



TOWN OF HUDSON

Library Board of Trustees



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Hudson Library Board of Trustees Approved Public Meeting Minutes For March 20, 2024

Present:

Trustee, Mary Guessferd, Chair
Trustee, Erin Henderson, Vice Chair
Trustee, Karen Bohrer, Treasurer
Trustee, Lisa Weber
Trustee, Margaret St. Onge
Linda Pilla, Library Director

Excused:

Selectman, Kara Roy

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

Election of Officers:

Motion by Trustee Henderson to elect Trustee Mary Guessferd as Chair. Seconded by Trustee Weber. All in favor. Motion passed.

Motion by Trustee Bohrer to elect Trustee Erin Henderson as Vice Chair. Seconded by Trustee St. Onge. All in favor. Motion passed.

Motion by Trustee Henderson to elect Trustee Karen Bohrer as Treasurer. Seconded by Trustee Weber. All in favor. Motion passed.

Public Input: None

Reports:

Motion by Trustee Bohrer to accept the Public Minutes of February 28, 2024. Seconded by Trustee Henderson. All in favor. Motion passed.

Motion by Trustee Henderson to accept the Non-Public Minutes of February 28, 2024. Seconded by Trustee Bohrer. All in favor. Motion passed.

Correspondence: Director Pilla received an invitation to the Chamber of Commerce Dinner scheduled for April 2, 2024. Director also received NHLTA information regarding the conference scheduled for June 5, 2024 in Concord, NH. Director will forward email to Trustees.

Treasurer's Report: Both Director Pilla and the Bookkeeper presented the Treasurer's Report to the Board. All funds are being spent in a financially responsible manner.

Acceptance of Donations: None

Selectman Liaison's Report: None

Director's Report: See attached.

Friends Report: The Friends have voted to continue their support of New Hampshire Museum passes, Summer Reading Program and the maintenance of the story walk. They will be having a meet and greet in April. There was a great turnout at the last book sale. Thank you to those who donated books. The Friends are going to donate a gift basket for the RML 15th birthday party. Thank you to the Friends for all you do for RML.

Department Heads' Meeting: The Department Heads meetings have been scheduled for March 28 and April 11, 2024 at 3:30 p.m.

Old Business:

Hills Building Update: No progress has been made on this topic in the last month. Director requested approval from the Trustees to reimburse the Building Fund ending 1182 for expenses incurred to fix the Hills Building room in the amount of \$2,550 using appropriated funds.

Motion by Trustee Bohrer to approve the use of appropriated funds to reimburse TD Bank account ending 1182 for the Hills Building roof repairs in the amount of \$2,550. Seconded by Trustee Henderson. All in favor. Motion passed.

New Business:

By-laws Review: The Trustees did an annual review of the By-laws. Edits discussed will be made and presented to the Trustees at the next regular meeting for acceptance.

Trustee Meeting Calendar: The Trustees have set the new meeting calendar as follows:

April 17, 2024	October 16, 2024
May 22, 2024	November 20, 2024
June 12, 2024	December 18, 2024
July – No Meeting	January 15, 2025
August 21, 2023	February 19, 2025
September 18, 2024	March 19, 2025

Policy for Filling Trustee Vacancies: Trustee Guessferd presented a draft of this policy to Trustees. Trustees Guessferd and Trustee Bohrer will make additional edit that were discussed. This policy will be presented to the Trustees at the next regular meeting for acceptance.

15th RML Birthday: The party has been scheduled for June 15, 2024. The Trustees will donate a gift basket for the celebration to be raffled off. Advertising will begin in April. The BOS, Rodgers family and town committees will be invited. Trustee St. Onge suggested the school librarians be invited.

NHLTA Resources: Director received NHLTA information regarding the conference scheduled for June 5, 2024 in Concord, NH. Director will forward email to Trustees. Director Pilla will help new Trustees obtain membership.

