



TOWN OF HUDSON

Library Board of Trustees



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Hudson Library Board of Trustees Approved Public Meeting Minutes For April 17, 2024

Present:

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

Excused:

Trustee, Karen Bohrer, Treasurer
Selectman, Kara Roy

Call to Order: Trustee Guessferd called the meeting to order at 6:02 p.m. and Trustee Henderson led the pledge of allegiance.

Public Input: None

Reports:

Motion by Trustee St. Onge to accept the Public Minutes of March 20, 2024. Seconded by Trustee Weber. All in favor. Motion passed.

Motion by Trustee Weber to accept the Non-Public Minutes of March 20, 2024. Seconded by Trustee Henderson. All in favor. Motion passed.

Correspondence: Director Pilla received a thank you note and book from the Division of Public Health and Community Services of Nashua, as well as a note from the Department of Health and Human Services New Hampshire Hospital gifting us with bookmarks made by participants of their volunteer program.

Treasurer's Report: Bookkeeper presented the Treasurer's Report to the Board. All funds are being spent in a financially responsible manner. The CD at TD Bank will mature on April 23, 2024.

Acceptance of Donations:

Motion by Trustee St. Onge to accept a donation of \$2. Seconded by Trustee Weber. All in favor. Motion passed.

Selectman Liaison's Report: None

Director's Report: See attached.

Friends Report: The Friends had a special meeting last night. They will continue to support N.H. Museum passes and will be participating in the library's 15th birthday party and National Night Out.

Department Heads' Meeting: The meeting has been scheduled for Tuesday, April 23. Trustee Henderson is hoping to attend.

Old Business:

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

By-laws Review: Additional changes to be made and will be tabled until next meeting.

Projector Replacement:

Motion by Trustee Henderson to approve the purchase of a new projector from North East Digital Integrators for \$4,949.00. This expense will come out of line item 411 – New Computers. Seconded by Trustee Weber. All in favor. Motion passed.

New Business:

NHLTA: Trustee Weber to take the lead on this. She will reach out to M. McLaughlin at NHLTA to see how to proceed with nominations.

High Vibe Library Leaders' Program: This program is designed to inspire Director succession planning and mentoring.

Motion by Trustee Henderson to approve a 6 month coaching course for Director Pilla in the amount of \$4,500. This expense will come out of line item 236 – Education Reimbursement. Seconded by Trustee Weber. All in favor. Motion passed.

Mobile Shelving: Director will continue to request quotes and bring them to Trustees at next regular meeting.

Carpeting: Waiting for quote from Vendor who installed original carpeting at RML. Director will bring quote to next regular meeting for consideration.

Future Agenda Items: Director's Evaluation

Trustee Comments

Trustee Weber: Every month I love reading how many children come to the library. I am in awe of these numbers. I can into a young family in the supermarket yesterday. They were talking about what they were going to do and I suggested they go to the library. There are so many programs available. I'm so proud of all the staff.

Trustee Henderson: Happy belated library week to all our staff. It is school library month. I hope that you all know how much you are appreciated because we certainly appreciate all that you do. I'm very excited for summer programs at the library.

Trustee St. Onge: The library does so many different things but I want to mention that next week the Red Cross is coming in to do a blood drive which is very near and dear to my heart. I hope that people who haven't registered yet will do so and donate a pint. Dana does a wonderful job. I went with a friend to a program about bees, flowers, butterflies and plantings that will attract them. I also did a program about keeping things the right way in nature and not bringing in too many invasive plants that are not native to New Hampshire. I enjoy a lot of Dana's programs. He does hikes at Benson Park which are fun. Thank you Dana.

Trustee Guessferd: Yesterday was National Librarian's Day. Thank you to all the librarians and staff at RML who work so hard. The library is moving along. Sign up and get newsletters and pay attention to what's happening at RML. There is going to be something to interest every. Thank you.

Next Meeting scheduled for May 22, 2024. Trustee Henderson will Chair this meeting.

Motion by Trustee Guessferd 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. Seconded by Trustee St. Onge. All in favor. Motion passed.

Roll Call Vote:

Trustee Guessferd – Yes

Trustee Henderson – Yes

Trustee Weber - Yes

Trustee St. Onge – Yes

Returned to public session at 7:06 p.m. and meeting adjourned.

