

**Keene Public Library  
Board of Trustees  
August 23, 2011  
Annual Meeting Minutes**

Attending: Paul Henkel, Ken Jue, Malcolm Katz, Bob Lindberg, Greg Martin, Sally Miller,  
Judy Noonan, Lynn Simington, Beth Truman

Guest: Don Wilmeth

Unable to attend: Rebecca Osbourne, Judy Putnam

- 1) President Greg Martin called the meeting to order at 5:07 PM.
- 2) The Annual Meeting Minutes of August 24, 2010 were presented for approval.

On a motion duly made and seconded, it was:

VOTED: to accept the minutes as written – *approved unanimously.*

3) Annual Reports

a. President's Welcome – Greg Martin

- Greg welcomed the trustees and extended thanks and appreciation for the support of the board over his past term as president.
- Greg acknowledged the support of the City of Keene, Keene Public Library staff and Director Nancy Vincent, and the Friends of the Keene Public Library.

b. Treasurer's Report – Ken Jue for Judy Putnam

- 2011 – 2012 budget passed in May
- Opening Balance = \$36,158.95; Closing Balance = \$33,740.93
- The Keene Public Library received gifts and donations of \$5,495.00
- The Keene Public Library received grants of \$4,356.00 for programming, with expenses of -\$5,028.65
- On behalf of the Board, Ken praised Judy and thanked her for her continued efforts and contribution as Treasurer.

On a motion duly made and seconded, it was:

VOTED: to accept the Treasurer's Report – *approved unanimously*

c. Buildings and Grounds – Paul Henkel

- It has been discovered that the eaves of the library buildings will require repair. There will be partial help from the city to cover the repair expenses, the rest will have to be covered in the CIP for the year 2012.

- There is a planned reconstruction for traffic flow around the book drop and the annex, with a proposed exit to West Street which will allow for angled parking.
- d. Policy – Greg Martin
- The main focus of the Policy Committee has been a review of policy regarding safety of patrons.
  - Rules for proper behavior have been prominently placed in both the Youth area upstairs and in the main section of the library.
- e. Community Outreach – Beth Truman
- The number of outreach events for the community increased this year to the total of 927 events.
  - The number of participants for all outreach events was 13,412.
  - The Community Survey will be compiled next year and coordinated with the Long Range Planning Goals.
- f. Long Range Planning – Sally Miller
- In this day of very constrained budgets, the funds from the Friends of the Keene Public Library semi-annual Book Sales, which they so generously contribute to the Library, help to maintain Goal #5 of the Library’s Long Range Plan: to provide and maintain Library facilities and grounds which are attractive, safe, and accessible; accommodate Library services and programs, and provide space for City and community meetings and forums.
- g. Friends of the Keene Public Library – Don Wilmeth, President
- Total amount for the Fall 2010 and April 2011 Book Sales came to \$23,000. This was generously donated for the needs of the Library.
  - The October 2011 Book Sale will be held on October 13<sup>th</sup>, 14<sup>th</sup>, and 15<sup>th</sup>.
- h. Literacy – Nancy Vincent
- The Cheshire County Literacy Coalition is looking to become more active in the next year.
- i. Horatio Colony Museum and Nature Preserve – Paul Henkel
- The Museum and Library co-sponsored a very successful Chautauqua event held on July 28<sup>th</sup>, which featured actors portraying the authors Kate Chopin and William Faulkner. In advance of the stage presentation, there were book discussions of each author’s work held at the Library and the Museum.
- j. Nominating Committee – Sally Miller
- The slate of Officers for the year 2011 – 2012 include:
- President – Beth Truman

Vice-President – Paul Henkel  
Treasurer – Judy Putnam  
Secretary – Judy Noonan

k. Director's Report – Nancy Vincent

- Nancy stated that the three major responsibilities of the Keene Public Library are:
  - 1 – The Collection
  - 2 – Access to Information
  - 3 – Literacy
- Question: is the library a community center as well as a literary resource?
- Renewals have not been included in recent months in the circulation statistics because of a problem with the Millennium software. This will be remedied, and should show a more accurate rate of usage of library materials in the future.

On a motion duly made and seconded, it was:

VOTED to accept the Director's and Staff reports – *approved unanimously.*

Greg Martin, on behalf of the Board, offered thanks to Nancy and the Library Staff for their continuing hard work and dedication to the Keene Public Library.

On a motion duly made and seconded, it was:

VOTED to adjourn the meeting – *approved unanimously.*

Meeting adjourned at 5:43 PM.

Respectfully submitted,

Judith M. Noonan  
Secretary



## President's Annual Report 2011-2012

The Board of Trustees had a very active year. We are very fortunate to have a very dedicated group of people serving and they continue to be very involved in the betterment of the Library for its patrons and City. We welcomed to the Board three Trustees this year: Bill Stroup returned to the Board this time as a Thayer Trustee, Georgia Tasoulas also returned as a City Trustee and Kathleen Packard was appointed as a new City Trustee.

There were many happenings during the year, but here are some highlights:

We took steps to enhance safety at the library. Surveillance cameras were discussed at length and installed on the outside of the building to provide improved security and safer access to the library for staff and patrons.

Necessary repair work was completed on the mansard roofs, windows, porches and cornices of both the Library building and the Library Annex.

Several Library staff received Longevity Awards for their length of service to the City. They are Jennifer Bone and Pat Holmes for 30 years, Nancy Vincent and Bob Grier for 25 years, Ray Spencer, Peggy Thornton and Sheila Williams for 10 years and Jenna Henderson for five years. Also, Director Nancy Vincent was named Citizen of the Year by the Chamber of Commerce!