Acceptable Use Policy for Hills Building: Director Pilla will work with Trustee Bohrer to tighten up this policy. This policy will be presented to the Trustees at the next regular meeting for acceptance.

Trustee Comments

Trustee St. Onge: I am so excited to be here. It looks like I have a lot of reading to do to catch up and understand everything. I'm thrilled to be here and participate in so many of the library programs and I hope everybody else does as well.

Trustee Weber: Thank you to everyone who voted for Margaret and I. I'm so excited to be a Trustee. Just reading the Director's Report, I am in awe of how the social media and the library cards go up every month. I can't get over it. I think that's great. Thank you.

Trustee Henderson: I want to congratulate both Margaret and Lisa for their appointments to the Board. It's almost Summer Reading which is so exciting. I can't wait to see what the staff comes up with. They always outdo themselves.

Trustee Bohrer: Congratulations to both Margaret and Lisa on your election to the Board of Trustees. I would like to ask the rest of you if you received an email this week from the Library Trustees' Forum and is someone going to respond?

Trustee Guessferd: I want to welcome you both formally to the Board. I think you will both be great additions to the Board. The energy you both bring will really be helpful as well. Thank you Donna for all you have done for us as a Trustee. You were invaluable in so many ways. I am looking forward to the next year. I think we have a lot to work with. We have an amazing library and staff who have wonderful ideas. The only thing we need to do is make sure we don't hold them back.

Future Agenda Items:

Next Meeting scheduled for April 17, 2024

Motion by Trustee Bohrer to enter into Non-Public session in accordance with RSA 91-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 and RSA 91-A:II(c) Matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of this Board, unless such person requests an open meeting. This exemption shall extend to include any application for assistance or tax abatement or waiver of a fee, fine or other levy, if based on inability to pay or poverty of the applicant.

Roll Call Vote:

Trustee Guessferd – Yes

Trustee Henderson – Yes

Trustee Weber - Yes

Trustee St. Onge – Yes

Trustee Bohrer – Yes

Returned to Public session at 7:50 p.m.

Meeting adjourned at 7:51 p.m.

Respectfully submitted,

Terri Cicia

Recorder

Rodgers Memorial Library

Rodgers Memorial Library Director's Report

Activities for February 2024

February was a busy month. VITA Tax Assistance continues to help dozens of people every day they are at the library. Children's programming was hugely popular and our book groups are very well attended. The number of "Take and Make" crafts indicates the volume of people who are going into the Children's Room and collecting those take home crafts. That number is reflected in our passive program numbers.

The town deliberative session was held on February 3. The Director attended along with two trustees. No specific questions were brought for us to answer and we had no special warrant articles this year. Since writing this report the town meeting has taken place and we found that the town budget has passed again this year.

One of the biggest challenges RML has faced early this year has been staff health issues. Since the beginning of 2024 we have seen a substantial increase in sick time used (almost three times the amount used compared to this time last year). The majority of the sick time used has been from full-time employees facing serious health issues. This has resulted in our needing to support each other by filling shifts (sometimes with very short notice) so that we can continue to offer our usual great customer service. We currently have 2 staff members making use of FMLA with an additional two more who I believe WILL qualify. Part of my responsibility, as the local supervisor, is to notify town hall if I have an employee who is eligible for FMLA and would currently benefit from being able to use it. FMLA is a struggle for us as we have only 22 library employees. However, as a department of the Town of Hudson, we have the same responsibility as any corporate employer with more than 50 employees, to make FMLA available as needed.

The first committee meeting for the library's 15th birthday party was held last week. The theme of the party is going to be a Quinceanera! Linda met with representatives of the Latino community to make sure that we represent the event appropriately. The committee is extremely excited and very motivated to educate us in a really fun way in all aspects of the Quinceanera.

Early planning for Summer Reading Program 2024 is underway. The theme this year is ADVENTURE BEGINS AT YOUR LIBRARY! Tanya and the Youth Services team are hard at work planning the events for the children. Carrie Loring is planning the events for adults.