Respectfully submitted,

Terri Cicia

Recorder

Rodgers Memorial Library

Rodgers Memorial Library Director's Report

Activities for March 2024

Rodgers Memorial Library is going to celebrate its 15th Birthday this June with a Quinceañera Party. This event is scheduled for June 15, 2024, from 11:30 AM to 2:30 PM. We have had two committee meetings so far and are excited about what this event will look like and how we will be able to engage with the community.

Many thanks to our VITA tax volunteers. We have completed our program for this year.

As we move into our 16th year, it has become apparent that we need some flexibility with regard to the placement of shelves and furniture. The Children's Room has done an amazing job moving things around to best meet their needs, but the shelving in the stacks in the main reading room is a whole different matter. In order to make any changes at all, we would need to have Bob deconstruct and rebuild the shelves in different locations. What I would like to do is to gradually replace all the static shelving in the "front" section of the reading room with mobile shelving. I contacted Tucker over a year ago to get some prices, but have not heard back from them at all. In the interim, I searched the catalogs of various library interior companies to look for shelving that will meet our own design. Library Interiors International has a line of mobile shelving that is a good fit for RML. They are working up some specific numbers for the units.

Replacement carpets - I asked Bob to contact the original carpet installer with the goal of replacing areas of our carpet that show evidence of hard use. These areas are (in order of wear): 1. Behind the circulation desk, 2. In front of the circulation desk; 3. Behind the Children's Room desk; 4. In front of the Children's room desk. I have requested pricing for each area separately so we can make prudent decisions as to which areas to replace and when to do the work.

STEM work table and storage - the STEM workbench that currently resides in the Children's Programming Room was donated as part of Ryan Gasdia's Eagle Scout project. It has been a wonderful addition to the library, but it has a couple of drawbacks: 1. It is very heavy, difficult to move and not designed to move; 2. The storage space is absolutely huge and items tend to get lost at the back of the cabinet. I would like to replace it with two mobile work tables that are more accessible and separate storage units. I have already discussed this proposal with the Head of Youth Services and we are exploring options.

Projector - after another month of attempting to reach Audio/ Visual companies, I have received no further quotes. I have emailed 8 companies and we have had three come out to measure the space - only one followed through with a quote. I would like to move ahead with the company that sent the quote. Additionally, during this past month, we had a technical issue with the projector. It got stuck in the power on/power off cycle and we were unable (at the time) to stop the cycle. We moved the group to the Children's Programming Room (which has a smart TV) to allow their meeting to continue as scheduled.

Pavilion - I reached out to Aaron Cutler Library to find out who had built their new pavilion. The pavilion was constructed by Nowak Landscaping, a Litchfield-based company.

High Vibe Library Leaders - this is a program that has just been started by Uncomfortable Fun. The program is designed to help library directors grow in areas they find challenging. I have an opportunity to participate in this program and would like to ask if I may register. It involves 2 online coaching sessions/month along with a monthly one-on-one meeting. Additionally, it includes accountability and journaling exercises

Activities for the Library Director in March 2024 included:

March National Night Out meeting

Taught the March Fabric Art Class - Amigurumi (March 5, 12, 19 26)

Attended a Social Service Roundtable Discussion to discuss a proposed new program to address higher education access for some of our most vulnerable area residents.

Regular Department Heads meeting (March 14 and 28)

Helped with front facing desks as needed

Led the Mystery Lovers Book Club

Attended the New Hampshire Big Read debrief

Friends of the Library - regular bimonthly meeting

GMILCS Board meeting

ULAC regular meeting

Met with community member to discuss RML hosting a FIRST LEGO League "Explore" Team

Met with town Financial Director to review some software issues

Orientation for library trustee

PROGRAMMING REPORT - Tanya Moesel

with Carrie Loring and [Marissa Sweeney](#)

March 2024

PROGRAMMING REPORT SUMMARY	Events	Participants	Average
Adult Programming Totals	30	291	10
In-person programming	28	248	9
Passive programming	1	41	41
Virtual programming	1	2	2
Outreach			
Children's Programming Totals	32	1225	38
In-person programming	24	574	24
Passive programming	8	651	81
Virtual programming	0	0	0
Outreach	0	0	0
Tween/Teen Programming Totals	12	62	5
In-person programming	8	15	2

Passive programming	4	47	5
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	73	1578	22

ADULT/ALL AGES PROGRAMMING

Diane MacKinnon hosted two popular Zentangle series this month creating a spring wreath. Dana and our big hit this month was a visit from Galileo. This program was sponsored in part by a grant from New Hampshire Humanities to Go and also by the Friends of the Library. We had an age-range of 8-90 and received positive feedback from all who attended. The NH Humanities programs never fail to please!