Tim Cherubini has been employed to work with a steering committee charged with developing a plan for the Library Annex Renovation project. Staff, Trustees, and Friends were invited to meet with Mr. Cherubini. We began by discussing what our vision for the future uses of that building would be, and will continue to meet regularly to work toward a viable plan for the development of the Annex.

It has been my pleasure and my honor to serve as President this year. I wish to extend my gratitude to the Library Director, the staff, Friends of the Keene Public Library, and to the City Staff for their continued dedication to the gem that is Keene Public Library. I look forward to another productive year.

Respectfully Submitted,  
Beth Truman, President



**Keene Public Library**  
**Trustee Budget July 1, 2012- June 30, 2013**

**Income**

Trustee Held Investments	4,500.00 *
Money Market	10.00 *
Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Other	500.00
Outreach Projects	
From KPL endowment at NHCF	4,700.00
From Eugene Choe Fund	95.73
Encumbered from previous year	1,000.00 (estimate)
Landscaping (encumbered from previous year)	594.42
Hanna Fund	1,265.45
Goodnow Gift	900.00
Millenium Fund/ clocks	100.00
<b>Total Income</b>	<b>14,665.60</b>

**Expense**

Staff Conferences and Workshops	
From investment income	3,000.00 *
Fine Arts	
Green and Price Room Enhancements (Hanna)	1,265.45
Millenium Fund/clocks	100.00
Other fine arts	100.00 *
Goodnow Fund	900.00
Landscaping Project	594.42
Books and materials	1,500.00
Outreach	
From endowment NHCF	4,700.00
From Eugene Choe Fund/summer reading	95.73
Encumbered from previous years	1,000.00 (estimate)
Furniture replacement reserve (7th year)	500.00 *
Reserve for long range planning (4rd year)	750.00 *
Miscellaneous	160.00 *
<b>Total Expenses</b>	<b>14,665.60</b>

\* denotes anticipated income from investments at Edward Jones and its uses.

**Keene Public Library Trustees  
Treasurer's Annual Report  
2011-2012**

**Opening Balance** **\$33,740.93**

**Income**

Donations for Books and Materials	\$ 3,744.32
Donations to Lipsky Book Fund	200.00
Memorial Gifts	810.00
Rotary Gifts	500.00
Donations for Outreach Programming (including Summer Reading)	1,390.00
NHCF Endowment for Outreach Grants	4,700.00
For Chautauqua 2011	1,896.00
For Chautauqua 2012	3,950.00
Rotary/Success by Six	500.00
Walmart	500.00
Virginia Hamilton	532.23
Reflections Project book sales	60.00
Chilis Project Book Sales	540.00
Refund to Staff Conference	284.10
Investment Income	4,657.49
Money Market Income	2.92
Total Income	\$24,267.06

**Expenses**

Books and Materials	\$15,981.51
Outreach Programming (including Summer Reading)	7,968.90
Staff Conference	5,048.27
Chautauqua 2011	3,202.02
Chautauqua 2012	3,177.21
Membership (NHLTA)	260.00
Bank Charge	9.00
Total Expenses	\$35,646.91

**Closing Balance** **\$22,361.08**

**Gifts and Donations to Keene Public Library  
2011-2012**

**Gifts for Books and Materials**

Fraternal Order of Eagles	\$332.00
Monday Night AA	180.00
Allen Ross	25.00
Anonymous	20.00
Monday Night Group	90.00
Mary Ellen Moore	2000.00
Barbara Safford	20.00
Jacob Lichman Memorial Trust	250.00
Monday Night AA	90.00
Monday Night AA	90.00
Keene Tuesday OA Step Meeting	45.00
eBay sales	87.32
Lynn Stanford and Patrick Mueller	15.00
Fraternal Order of Eagles/Women's Aux	500.00

**Memorial Gifts for Books and Materials**

KPL Staff	(Jean A. Hohnson)	30.00
Lucille Bradley	(Electra Espieffs)	50.00
Christine Weeks	(Electra Espieffs)	25.00
Roger and Lorraine Whippie	(Electra Espieffs)	100.00
Phyllis Parker	(Electra Espieffs)	25.00
Pamela Goodell	(Gertrude Hadley)	50.00
Robert Farrar	(Electra Espieffs)	100.00
Elaine Landry	(Electra Espieffs)	20.00
Penelope Shanks	(Electra Espieffs)	25.00
Dorothy Howard	(Electra Espieffs)	50.00
Douglas Watson	(Electra Espieffs)	30.00
Ardis Osborne	(Electra Espieffs)	15.00
Nancy Vincent	(Kip Weeks)	50.00
Nancy Vincent	(Electra Espieffs)	50.00
KPL Staff	(Gertrude Hadley)	20.00
Robert Raymond	(Electra Espieffs)	50.00
Jennifer Bone	(Evelyn Diamond)	25.00
Jas. and Patricia Greenwood	(Robert Bradeen)	50.00
KPL Staff	(Eleanor Gregory)	10.00
Jennifer Bone	(Eleanor Gregory)	25.00
KPL Staff	(Electra Espieffs)	10.00