Linda and Victoria will be away from April 3-5, 2024 at the PLA Conference in Columbus, OH.

Activities for the Library Director in February 2024 included:

- Regular IT meeting
- Town of Hudson Deliberative Session
- GMILCS meeting
- Candidates' Night
- Urban Library Directors meeting - Concord State Library
- Regular Programmer's Meeting
- Department Heads meetings
- Led the Mystery Lovers Book Club

PROGRAMMING REPORT - Tanya Moesel

with Carrie Loring and [Marissa Sweeney](#)

PROGRAMMING REPORT SUMMARY	Events	Participants	Average
Adult Programming Totals	23	328	14

In-person programming	18	207	12
Passive programming	3	111	37
Virtual programming	2	10	5
Outreach			
Children's Programming Totals	26	1,449	56
In-person programming	24	798	33
Passive programming	2	651	325
Virtual programming	0	0	0
Outreach	0	0	0
Tween/Teen Programming Totals			
In-person programming	11	38	3
Passive programming	3	10	3
Virtual programming	0	0	0
Outreach	0	0	0
School Outreach Totals	0	0	0
In-person programming	0	0	0
Passive programming	0	0	0
OVERALL TOTALS	49	1,777	36

ADULT/ALL AGES PROGRAMMING

This month we had a few programs with a theme of kindness. Our passive program, Kindness Rocks, was intended for adults but ended up being a hit with all ages. We had a total of 75 rocks (donated by a lovely Hudson resident) and they were all taken by the third week of the month! It was fun to watch patrons have a seat at the table and get creative. Our other Kindness program involved patrons making cards for residents of Fairview Senior Living. We didn't have a huge turnout, but the three ladies pictured below triple-handedly made about 40 cards. Carrie delivered a total of 64 cards which will be distributed to the residents on the first day of spring.

We closed off the month with Jordan Tirrell-Wysocki and his presentation Songs of Emigration, funded by New Hampshire Humanities. Our 44 attendees were thrilled with his performance and look forward to similar programs in the future.



Program # of events	Target Age	Participants (average)	Description
In-Person Programs		events, Total	
Stitchers Group 4 events	Adults	37 people (average 9)	People come in to share their ideas, chat, and work on their current projects. <ul style="list-style-type: none"> • 2/2: 9 participants • 2/9: 11 participants • 2/16: 7 participants • 2/23: 10 participants
Dungeons & Donuts 2 events	All ages	17 people (average 9)	Patrons of all ages come to the library to play Dungeons & Dragons and eat delicious donuts. <ul style="list-style-type: none"> • 2/3: 7 participants • 2/17: 10 participants
Kindness Crafting 2 events	Adults	11 people (average 6)	Create a card to share with a resident of Fairview Senior Living - 64 cards were made! <ul style="list-style-type: none"> • 2/6: 4 participants • 2/7: 7 participants
Rodgers Readers (2/1)	Adults	0 people	Canceled due to sickness
Access Wisdom Book Club (2/8)	Adults	3 people	Certified Life Coach Diane MacKinnon leads this book club highlighting books that help us gain more access to our own wisdom. The Comfort Crisis by Michael Easter
Genealogy Club (2/9)	Adults	18 people	17th-Century Handwriting: Reading Bradford's Journal presented by Robert Cameron Weir
Cookbook Club (2/13)	Adults	0 people	Canceled due to weather

