers with various activities <ul style="list-style-type: none"> • Flying rocketship 16 • Egg puffy paint 32 • Easter Craft 16 • Earth Day activities 11 • Ice Volcanoes 39
Fab Lab Thursday @ 6 5 events	Grades K-5	47 people (average 9)	Activities for elementary kids. Some parents like to participate too. <ul style="list-style-type: none"> • Foil Embossed Trees 8 • Wooden Pank Towers 12 • Grass head Planter 16 • Earth Day Torn Paper 7 • Lego Bridges 4
Songs & Snuggles Friday @ 10 4 events	Birth-1 with caretaker	34 people (average 9)	Songs and playtime <ul style="list-style-type: none"> • 9 • 7 • 8 • 10

			•
Passive Programs		7 programs, 502 Total	
Take & Make 5 projects	Preschool & early elementary	467 people	Bagged craft to do at home. Ramadan 80 Bunny 80 Duck 100 Tulip 78 Mario Bros Headband 129
Battle of the Books	All Ages	23	Patrons voted for their favorite picture book. The Book With No Pictures by B.J. Novak won in our first battle of the books.
Impromptu Water Play	Preschool	12	Tried out our new water tables from the Friends of the Library on an unseasonably warm day.
Virtual Programs		0 Total	
none			
Outreach		0 event, 0 Total	
none			



TEEN/TWEEN PROGRAMMING

April's teen display was poetry themed and circulated quite well. Teens really enjoyed the t-shirt tote bag craft and the s'more and horrors movie activity. They have specifically asked to do another horror movie and s'more event sometime in the future. Anime club has its own dedicated group of teens who come every week. Our manga collection continues to be popular and Becca has spent a lot of time growing it. Teens continue to come to the library for snacks and capri suns as well as use it as a place to hang out and game. A core group of teens likes to use the library's switch as a resource while they are here. It might be worthwhile to add a switch and PS5 to the

library of things for people to check out. Tween programs seem to be on the uptick, with last month's 3D printing program and this month's Earth Day activity bringing in more than usual.

Program # of events	Target Age	Participants (average)	Description
In-Person Programs		6 events, 48 Total	
Teen Anime Club 2 events	Grades 8-12	11 people (6 average)	Teens hang out, watch anime, and eat ramen. <ul style="list-style-type: none"> • 4/13: 5 participants • 4/20: 6 participants
Teen Craft: T-Shirt Tote Bags (4/6)	Grades 8-12	13	Teens made tote bags out of t-shirts and decorated them.
Teen Scene: S'mores and Horrors (4/10)	Grades 8-12	14	Teens watched "A Quiet Place" (PG-13) and ate s'mores made in the convection oven.
Teen Cosplay Meetup and Pizza (4/21)	Grades 8-12	5	Teens dressed up in cosplay, ate pizza, decorated canvases, and discussed their favorite anime.
Tween Earth Day Activity (4/19)	Grades 4-8	5	Tweens made seed bombs and a special Earth Day snack.
Passive Programs		3 events, 39 Total	
Dino the Therapy Dog (3 events)	All ages	39 (13 average)	Dino the Saint Bernard greets teens and other patrons at the library. <ul style="list-style-type: none"> • 4/5: 16 participants • 4/11: 11 participants • 4/19: 12 participants
Virtual Programs		0 Total	
None			
Outreach		0 Total	
None			