Program # of events	Target Age	Participants (average)	Description
In-Person Programs		events, Total	
Stitchers Group 5 events	Adults	49 people (average 10)	People come in to share their ideas, chat, and work on their current projects. <ul style="list-style-type: none"> • 3/1: 10 participants • 3/8: 9 participants • 3/15: 9 participants • 3/22: 12 participants • 3/29: 9 participants

Dungeons & Donuts 2 events	All ages	21 people (average 10)	Patrons of all ages come to the library to play Dungeons & Dragons and eat delicious donuts. <ul style="list-style-type: none"> • 3/2: 7 participants • 3/16: 14 participants
Crocheting with Linda 4 events	Adults	30 people (average 7)	In this 4-week series, Linda will guide participants in making an amigurumi project. <ul style="list-style-type: none"> • 3/5: 7 participants • 3/12: 6 participants • 3/19: 9 participants • 3/26: 8 participants
Rodgers Readers (3/7)	Adults	8 people	The Lincoln Conspiracy by Brad Meltzer
Access Wisdom Book Club	Adults	People Canceled due To sickness	Certified Life Coach Diane MacKinnon leads this book club highlighting books that help us gain more access to our own wisdom.
Cookbook Club (3/12)	Adults	5 people	Ottolenghi Simple
True Crime Podcast Club (3/20)	Adults	8 people	Crime Junkie
Mystery Lovers Book Club (3/18)	Adults	12 people	The Verifiers by Jane Pek
Afternoon Book Group (3/19)	Adults	10 people	Wish You Were Here by Jodi Picoult
Read 'Em & Eat (3/25)	Adults	13 people	One of Us Is Lying by Karen M. Mcmanus
Spring Zentangle Series 6 events	Adults	29 people (average 5)	Zentangle class with Diane MacKinnon <ul style="list-style-type: none"> • 3/7: 6 participants • 3/21: 6 participants • 3/28: 4 participants • 3/13: 6 participant • 3/20: 5 participants • 3/27: 2 participants
Stitchers Circle with Oonagh Williams (3/9)	Adults	19 people	Monthly get-together to stitch/cross stitch, blackwork, embroider, etc.
Preparing for Spring Planting (3/13)	Adults	10 people	Dana discusses what you should be doing now so everything goes smoothly when the time comes to get your garden planted.
Characters & Cocoa (3/21)	Adults	3 people	A monthly group for writers to socialize and talk about their craft

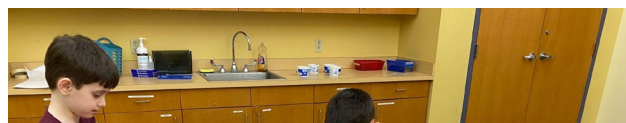
Galileo Galilei: The Starry Messenger (3/27)	Adults	28 people	Michael Francis delivers a dramatic fun-filled presentation on Galileo's most recent discoveries made using his newly-developed spyglass.
Candy Poker (3/28)	Adults	3 people	A monthly game of Texas Hold 'Em
Passive Programs			
Monthly Book Raffle	Adults	41 entries	First Lie Wins by Ashley Elston
Virtual Programs			
Author Talk: Christopher Morash (3/9)	Adults	2 people	Christopher Morash discusses his book "Dublin" - The Place and the terati

CHILDREN'S PROGRAMMING

March has been a difficult month due to two FT staff members dealing with medical emergencies. We have managed to keep the desk staffed and continue much of the programming due to the flexibility of our wonderful staff. We have put aside all projects and are just trying to keep things going so that patrons can get the materials and help that they need. April will continue to be a challenge, but we have it covered



barring any further complications.