**Rotary Gifts for Books and Materials**

Robert Mucha	25.00
Willim Stevens	25.00
Michael Blastos	25.00
Stephen Felder	25.00
John R. Harper	25.00
Thomas Ewing	25.00
Richard Berry	25.00
John Noonan	25.00
Jane Lane	25.00
Carlton Raymond	25.00
Lisa Edwards	25.00
Charles A Prigge	25.00
Louise Zerba	25.00
Allan Freeman	25.00
Peter Hansel	25.00
Chandler Fairbanks	25.00
Philip Faulkner	100.00

**Gifts to Lipsky Book Fund**

Aaron Lipsky	100.00
Dorothy S. and Nelson S. Saks	100.00

**Memorial Gift for Summer Reading**

Dorand Family and Kenneth Colocousis (Electra Espieffs)	50.00
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**Gifts for Summer Reading 202**

C&S Wholesale Grocers	400.00
W S Badger	200.00
Keene Lodge #927 BPOE	50.00
W V Engineering Associates	200.00
Keene Kiwanis Foundation	100.00
The Pub Restaurant	200.00

**Donation for Family Dances**

Anonymous	40.00
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**Total Gifts and Donations** **\$ 6,494.32**

**Grant Income to Keene Public Library  
2011-2012**

NH Humanities Council	Chautauqua 2011	\$ 1,896.00
NH Humanities Council	Chautauqua 2012	1450.00
American Library Assoc	Chautququa 2012	2,500.00
Virginia Hamilton	Multicultural/Chautauqua 20	532.23
Rotary	Success by Six	500.00
Walmart	Success by Six	500.00
<b>TOTAL</b>		<b>\$7,378.23</b>



**KPL Trustees**  
**Encumbered and Restricted Funds**  
**2011-2012**

	Balance 6/30/11	Changes 2011-2012	Balance 6/30/12
For Books and Materials	16,607.40		
Memorial Gifts		810.00	
Rotary Donations		500.00	
Lipsky Book Fund		100.00	
Other Donations		3,744.32	
Thayer Fund Investment Income			
Purchase of books		-15,435.88	6,325.84
For Outreach Programming	2919.16		
Donations for Outreach Programs		1,390.00	
From Endowment		5,000.00	
Spent on all Outreach Programming		-7,684.80	1,624.36
For Staff Conferences and Tr	1,295.05		
Trustee Budget 11-12		3,000.00	
Used in 11-12		-5,048.27	
refunded		284.10	
			-469.12
From Sale of KPL History	274.31		274.31
Landscaping project (trustee	594.42		594.42
Hanna Fund	1,265.45		1,265.45
	-		
Fox Memorial	1,004.00		1,004.00
Millenium Clock	100.00		100.00
Goodnow Gift (signs)	900.01		900.01
Lipsky Book Fund	764.36		
Donations		200.00	

Lipsky Fund Investment Income		-100.00	864.36
Grants	(362.95)		
Grant Income	-		
Chautauqua 2011		1,896.00	
Chautauqua 2012		3,950.00	
Multi Cultural/Chautauqua 2012		532.33	
Rotary		500.00	
Walmart		500.00	
Grant Expenses			
Chautauqua 2011		-3,202.02	
Chautauqua 2012		-3,177.21	
Rotary		-284.10	352.05
Reserve for Long Range Plan	1,500.00	750.00	2,250.00
Reserve for Furniture Replac	785.18		
Trustee Budget		500.00	
Used in 11-12			1,285.18
Abby Macdonald unrestricted bequest			
	1,500.00		1,500.00
L and M Dachowski unrestric	300.00		300.00
Total Restricted Funds	29,446.39	-11,275.53	18,170.86
Cash in Checking Account	33,740.93		22,361.08

KPL Trustees Annual Report  
Investment Income  
July 1, 2011-June 30, 2012

7/29/2011 American High Income Trust	\$129.61
7/29/2011 Inter Bond Fund of America	\$7.53
7/29/2011 Capital World Bond Fund	\$36.85
7/29/2011 American High Income Trust	\$128.05
7/29/2011 Inter Bond Fund of America	\$8.62
7/29/2011 Bond Fund of America	\$35.53
7/29/2011 Bond Fund of America	\$33.85
8/26/2011 Bond Fund of America	\$32.70
8/26/2011 money market interest August	\$0.28
9/30/2011 American High Income Trust	\$141.49
9/30/2011 American High Income Trust	\$122.38
9/30/2011 Income Fund of America	\$48.64
9/30/2011 Capital Income Builder	\$128.72
9/30/2011 Capital World Growth and Income	\$94.22
9/30/2011 Inter Bond Fund of America	\$6.92
9/30/2011 Bond Fund of America	\$29.94
9/30/2011 Capital World Bond Fund	\$36.85
9/30/2011 Fundamental Investors Fund	\$77.72
9/30/2011 Inter Bond Fund of America	\$7.75
10/31/2011 Bond Fund of America	\$34.96
11/25/2011 International Bond Fund	\$7.40
11/25/2011 American High Income Trust	\$129.35
12/31/2011 Income Fund of America	\$60.14
12/31/2011 International Bond Fund of America	\$7.12
12/31/2011 American High Income Trust	\$127.87
12/31/2011 Capital World Bond Fund	\$89.94
12/31/2011 Smallcap World Fund	\$19.55
12/31/2011 American High Income Trust	\$131.06
12/31/2011 Bond Fund of America	\$12.73
12/31/2011 Washington Mutual Investors Fund	\$48.68
12/31/2011 American High Income Trust	\$36.79
12/31/2011 International Bond Fund	\$7.35
12/31/2011 New Perspective Fund	\$121.61
12/31/2011 Bond Fund of America	\$28.21
12/31/2011 Capital World Growth and Income	\$110.46
12/31/2011 Fundamental Investors Fund	\$169.64