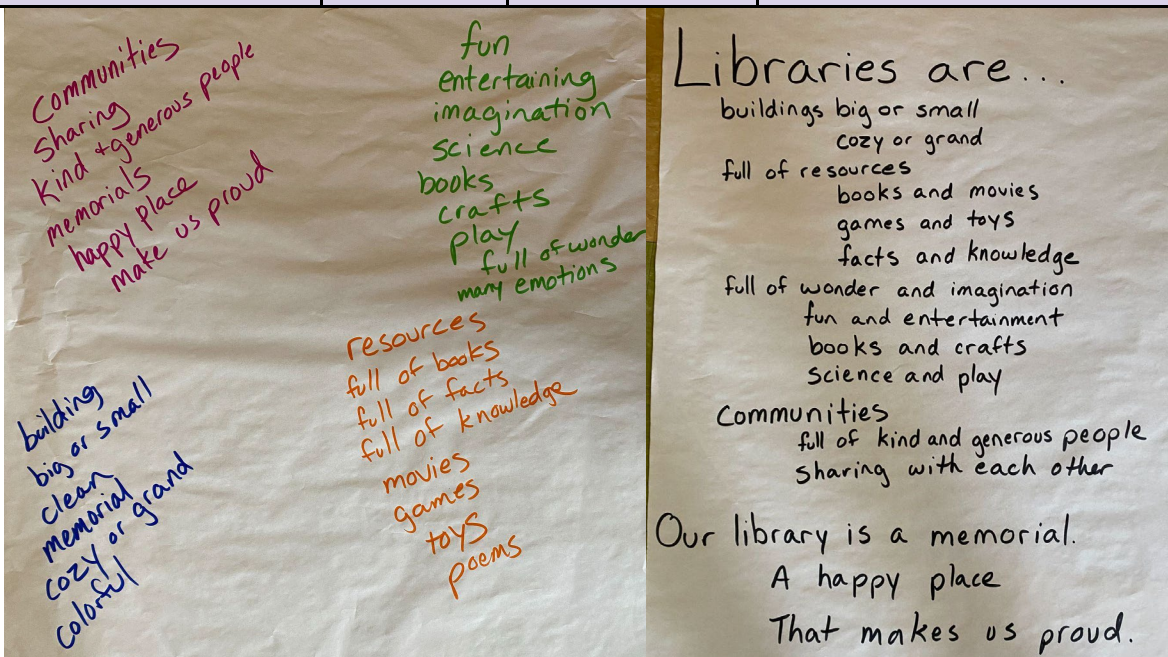


SCHOOL OUTREACH

Second grade classes from Hills Garrison School 2nd grade had so much fun doing crafts with us this winter, they asked if they could come to the library for National Poetry month. We hid poems around the children’s room and students had to find them, read them, then complete a corresponding activity. We had to crab walk for a crab poem, beat a drum for a woodpecker poem, make shadows for a shadow poem, and more. Then we worked together to brainstorm ideas for a collaborative poem. Miss Tanya took everyone’s ideas into a poem titled “Libraries Are...”

Program # of events	Grade	Participants (average)	Description
In-Person Programs		Total	
Poetry Party	Hills Garrison School	120 participants	Second Grade classes visited RML to listen to Ms. Tanya read poetry and go on a poetry

	2nd		scavenger hunt. They also contributed to our collaborative poem titled "Libraries Are..." <ul style="list-style-type: none"> • 4/18 Provencher & Ferrante 40 • 4/19 Forrest & Pindari 40 • 4/20 Forrence & Dodge 40
Passive Programs			0 Total
None			
Virtual Programs			0 Total
None			