Program # of events	Target Age	Participants (average)	Description
In-Person Programs		24 Events, 574 people	
Curious Kids (6 events)	Ages 2-6	118 people (20 average)	Explore themed learning centers with your preschool <ul style="list-style-type: none"> • 3/1 16 • 3/8 15 • 3/15 20 • 3/22 21 • 3/23 21 • 3/29 25
Adventurers Storytime (4 Events)	Ages 3-5	155 People (39 Average)	Join Ms. Tanya for stories, songs, games and activities <ul style="list-style-type: none"> • 3/5 42 • 3/12 30 • 3/19 41 • 3/26 42
Movers and Shakers (8 Events)	Ages 1-3	228 People (29 Average)	Join Miss Marissa for stories, songs, games and activities <ul style="list-style-type: none"> • 3/6 28 16 • 3/13 30 27 • 3/20 34 19 • 3/27 42 32
Songs and Snuggles (4 Events)	Ages Birth-18 Months	39 people (10 Average)	Join Ms. Tanya for songs, snuggles, and baby free play <ul style="list-style-type: none"> • 3/7 12 • 3/14 8 • 3/21 15 • 3/28 4
Elementary craft - Rainbows	Grades 1-5	9 people	Join Miss Tanya to make a rainbow collage with oil pastels and watercolors
Pokémon Party	Grades 1-5	25 people	Come watch Detective Pikachu, design your own Pokémon card, and enjoy a snack
Passive Programs		8 programs, 651 people	
Take & Make Crafts	Preschool & early elementary	402 projects	Prepared crafts to do at home <ul style="list-style-type: none"> • Winnie the Pooh 56 • Moana Boat 60 • Cats 32 • Pot o'gold 75 • Dog w/umbrella 77 • Rabbit 102
Scavenger Hunt	Everyone	121 people	Find 10 Leprechauns and 5 Four Leaf Clovers
Won't You Be My Neighbor Day	Everyone	128 people	Decorate a house to add to our neighborhood

TEEN/TWEEN PROGRAMMING

The staffing challenges in youth services have affected our relationship with teens as well. We have not been able to give them the attention they need.

Program # of events	Target Age	Participants (average)	Description
In Person Programs		8 events, 15 Total	
Teen Hangout	Ages 13-18	15 people (1-2 average)	Teens can come hang out at the library and do the weekly activity <ul style="list-style-type: none"> • 3-5 Hangout 8 people • 3-7 Hangout 5 people • 3-12 Hangout 0 People • 3-14 CANCELED (staffing) • 3-19 Hangout 2 people • 3-21 Hangout 0 people • 3-26 Hangout 0 people • 3-28 Hangout 0 people
Tween Mario Kart	Grades 4-8	4 people	Eat snacks and play Mario Kart
Passive Programs		4 events, 47 total	
Dino the therapy dog (4 events)	All ages	47 people (12 average)	<ul style="list-style-type: none"> • 3/5 10 people • 3/12 22 people • 3/19 5 people • 3/26 10 people

REFERENCE REPORT - Mark Stawecki

Museums

The New England Botanic Garden was officially added to our list of available passes. The NE Aquarium was the only organization in double digits at 13 checkouts. The Butterfly Place was the next most popular. Those passes have been extremely popular this spring.

Social Media

Rodger That! Google Analytics shows 138 users for an average engagement time of 52 seconds. One new movie review was added: "Dream Scenario." When a new review is posted, people are briefly looking at it.

YouTube We have 87 subscribers, same as last month. There were 345 views total and about 4.5 hours of watch time. One new video was added: an attempt at a YouTube short on where one can study in the library.

Mark found a study result from the Pew Research Center that showed YouTube was the top social media platform for adults. However, it should be noted that YouTube is probably most commonly used to watch content made by strangers than family and friends, unlike the library's other social media accounts. Mark will continue to keep an eye out for opportunities to utilize the platform.

One video about voting on the town budget was made and posted. Because of the topic's short lifespan, the video was taken down not too long after posting.

Facebook - 1,759 followers, seven more than last month; 21 posts; The posts with the most Engagement at 45 was a post asking "Do you always finish the book you're reading if you're not enjoying it?"

Twitter / X - 580 followers, one less than last month; 10 tweets including reposts; The tweet with the most Impressions at 40 was highlighting Mark's movie review on Rodger That!

Instagram - Five posts; 314 followers (gained two); 24 accounts engaged

Genealogy

The event was virtual for "Resources for Genealogical Research in Foreign Countries" by Katherine Wilson. 24 people attended, which is high for a virtual event. Unfortunately, about a half hour in, the speaker experienced power failure due to a fallen tree. The event has been re-scheduled for May.

There were no genealogy requests. One beginner's packet was handed out. Mark signed up for a self-paced beginner's course through American Ancestors. So far, he has completed one module.