12/31/2011 Growth Fund of America	\$45.22
12/31/2011 New World Fund	\$248.23
12/31/2011 Capital Income Biuilder Fund	\$188.97
12/31/2011 Bond Fund of America	\$15.10
2/27/2012 International Bond Fund of America	\$6.61
2/27/2012 American High Income Trust	\$120.79
2/27/2012 Bond Fund of America	\$14.59
3/30/2012 International Bond Fund of America	\$6.91
3/30/2012 Washington Mutual Investors Fund	\$35.70
3/30/2012 International Bond Fund of America	\$6.98
3/30/2012 Capital Income Builder Fund	\$130.09
3/30/2012 Capital World Growth and Income	\$66.27
3/30/2012 Bond Fund of America	\$15.31
3/30/2012 Fundamental Investors Fund	\$84.82
3/30/2012 Income Fund of America	\$48.64
3/30/2012 American High Income Trust	\$117.69
3/30/2012 Bond Fund of America	\$14.58
3/30/2012 American High Income Trust	\$131.50
3/30/2012 Capital World Bond Fund	\$64.24
5/31/2012 Bond Fund of America	\$14.62
5/31/2012 American High Income Trust	\$116.63
5/31/2012 Bond Fund of America	\$13.20
5/31/2012 American High Income Fund	\$109.48
5/31/2012 International Bond Fund	\$6.03
5/31/2012 International Bond Fund	\$6.62
6/29/2012 Capital World Bond Fund	\$64.24
6/29/2012 Bond Fund of America	\$15.40
6/29/2012 Washingron Mutual Investors Fund	\$35.70
6/29/2012 Income Fund of America	\$48.64
6/29/2012 Capital Income Builder Fund	\$131.46
6/29/2012 Capital World Growth and Income	\$181.15
6/29/2012 Inter Bond Fund of America	\$7.51
6/29/2012 American High Income Trust	\$137.34
6/29/2012 Amcap Fund	\$71.90
6/29/2012 Fundamental Investors Fund	\$84.82
 Total Investment Income	 4657.49

KPL Trustees  
 Annual Report  
 Second Investment Account  
 2011-2012

Choe and Lipsky Funds income

7/1/2011	Capital World Bond Fund	\$36.80
7/1/2011	Interbond Fund of America	\$8.62
7/29/2011	Interbond Fund of America	\$7.53
8/29/2011	Interbond Fund of America	\$6.92
9/28/2011	Capital World Bond Fund	\$36.80
9/29/2011	Interbond Fund of America	\$7.75
10/31/2011	Interbond Fund of America	\$7.40
11/29/2011	Interbond Fund of America	\$7.35
12/23/2011	Capital World Bond Fund	\$37.21
12/29/2011	Interbond Fund of America	\$7.12
1/30/2012	Interbond Fund of America	\$6.61
2/29/2012	Interbond Fund of America	\$6.98
3/28/2012	Capital World Bond Fund	\$26.58
3/29/2012	Interbond fund of America	\$6.91
4/30/2012	Interbond fund of America	\$6.62
5/25/2012	Interbond fund of America	\$6.03
6/27/2012	Capital World Bond Fund	\$26.58
6/27/2012	Interbond Fund of America	\$7.51
	Total for Choe and Lipsky Funds	257.32

Thayer Fund Income

9/19/2011	Income Fund of America	\$116.80
12/27/2011	Income Fund of America	\$144.41
3/19/2012	Income Fund of America	\$116.80
6/18/2012	Income Fund of America	\$116.80
	Total for Thayer Funds	494.81

Income from the combined Choe/Lipsky Funds investment are divided 2/3 to the Choe Fund for summer reading programs and 1/3 to the Lipsky Book Fund  
 No money was transferred to the primary account in FY 2011-2012



**KPL Trustees  
Annual Report, June 30, 2012**

**Changes in Portfolio July 1, 2011 – June 30, 2012**

**Edward Jones, Original Account (#---248-1-2)**

	<b>6/30/11</b>	<b>6/30/12</b>
Mutual Funds	168,129.94	166,391.49
Cash and Money Market	33,740.93	22,361.08
Total	201,870.87	188,752.57

**m**

**Edward Jones, Second Account (#---286-1-1)**

Cash	849.89	1,602.02
Mutual Funds	20,616.52	20,962.85
Total	21,466.41	22,564.87
<b>Total of two accounts</b>	<b>\$ 223,337.28</b>	<b>\$ 211,317.44</b>

**Securities Sold and Purchased to rebalance original portfolio, November 25, 2011**

**Sold**

Capital World Growth and Income	\$6,000.00
New Perspective Fund	6,000.00
Bond Fund of America	6,000.00
Smallcap World Fund	2,000.00

**Purchased**

Washington Mutual Investors Fund	6,000.00
Capital World Bond Fund	6,000.00
Fundamental Investors Fund	2,000.00
Growth Fund of America	6,000.00



KPL Board of Trustees  
Overview of Library Finance  
2011-12 Report

City of Keene Annual Operating Budget – Library

Provides for staff and operating expenses and is approved by the City Council in June for the next fiscal year. The figure approved for FY 2012-13 is \$1,247,308. This year's approved Books and AV materials budget is \$141,550.