True Crime Podcast Club (2/21)	Adults	7 people	Generation Why!
Mystery Lovers Book Club (2/26)	Adults	17 people	Vera Wong's Unsolicited Advice for Murderers by Jesse Q. Sutante
Afternoon Book Group (2/20)	Adults	9 people	Between the World and Me by Ta-Nehisi Coates
Read 'Em & Eat (2/26)	Adults	16 people	Part of Your World by Abby Jimenez
Benson's Hike: Autumn Edition (2/2)	Adults	0 people	Canceled due to sickness
Songs of Emigration: Storytelling Through Traditional Irish Music (2/28)	Adults	44 people	Through traditional Irish music, Jordan Tirrell-Wysocki shares some of the adventures, misadventures, emotions experienced by Irish emigrants. This program was made possible by New Hampshire Humanities.
Stitchers Circle with Oonagh Williams (2/10)	Adults	20 people	Monthly get-together to stitch/cross stitch, blackwork, embroider, etc.
Characters & Cocoa (2/15)	Adults	5 people	A monthly group for writers to socialize and talk about their craft
Candy Poker (2/22)	Adults	3 people	A monthly game of Texas Hold 'Em Poker
Passive Programs			
Monthly Book Raffle	Adults	26 entries	None of This is True by Lisa Jewell
Random Acts of Kindness Raffle	Adults	10 entries	Fulfill a Random Act of Kindness Tag and enter to win
Kindness Rocks	Adults	75 people	Paint a rock with an encouraging or positive message to take or give away
Virtual Programs			
An Evening with Romance Authors (2/26)	Adults	6 people	Ali Hazelwood, Nikki Payne, and Denise Williams discuss their latest romance novels.
Lessons from Nature on Life, Death, Renewal, and Legacy 2/2(9)	Adults	4 people	Author and photographer Margie Patlak discusses her time of personal loss and the healing that came from her work in nature along the coast of Maine.



CHILDREN'S PROGRAMMING

2/28 Movers and Shakers: PJ Storytime and parachute fun with Bluey and Bingo Stuffys! We utilized the open space that we cleared for the magic show and hosted movers and shakers in the children's programming room.

Magic Fred had an amazing turn out with two hundred and forty people. Wow! It was a very entertaining show; people were dazzled by his tricks and amused by his silly humor! (Mark took photos).

Program # of events	Target Age	Participants (average)	Description
In-Person Programs		24 Events, 798 people	
Curious Kids (4 Events)	Ages 2-6	139 people (27 Average)	Explore fall themed learning centers with your preschool <ul style="list-style-type: none"> ● 2/2 20 ● 2/9 33 ● 2/16 9 ● 2/23 42 ● 2/24 35 (vacation week)
Adventurers Storytime (4 Events)	Ages 3-5	121 People (30 Average)	Join Ms. Tanya for stories, songs, games and activities <ul style="list-style-type: none"> ● 2/6 42 ● 2/13 27 ● 2/20 30 ● 2/27 22 (vacation week)
Movers and Shakers (8 Events)	Ages 1-3	221 People (28 Average)	Join Miss Marissa for stories, songs, games and activities <ul style="list-style-type: none"> ● 2/7 32 27 ● 2/14 22 31 ● 2/21 32 11 ● 2/28 37 29 (vacation week)

Songs and Snuggles (5 Events)	Ages Birth-18 Months	54 people (11 Average)	Join Ms. Tanya for songs, snuggles, and baby free play <ul style="list-style-type: none"> • 2/1 8 • 2/8 14 • 2/15 12 • 2/22 18 • 2/29 2 (vacation week)
Elementary Craft -Clay Creations	Grades 1-5	8 people	Join Miss Marissa to make something with clay
Paper Bouquets	Grades K-5	15 people	Make a Paper bouquet for someone you love
Magic Fred	All Ages	240 people	Magic Tricks, Jokes, and lots of fun!
Passive Programs		2 programs, 651 Total	
Take & Make Crafts	Preschool & early elementary	615 projects	Prepared crafts to do at home <ul style="list-style-type: none"> • Jellyfish 40 • Valentine Fish 77 • Dino coloring pg 49 • Bear color by # 30 • Dog Heart craft 29 • Pizza 56 • Sunflower 102 • Mouse 67 • Slime 1 • Sports 50 • Mr. Rodgers 60 • Sheep 55
Scavenger Hunt	Everyone	36 people	Black History Month 15 Quotes