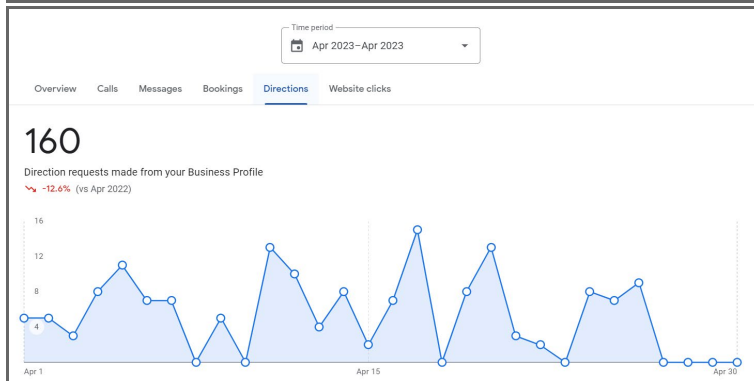
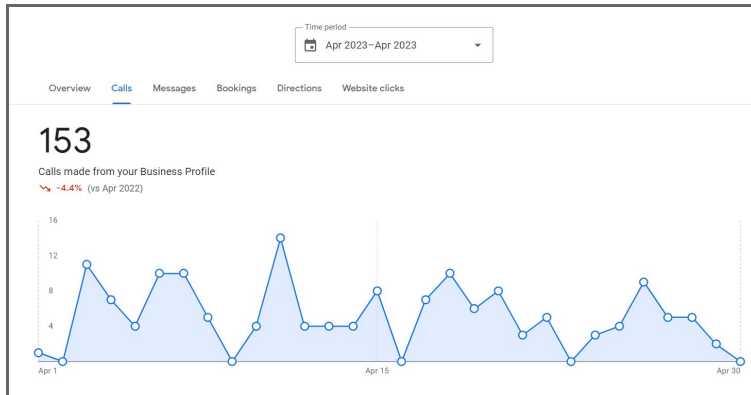
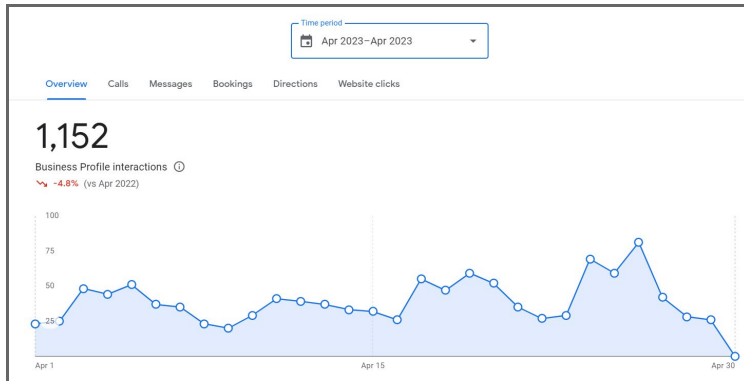
Information Technology & Technical Services Report: Victoria Sandin

Routine Tasks

Google Search

- From Google Business: Performance.
- NOTE: Google Business has changed how it delivers and displays its data. See information below, which includes a description of each category.

Business Profile Interactions:





Interactions are when people

- Call,
- Message,
- Book a space,
- Ask for directions and more from our Business Profile on Google.

Unfortunately, the **Business Profile Interactions** (BPI) graph above cannot display the numbers in a static list format. You would need to sign into our Google Business account to view how many users located information on a given day by hovering your mouse over that day.

Rodgers's BPI interactions comparison to last year at this time:

BPI (Overall): - 4.8%

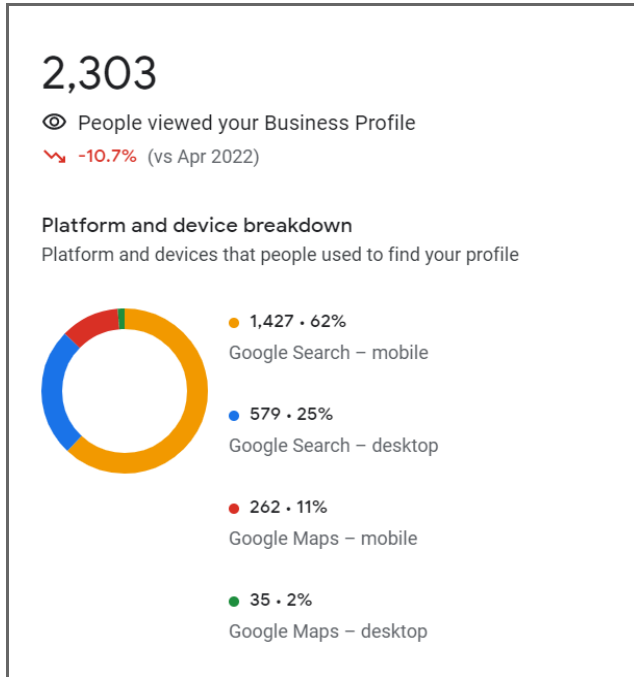
Calls: - 4.4%

Directions: - 12.6%

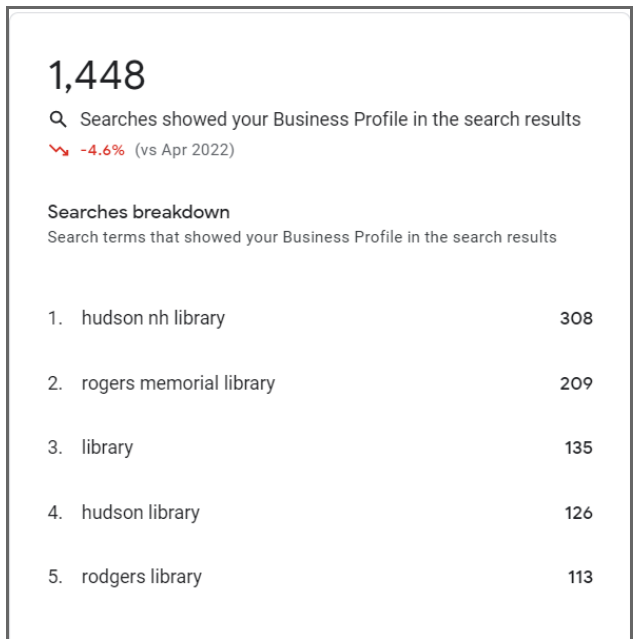
Website clicks: - 3.2%

➡ **Analysis:** There is a marked decrease in all areas of searching interaction. This is due to Google changing its search criteria; before February 2023 Google counted each individual impression (i.e., visit/search/interaction), regardless of whether or not they were conducted by one user or several users. **Google now counts multiple visits/searches/interactions, etc. by one user as one impression. So, if a user visited our website multiple times in one day, these are counted as one impression.**

Business Profile Views (see next page for description of Views and Searches)



Business Profile Searches



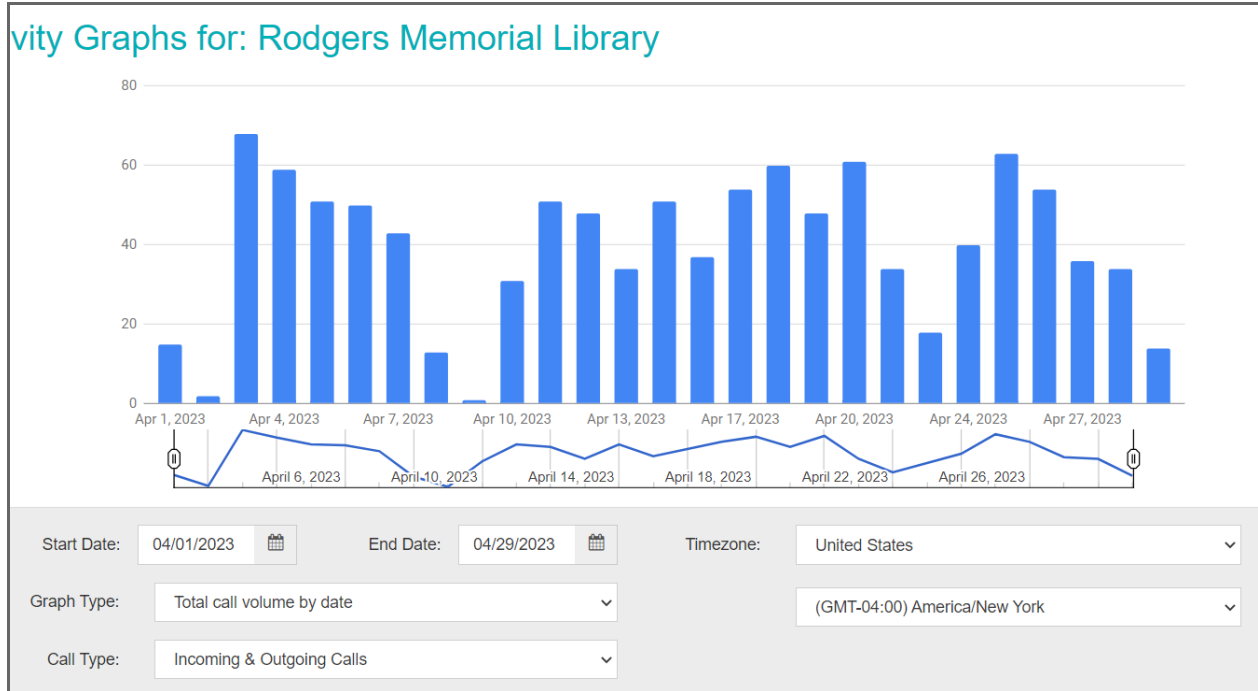
Views show how many people saw our Business Profile on Google Search or Maps. **Views are up +0.6% from this time last year.**

Searches show the terms people used that returned our profile in the results. **Searches are up +0.9% from this time last year.**

Website

- There were **14 changes** to the website in April 2023.