Each year, the staff prepares an analysis of the collection, including current size by item, quantity to replace at a 5% ratio, and assumed price per item using fair generic cost estimates. The annual acquisition rate of approximately 5% which includes new titles as well as the replacement of worn-out and dated materials has been accepted as a standard measure to keep the collection current and relevant. This analysis leads to a projection of the annual budget figure for Books and AV materials.

To support a 5% replacement target, \$167,300 is needed. During these difficult economic times, the Friends of the Library continue to supplement city funding which sustains 4.2 % of the target goal.

City Held Trust Funds

A portion of the annual budget is funded by income from City Held Trust Funds. The income from City Held Trust Funds is spent in accordance to the directive of each trust – books, magazines, library equipment, etc. The figure approved for FY 2012-13 is \$3,000.

City of Keene Annual Operating Budget – Library Facilities Maintenance

The Facilities maintenance budget is under the Parks, Recreation and Facilities Department and is currently administered by Med Kopczynski, Assistant City Manager and Health director who is serving as Interim Director of Facilities. Facilities Maintenance issues are also reviewed by the Trustee's Building and Grounds committee which consists of City Staff, Trustees and Friends.

City of Keene Annual Operating Budget – Library

The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2012-13 is \$236,985.

### City of Keene Annual Operating Budget: Public Library Annex

The Public Library Annex Budget is approved by the City Council in June for the next fiscal year. The figure approved FY 2012-13 is \$25,123.

### City of Keene Capital Improvements Projects Budget (CIP)

The 2013-2018 CIP includes a Mansard Renovation project for both the Library and the Annex mansions. Funding of \$219,000 is requested. The project scope will need revisions. Repair of Library roof and replacement of the third floor historic windows at the Library as well as repair of the historic porch have been completed through reallocation of unspent monies from the city's Marlborough St. roof project. Future projects to be presented are replacement of 1<sup>st</sup> and 2<sup>nd</sup> floor historic windows in the library mansion, repair of Library Annex mansion, tuck pointing of the brick with lime mortar of both mansions, and carpet replacement in the Library.

### KPL Trustee Budget

The proposed budget for 2012-13 as adopted by the trustees is \$14,665. 60. This reflects the anticipated income from investments as well as monies encumbered for specific purposes that will be used for those purposes this year.

It should be noted that all grants that are given directly to KPL are monitored and administered by the treasurer of the trustees under the supervision of the library director. A record of all grants given directly to the library is part of the treasurer's report. (See Treasurer's Annual Report 2011-12)

### KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2012 is \$187,354.34 versus last year's \$188,746.46.

### New Hampshire Charitable Foundation

Two funds are held by the New Hampshire Charitable Foundation for the benefit of the library. They are the "Keene Public Library Endowment Fund" and the "Elizabeth Jones Faulkner Memorial Trust". On June 30, 2012, the total value of the Keene Public Library Endowment was \$112,451.49 versus last year's \$117,633.76 and the total value of the Elizabeth Jones Faulkner Memorial Trust was \$29,254.47 versus last year's \$29,970.63.

### Analysis of Collection Development Funds

Background: The annual budget had been supplemented by Collection Development Project, funded in 1990. \$600,000 was allotted, an amount of \$300,000 was raised by the trustees in a fund drive and an amount of \$300,000 was matched by the city. All of these funds have been depleted.

An annual expenditure of **\$146,000** is currently used as a guideline by the library to keep the collection current and sufficient for a city the size of Keene. This figure has been calculated on the basis of an annual acquisition rate of approximately 5%, which includes new titles, as well as the replacement of worn-out and dated materials. Since costs increase regularly, the yearly budget may need an increase in order to maintain current buying power.

<u>Fiscal Year</u>	<u>City Budget</u>	<u>* Collection Dev. &amp; City-held Trust Funds</u>	<u>Total City Funding</u>	<u>Memorial &amp; Gift Donations</u>	<u>Total Expenditure</u>
1996-97	\$84,700	\$53,804	\$138,504	\$4,105	\$142,609
1997-98	90,000	44,759	134,759	2,347	137,106
1998 -99	95,000	27,499	122,499	6,577	129,076
1999-00	102,700	7,394	110,094	3,070	113,164
2000-01	107,700	38,955	146,655	4,425	151,080
2001-02	117,560	23,868	141,428	9,362	150,790
2002-03	123,627	8,579	132,206	9,650	141,856
2003-04	111,627	8,197	129,824	4,066	133,890
2004-05	119,627	9,257	128,884	5,398	134,382
2005-06	130,000	2,332	132,332	4,500	136,832
2006-07	136,500	3,000	139,500	2,450	141,950
2007-08	143,000	3,000	146,000	3,390	149,390
2008-09	143,000	3,000	146,000	11,812	157,812
2009-10	136,550	3,000	139,550	14,397	153,947
2010-11	141,550	3,000	144,550	9,642	154,192
2011-12	141,550	3,000	144,550	5,155	149,705
2012-13	141,550	3,000	144,550	3,000**	147,550

\* The Collection Development funds were basically depleted and, the yearly amount available from city-held trust funds is now \$3,000 instead of \$10,000 due to the use of funds for the purchase of the Pond Mansion/Library Annex.

\*\* Memorials and gift donations fluctuate. For planning purposes we estimated \$3000.



**August 4, 2012**

## **Buildings and Grounds**

The Library Mansard eaves and finials and the porch were reconstructed this year. The third floor windows in the Thayer mansion were routed and the glass was replaced with double pane glass.