TEEN/TWEEN PROGRAMMING

Program # of events	Target Age	Participants (average)	Description
In Person Programs		11 events, 38 Total	
Teen Hangout (8 events)	Ages 13-18	32 people (4 Average)	Teens can come hang out at the library and do the weekly activity <ul style="list-style-type: none"> • 2/1 Popcorn & Ping Pong 2 tweens • 2/6 Hangout 8 people • 2/8 Hangout 5 people • 2/13 Hangout 7 people • 2/15 Clay 6 people • 2/20 Hangout 2 people • 2/22 Smash Bros 2 people • 2/29 Movie 0 people

			(vacation week)
Tween Free Paint	Grades 4-8	3 Teens	Paint on canvas, coasters or glass picture
Tween 3D Printing	Grades 4-8	2	Learn to use tinkercad to create keychain, pencil cup holder, etc. and we will print it with our 3D Printer
Tween Fandom Club: Button Making	Grades 4-8	1	Share your passions and make buttons
Passive Programs			3 events, 10 total

REFERENCE REPORT - Mark Stawecki

Museums

School vacation week was at the end of the month, which greatly increased circulation. In fact, Mark had to put in another order for passes to The Butterfly Place. Because of changes in MuseumKey settings, staff had to be particularly careful of double-bookings. One occurred for the NE Aquarium, but it did not cause a problem.

Linda had received a promotional letter from the Canterbury Shaker Village and had asked Mark to take another look. We had tried them before but ended up canceling due to low circulation. Mark didn't see anything compelling enough to indicate passes would circulate any better than before.

The NE Aquarium was the only organization in double digits at 11 checkouts. The Museum of Science and the Children's Museum of New Hampshire were the next two most popular at 9 and 8 respectively.

Social Media

Rodger That! Google Analytics shows 117 users for an average engagement time of 31 seconds. One new book review was added: "Last Action Heroes."

YouTube We have 87 subscribers, two more than last month. There were 694 views total and about seven hours of watch time. One new video was added: a promo of events filmed at HCTV.

Facebook 1,752 followers, six more than last month.; 2 posts; The posts with the most Engagement at 126 was a video clip of Magic Fred.

Twitter 581 followers, one more than last month; 14 tweets including reposts; The tweet with the most Impressions at 33 was a post about upcoming events.

Instagram Five posts; 312 followers (gained seven); 25 accounts engaged

Genealogy

The event was virtual for "17th Century Handwriting: Reading Bradford's Journal" by Robert Cameron Weir. 18 people attended, which is standard for a virtual event. There were no genealogy requests.

Non-Library Programs

GROUP	DATE	ATTENDANCE
GS 59012	Feb 6th. and Feb 20th	13, 14
GFWC	Feb 7 th	10
Rotary Club	Feb 8 and Feb 18 th	18, 18
Hudson Democrats	Feb 8 th	9
Hannah Dustin Quilt Guild	Feb 21 st	13
Tree Street Solutions	Feb 29 th	20

Total attendance = 83 plus Tree Street attendance

Study Rooms	80 instances, 147 attendees Unable to Book = 4, Bumped = 1
Study Carrels	36 instances
Patron PCs	268 total (99 of which were Guest users)

Tree Street Solutions was booked by Linda for a Hudson Police Department training event.

Other

The first month of taxes went smoothly for the most part. We did have to stay a little late on the first Saturday. This year the last appointment on a Saturday was 11am, earlier than other years. VITA also set up a waiting area in the community room, which has helped keep the lobby from being crowded. Mark scheduled at least 83 appointments himself in February.

IT/Tech 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 (BP) Interactions (vs. February 2023)

Interactions are when people: Call, message, and/or ask for directions and more from our Business Profile on Google.

Rodgers's BP interactions compared to last year at this time:

- Business Profile interactions: **1,507, +23.9%**
- Calls (calls made from our BP): **114, +0.7%**
- Directions (direction requests made from our BP): **206, +21%**
- Website clicks (website clicks made from our BP): **948, +7%**

Business Profile (BP) Views

Views show how many people saw our BP on Google Search or Maps.