Telephone Calls



- Incoming - 736
- Outgoing - 334
- **Total - 1,070**

Technology Tickets

- We responded to **17 requests** for IT help from staff

Library H3lp (chat program)

- **12 chats** using the website Chat app.

Additional Tasks

- Set up the Point of Sale (POS) system Square to process credit card transactions.

May Projects

- Chris and Vicky will receive training from Angela Brown at Amherst Library on May 10.
- Send Summer Events brochure to be professionally printed, along with Bingo cards and possibly the Library Hop "passport."
- Order more items for Library of Things.
- Order extra iPad for POS Square for either Children's Room or Circulation.
- Acting Director while Linda is away on vacation May 3 - 5.
- **Vicky on vacation May 23 - June 9.**

Technical Services

- Better World Books: **26**
- Changes to GMILCS items: **1836**
- Mending: **211**
- Withdrawals: **115**

Reference Report - Mark Stawecki

MUSEUMS

We had a significant increase during the last week of the month since it was school vacation week. The NE Aquarium tends to be checked out nearly every day during these weeks. It didn't get as many checkouts as Zoo NE this time (13 vs. 16 checkouts.) Overall, there were 93 reservations and 69 checkouts, a good increase since March. 24 were not checked out, however. It would be interesting to know how much weather may have been a factor.

A patron had tried to pick up a pass early, stating the policy didn't say that he couldn't do so. Vicky and Mark updated verbiage on the website and MuseumKey to reflect this.

SOCIAL MEDIA

Rodger That! - Google Analytics shows 97 users for an average viewing duration of about 12 seconds, 101 sessions. No significant additions to content.

YouTube - We have 69 subscribers, same as last month. There were 533 views total, watch time 7.8 hours.

· Two new uploads:

- A video filmed by HCTV promoting monthly events.
- A promo video for Dino the Therapy Dog

Facebook - Total followers were 1,646. Very slight fluctuations. There were 27 posts. The post with the most Engagement at 171 was the first picture of the Duane King Memorial Expo.

Twitter - We lost three followers in April, current total of 574 followers. This number is holding fairly steady. 301 Profile Visits. 16 tweets total. The top tweet with 57 impressions was picture of the Duane King Memorial Expo.

Instagram - 260 followers. 12 posts in April. 214 accounts were reached, 56 engaged.

GENEALOGY - The event was in-person for "Strategies and Hints for Researching Your French-Canadian Ancestors" by Gerry Savard. 11 people attended. At this point, higher attendance is occurring more virtually. It's nice to have people in the building, but in-person doesn't draw the crowd it once did since COVID.

OTHER - Candy Poker seems to have developed a core group of players of about five. Mark completed his CloudLibrary for desktop video tutorial.

Circulation Department - Dana Benner

Circulation:

	April 2023	March 2023	Increase/Decrease		April 2022	Increase/Decrease
Adult	2,478	2,874	14%		1,607	54%
YA	276	361	24%		277	no change
Children's	3,302	3,912	16%		2,639	25%
Tween	339	350	3%		231	47%
TOTAL	6,395	7,497	15%		4754	35%

- Foot Traffic was 5,798, down 8.6% from March 2023.
- We issued **72** new patron cards in April. Total active patrons stands at 2,401
- We had **6** patrons utilizing our Books by Mail program.

Downloadable eAudiobooks, eBooks, and ePeriodicals

	April	March	Percent Change
eAudiobooks	944	964	-2%
eBooks	615	588	-4.6%
ePeriodicals	50	96	-48%

Notary Service(s): 19

Hours: The library was open **228** hours during April.

Interlibrary Loan

COMPARISON BETWEEN		April 2023	March 2023	Percent Change

March 2023 and February 2023				
Materials requested by Hudson patrons	Requested	109	186	-41%
	Filled	106	125	-15%
	Percent filled	2.8%	33%	
Materials lent by RML to other libraries	Requested	87	88	-1.1%
	Filled	70	81	-14%
	Percent filled	20%	8%	

Respectfully submitted,

Linda Pilla
Library Director