### **There are several buildings and grounds projects we would like to do:**

Near term stabilization and eventual reconstruction of the Mansard eaves of the Annex.

Restoration of the remaining Thayer mansion windows and restoration of the Annex windows.

Adding spaces and rerouting the traffic flow in the Annex lot. A portion of Annex lot improvements may be included in the city's planned reconstruction of Winter Street.

Tuck pointing the Thayer and Annex brick with compatible lime based mortar.

A campus-wide plan is being developed for the Library and Annex. This plan may well include adding elevator capability and air conditioning as well as other improvements to the Annex.

**Parking.** When construction of the new courthouse begins in late 2012 or early 2013, half the spaces in the Court Street lot and several adjacent spaces on Winter Street will be permanently lost.

The County may be able to use some of the Latchis Theater site for its staff parking. Eventually the city will probably build a parking structure on Gilbo Avenue, and possibly one on Elm Street.

Trustees and Library staff will work with the City to provide for staff parking without negatively impacting patron parking.

Expanded patron parking remains an important goal.

**Landscaping.** Bridgette Hansel of the Friends and Kathleen Packard of the Library Board joined the Old Homestead Garden Club and the High School FFA horticulture class and the City in the planning effort. The Old Homestead Garden Club provided greens to decorate the urns over the winter. In the area that had been established for vinca in a portion of the Thayer Oak watershed, pachysandra was added this year to provide a more robust ground cover. The High School FFA donated plants for the urns. They also donated lemon scented geraniums and petunias near the employee entrance. A variety of common perennial plants including tiger lily, lily of the valley and hosta which had been planted in the narrow garden near the Annex lot survived the winter, and with a minimum of new plants they have filled that garden. The City planted clover in the book drop horseshoe.



## Policy Committee 2011-2012 Annual Report

The Policy Committee met infrequently during the 2011-2012 year, but addressed several important issues. These included the Internet Policy, the installation of security cameras, Heberton Hall proceeds, the Right-to-Know law, and courtesy notices.

The Board discussed a recent letter to the Sentinel concerning a possible misuse of a computer in the Children's Room. A young teenager was reported by a patron to have been viewing pornography on the Internet. Director Nancy Vincent explained that the staff followed procedure in dealing with the incident. Both Gail Zachariah and Beth Truman have investigated using additional filters on the computers in the Children's Room, but aside from Google's filter, they have found no additional filter system that is adequate or satisfactory. She reported that the public libraries in our region have not installed filters on their Internet. Beth Truman, President of the Board of Trustees, volunteered to write a letter of invitation to the mother who reported the incident, asking her to come and meet to discuss the issue and the library's policy and procedures. The Policy Committee met to review the current Internet policy on the Library's computers and find a possible solution that does not involve filters. Suggestions included adding a statement about the computer being unfiltered and that before using this computer the patron must read and accept the Internet Use Policy and guidelines. This was added to the top of the Internet Acceptable Use Policy screen, which first comes up when accessing the Internet.

The Policy Committee discussed the use of Security Cameras outside the main entrance to the Library, similar to ones used outside City Hall, too see if it violated any current policy. The Policy Committee determined it did not. Thus, the Board voted and unanimously approved installing the cameras with the condition that the tapes be retained for a maximum of 18 months. This policy will be reviewed periodically and if it proves inconsistent with Library intentions or use, the cameras are to be removed.

The Policy Committee met to discuss the use of Heberton Hall by for-profit groups regarding their proceeds. It was recommended that the application form be updated with the requirement that for-profit groups donate a portion of their profits to a designated charitable group. A donation of at least 25% will be suggested. A damage claim clause was also inserted into the form. The Board unanimously passed to update the form with these changes.

The Policy Committee met to identify what changes the committees and Board need to make to be in compliance with the Right-to-Know law, SB 214. This included reviewing the City of Keene Advisory Board Rules of Procedure. Originally it was thought that the committees did not fall under the Right-to-Know law because they are advisory to the Board, but upon further investigation by the city's attorney it was determined they are. The Policy Committee will discuss the details of how to

comply with the law at the regular meeting in August. There are still some details to determine.

The Policy Committee discussed the creation of courtesy notices being sent by email as a new service to patrons. Other area libraries offer this service and some patrons have requested it. The Committee discussed compliance with maintaining confidentiality with these notices and how to inform current and new patrons. The Committee determined the Library would not violate confidentiality if a number of steps were taken before enacting them. Generic notices were also discussed. Since these do not contain the title of the item(s) due they are the strongest way to avoid violating confidentiality. Thus, Library staff investigated if the notices could be made generic with the existing catalog system. The Board approved both type of notices. Since generic notices could be created, they were enacted in July for a three-month trial and are sent out 3 days before an item is due. If a patron does not want to receive them, they can opt-out of them. This trial will determine if generic email courtesy notices add considerable staff time for circulation services or other un-anticipated issues. If it does, the Policy Committee will revisit courtesy email notices again.

Respectfully submitted,

Policy Committee of the Keene Public Library

Kathleen Packard  
Bob Lindberg

Fine Arts Annual Report 2011-2012

The Committee is reviewing some old photos of both the Thayer Mansion and the Pond Mansion, with the idea to have a couple of framed prints made to decorate the walls of the Annex after completion of renovations. BJ of the library staff will advise on how to download photo-ready copies from the Flickr photo research site.

Damage was done to the glass of one of the very large Faulkner prints in the upstairs hallway outside the Trustee Room. Since local framers are unable to replace that large glass size, acrylic may have to be used.