- Views: **1,703, +9%**

Business Profile (BP) Searches

Searches show the terms people used that returned our BP in the results.

- Searches: **861, -6%**

Analysis

Overall, though, our BP Overview went up significantly this month over last year at this time. People are still searching for Rodgers Library website, which could indicate that more people are returning to the library for information, event registration, etc.

Website

- There were **26 changes** to the website in January 2024.

Telephone calls

- Incoming: 860
- Outgoing: 227
- Total: **1087**

Technology Tickets

- We responded to **12 requests for IT help** from staff

Library H3lp (chat program)

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

Additional Tasks

February

- Covered for [Linda Pilla](#) while she was out on vacation Feb. 12-14.
- Covered for [Chris Sweeney](#) while she was out on medical leave. Along with receiving and cataloging new books, I also performed original cataloging and book records creation/retrieval. Became more familiar with cataloging and retrieving records from additional sources.
- Some of my previous marketing duties were reassigned to another staff member, so I was able to create more promotional slides on our website for upcoming events.
- Met with the GMILCS MIG (Metadata Integrity Group, basically the cataloging group) to review and update the consortium's Technical Services guide. Joined a subcommittee (scMIG) created specifically for this project.

March Projects

- Work on redesigning and updating website.
- Research integrating LibCal events into Aspen search.
- Continue meeting with scMIG to update the TS Guide.

Technical Services

- Additions (physical items): **329**
- Better World Books: **127**
- Changes to GMILCS items: **1342**
- Deletions/Withdrawals: **447**
- Graphic novels: **0**
- Mending: **60**
- OCLC records obtained: **27**

CIRCULATION REPORT - Dana Benner

SPECIAL EVENTS/NEWS

Library visitors were 6,034 in February - up 10% from January 2024

Notary Service(s): 20

Hours: The library was open **228** hours during February (open 230 hours in January)

We issued **73** new patron cards in February. Total active patrons stand at 7,664

We had **5** patrons utilizing our Books by Mail program.

Circulation

Print

	Jan 2024	Feb 2024	Increase/Decrease		Feb 2023	Feb 2024	Increase/Decrease
Adult	2,937	2,769	6%		2,500	2,769	11%
YA	273	340	25%		289	340	18%
Children's	3,172	3,448	9%		3,852	3,448	10%
Tween	244	296	21%		256	296	16%
TOTAL	6,626	6,853	3.4%		5,866	6,853	17%

Downloadable eAudiobooks, eBooks and ePeriodicals

	Jan 2024	Feb 2024	Percent Change
eAudiobooks	1136+55 = 1191	987+49 = 1036	-13%
eBooks	723+78 = 801	586+69 = 655	-18%
ePeriodicals	406	368	-9%

Interlibrary Loan - turned off to loan items February 5 to February 20 due to staff illness

		Jan 2024	Feb 2024	Percent Change
Materials Requested by Hudson patrons	Requested	145	113	-22%
	Filled	99	104	5%
	Percent filled	68%	92%	
Materials lent by RML to other libraries	Requested	104	63	-39%
	Filled	74	49	-34%
	Percent filled	71%	78%	

GMILCS Statistics

February 2024 - RML would currently be described as a net borrower of GMILCS items as our patrons borrow more items that originate from other GMILCS libraries than we send to the other libraries.

RML as Assigned Library	660	- RML items checked out at other libraries - Does not include RML items circulated from RML - Number is for items circulated.
RML patron Circulations	7,129	Checkouts and Renewals by RML Patrons at all GMILCS libraries
RML as loaning library (items from other libraries checked out at RML)	744	-Items from other libraries checked out at RML - Does not include RML items circulated from RML - Number is for items circulated.

Respectfully Submitted:
Linda Pilla
Library Director