Non-Library Programs

GROUP	DATE	ATTENDANCE
GS 59012	March 5 th	11
GFWC	March 6 th	13
Rotary Club	March 14 th	9
Hudson Democrats	March 14 th	7
Eagles Nest Estates	March 19 th	25
Hannah Dustin Quilt Guild	March 21 st	13
Hudson United Soccer	March 21 st	8
Hudson Youth Baseball	March 27 th	11

Total attendance = 98

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)

Other

One of the MakerBot printers had trouble loading and unloading filament. The small wheels wouldn't turn consistently, making it problematic to add or remove filament. Mark opened a support ticket with MakerBot and had several email exchanges. They sent a repair kit that didn't solve the issue and later sent a list of instructions,

claiming the filament was stuck. Neither Mark nor Dana could resolve the issue. Vicky was consulted and is going to have someone look at it.

Mark attended several webinars on Artificial Intelligence, a local one hosted by Bobbi Slossar, and a national one hosted by library20.com. The latter's keynote mostly talked about people's concerns and suggestions regarding polices and copyright. Subsequent presentations discussed competencies in teaching, biases in the programs, and what other public libraries are doing such as podcasts, seminars, and lectures. Mark also scheduled the program "A.I. For the Average Person" to be given in May, a program he had given once before.

IT/Tech Services Report - Victoria Sandin

Routine Tasks

Google Business Profile

[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. March 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: **1,110, -9.3%**
- Calls (calls made from our BP): **115, -21.2%**
- Directions (direction requests made from our BP): **181, -7.2%**
- Website clicks (website clicks made from our BP): **814, -7.8%**

Business Profile (BP) Views

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

- Views: **1,887, -30.4%**

Business Profile (BP) Searches

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

- Searches: **1076, -30.3%**

Analysis

The low numbers were concerning, especially compared to last year's numbers. In late 2023 Google updated its methodology for tracking Business Profile views, which resulted in potentially lower reported numbers. Whereas before Google captured every view as a single use, it now counts multiple views by the same user in a 24-hour period as one impression; basically, one visit. This explains the downward turn in almost every GBP metric.

Website

- There were **41 changes** to the website in January 2024.

Telephone calls

- Incoming: 887
- Outgoing: 321
- Total: **1208**

Technology Tickets

- We responded to **24 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 RML 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: **1**
- Changes to GMILCS items: **296**
- Deletions/Withdrawals: **7**
- Graphic novels: **0**
- Mending: **105**
- OCLC records obtained: **20**

CIRCULATION REPORT - Dana Benner

SPECIAL EVENTS/NEWS

Library visitors were 5,996 in March - down <1% from February

Notary Service(s): 20

Hours: The library was open **236** hours during March (open 228 hours in February)

We issued **55** new patron cards in March. Total active patrons stand at 7,647

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

RML's Circulation Librarian has been working on programs with HCTV promoting the library. He has also worked with Gateway Elder Care on a gardening program.

Circulation

	Feb 2024	Mar 2024	Increase/Decrease		March 2023	March 2024	Increase/Decrease
Adult	2,769	3,168	14%		2,874	3,168	10%
YA	340	315	-7%		361	315	-13%
Children's	3,448	3,586	4%		3,912	3,586	-8%
Tween	296	272	-8%		350	272	-22%
TOTAL	6,853	7,341	7%		7,497	7,341	-2%

Print

Downloadable eAudiobooks, eBooks and ePeriodicals

	Feb 2024	March 2024	Percent Change
eAudiobooks	987+49 = 1036	1,135+58 = 1193	15%
eBooks	586+69 = 655	644+70 = 714	9%
ePeriodicals	368	344	-7%

Interlibrary Loan

		Feb 2024	March 2024	Percent Change
Materials Requested by Hudson patrons	Requested	113	127	12%
	Filled	104	103	
	Percent filled	92%	81%	
Materials lent by RML to other libraries	Requested	63	103	63%
	Filled	49	80	63%
	Percent filled	78%	78%	

GMILCS Statistics

March 2024 - RML is currently 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	677	- RML items checked out at other libraries - Does not include RML items circulated from RML - Number is for items circulated.
RML patron Circulations	7,419	Checkouts and Renewals by RML Patrons at all GMILCS libraries
RML as loaning library (items from other libraries checked out at RML	937	-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