Respectfully submitted,

Judith Noonan



KEENE PUBLIC LIBRARY  
COMMUNITY OUTREACH ANNUAL REPORT  
2011-2012

During 2011-2012 under the guidance of Gail Zachariah, Head of Youth and Community Services, the Keene Public Library offered a wide variety of programs and services to the Keene community. Offerings ranged from pre-school children’s reading programs, the summer reading program, programs targeted to adolescents, tours, technology sessions, to special offerings for Keene’s seniors. A summary of events and attendance numbers follows.

	<u>Events</u>	<u>Hours</u>	<u>Attendance</u>
Children’s programs	397	429.5	5072
Young Adult programs	194	512.75	1750
Adult programs	204	390.5	2867
Outreach Tours & Community Visits	91	192.75	2790
Totals for Library Sponsored Events for Period:	886	1525.5	12479

A detailed discussion of programs and services follows in the Annual Report within Gail Zachariah’s reports entitled Youth Services and Community Services.

The Committee, in the course of the year, reviewed the Long Range goals effective July 2010- June 2015. The Committee feels it is well positioned to see these goals accomplished in a timely manner. Many goals have been accomplished in the past two years, and work to achieve the remainder is underway.

This year the Committee has analyzed the Community Survey which was undertaken to “better understand the community’s needs, what the library is doing well, and where we could improve”. A report has been completed and will be shared with the Board this Fall.

The Committee expresses its appreciation for the financial support of the Friends of the KPL and the Trustees’ Endowment Fund, as well as the efforts of the staff and Gail for their resourceful researching for grants. Funds from these three sources make it possible to provide the library programs.

The Committee extends its appreciation to the Keene Sentinel for its generous free advertising of KPL programs.

And, again this report is written with much appreciation for the work of Gail Zachariah and the staff who have provided the large number of programs and services to the community.

Respectfully Submitted,  
Lynn Simington, co-chairperson  
Community Outreach Committee: Georgia Tasoulas, co-chairperson, Beth Truman, Jill Cielinski and Theresa Quigley



KPL Board of Trustees  
LONG RANGE PLANNING COMMITTEE  
Annual Report – Fiscal Year 2011-12

The Long Range Planning Committee continues to monitor the progress made on our LRP goals.

**GOAL 1**

**Build and maintain a collection of materials in a variety of formats to provide people of all ages, abilities and backgrounds with materials that satisfy their informational and educational needs and personal interests.**

Comments: The collection remains level funded during this period of constricted funding. The Friends of KPL continue to supplement the budget so that the collection does not fall behind. There is the added emphasis on ebooks and audio books. Library organizations are working with publishers to make electronic books more available to libraries. As more materials and databases are available online and in a variety of formats, our library tries to determine the best format(s) for each item. However, demands on our collection continue. The Collection Development Report will be reviewed by the Finance Committee at their February meeting and presented to the board in March of next year.

**GOAL 2**

**Assist patrons of all ages with information, research and reader's advisory services, both in-house and remotely through the Library's website, public access computers, and electronic databases. Provide the public and Staff with the training necessary to use new technologies.**

Comments: In the present economy, more people are using the library. Many are seeking assistance in employment searches, resume writing and access to the internet. The Trustees' Budget continues to provide training funds for staff workshops and conferences, especially in the ever-changing field of information technology, and the staff continues to offer training in the use of these new technologies to library patrons. More people are using the library remotely than ever before. We have created a mobile website which offers catalog searching as well as access to downloadable books and some of the library's databases. This will continue to be enhanced.

**GOAL 3**

**Provide library programming and activities both within the library and in the Keene community for people of all ages and facilitate the use of the library by city and public groups for community meetings.**

Comments: The staff and the Outreach Committee continue to seek grants and funding for our many outreach projects. These programs serve a wide age-range of patrons (young children, teens, adults and seniors). The addition of one AmeriCorps worker in the Youth Department

(made possible by the Friends of KPL) continued to have a significant impact on teen programming.

#### **GOAL 4**

##### **Maintain an organizational structure and a skilled workforce that supports optimum service levels**

Comments: The staff continues to meet the demands of the public in a timely manner. As many of the library staff members near retirement, we have begun to work on strategies to ensure that we have sufficient educated and experienced staff to maintain the same level of customer service. strategy that ensures that the educational and experience qualifications are maintained and that the desk coverage supports services..

#### **GOAL 5**

##### **Provide and maintain Library facilities and grounds which (1) are attractive, safe and accessible; (2) accommodate Library services and programs and (3) provide space for City and community meetings and forums.**

Comments:

1)The library grounds flourish in partnership with the Old Homestead Garden Club, the city and Keene High School. ( see details in Building and Grounds report)

2 & 3) Focus this year has centered on developing plans for the full utilization of the Library Annex and that considers how the Library and the Library Annex together can be best utilized for future library services. In light of this, Trustees and Friends toured both facilities to gain a better understanding of all current library services.

The Library signed up for a 16 month membership with LYRASIS group and Tim Cherubini, consultant with the LYRASIS began working with a Steering committee to develop a planning process that will result in a compelling vision and action plan for the future. Tim met with staff at an April meeting and with Trustees and Friends in May. He stressed the importance that all stake holders be involved in the process. Throughout the summer, educational opportunities are being explored that will further our knowledge of library trends and the projected future of library services. Planning meeting will resume in the fall.

The Building and Facilities Committee has also been pro-active in addressing the impact the new court house renovations on parking.. The Courthouse project is scheduled to begin this fall.

Respectfully submitted,

Nancy Vincent

Sally Miller

## **Annual President's Report, FKPL: May 9, 2012**

**For another year, with the Library's superb staff and its extraordinary management, the impact of budget cuts—and the pain they often cause--has been minimized. The Friends have once more played a key role in efforts to compensate for budget restrictions. Just to remind you, our mission is to support the Library and the staff in areas not funded by the city budget and to provide enriching programs at no charge for adults and children in the community. I believe we've been especially effective in fulfilling our mission in 2011-12, our 30<sup>th</sup> year as an organization. Our semi-annual book sales have been more successful than anticipated, with a gross of c. \$23,000, a figure comparable to 2010-11. We are grateful to the many volunteers who help make these sales such great successes.**

**Another significant source of income is memberships, which as of March 31 totaled \$4,076. We have this year by the way improved our method of dues notification and acknowledgements. In order to better inform you as to our income and expenses, our treasurer has prepared a one-page summary which you may take with you. What is most important is our sustaining of library support, including collection development, special programs, summer reading programs, and free or discounted museum passes for the use of library patrons. We have also increased our financial support as a sponsor of "Mr. Gemmell's Reading with Ribby" program (our 8<sup>th</sup> year of support).**

**As I complete my second year as the Board's President, I'd like to go on record in praise of this board—its dedication, commitment, and faithful involvement in all aspects of being a great board. I thank each of our board members for the individual roles they've played, and the entire board for its consistent excellence.**

**DBW**



Cheshire County Literacy Coalition  
Annual Report to the Keene Public Library Board of Trustees  
August 2012

The Coalition did not officially meet, but did support its annual activities:

- The Success-by-Six committee, a joint committee of both Keene rotary clubs, made a contribution of \$500 which the Keene Rotary Community Investment Committee matched, resulting in a \$1,000 donation to the Coalition, designated for the Reach Out and Read program.
- The Coalition awarded one Betty Cox award to an outstanding student in the Adult Diploma program.



## **Horatio Colony Museum And Nature Preserve Keene Public Library Annual Report 2012**

### **Museum activities**

The museum offers exhibits, tours, lectures, and special programs to educate residents of and visitors to Keene about the history of the Colony family and the social and natural history of the area, through a focus on the property of Horatio Colony. There are a number of significant collections which have been featured in years past and which can be seen on the website. These include napkin rings, inkwells and cribbage boards.

In May the museum exhibited thirteen Currier and Ives prints.

In June the museum collaborated with the Library to offer Chautauqua events:

The main event was June 28 at Heberton Hall featuring portrayals of Sarah Orne Jewett and Henry David Thoreau. Two book discussions were held in preparation for Chautauqua, *The Country of Pointed Firs* by Sarah Orne Jewett and *A Life in the Woods* by Henry David Thoreau.

In July the museum featured old-time children's games and a brass band concert.

In August the museum is exhibiting glass paper weights and early 20th century cast iron door stops. There will be an evening of candlelight croquet Saturday August 18th.

### **Future events include:**

Thursday, September 13 – 7:00 pm

Museum Garden Series - Elements of the Victorian Garden

The Victorian era ushered in new ideas about gardens. Using images of vintage black and white photos of the Horatio Colony House garden, the museum's director will present design elements that made a garden uniquely Victorian. Reservations required.

Saturday, September 22 - 10:00 am - 12:00 pm

### **TREASURES OF THE HORATIO COLONY NATURE PRESERVE**

How did these massive rock outcroppings get here? Has the landscape always looked like this? Who placed all of these stones so strategically? Join us for a morning hike to discover some of the natural and cultural treasures of the Horatio Colony Nature Preserve. Participants will develop a sense of place through geologic history, tree identification and aging, and detecting disturbance. Best for older children and adults. The group will also visit sites highlighted in the Preserve's Fall Quest, a guided treasure hunt. At Horatio Colony Nature Preserve. Meet at the parking area off of Daniels Hill Rd. in Keene. Remember to bring sturdy, walking footwear, water/snack, bug spray, hat & binoculars. For more information or cancellation due to weather, please call 603-283-2115

Saturday, September 29 - 10:00 am

### **MUSEUM GARDEN SERIES: Spring Bulbs**

Conducted by professional gardener Sarah Mustin Stockwell, this talk will cover what bulbs do well in our gardens in Keene, which bulbs are perennial and how -where- and when to plant them. Participants will be introduced to lesser known bulbs and how you can add a whole early season of interest to your garden with spring bulbs. Reservations required.

Friday, October 5 - 7:00 - 8:30 pm

### **CANDLELIGHT OPEN HOUSE**

In collaboration with the Historical Society of Cheshire County, the Horatio Colony House Museum and the historical society's Wyman Tavern will offer a candlelight tour.

Thursday, October 11 - 3:00 to 5 pm

### **AMERICAN GIRL TEA**

In collaboration with the Youth Department at Keene Public Library, the museum will host the 5th annual American Girl Tea based on the American Girl book series. Participants will master a traditional Victorian craft, learn how to set a proper table for High Tea and dine on herb tea and tea-time goodies. **Reservations required**, please contact Gail or Colleen at Keene Public Library

Thursday, November 15 - 7:00 pm

### **VICTORIAN CHRISTMAS CARD WORKSHOP**

Learn to make your own traditional seasonal greeting cards.

\* \$ 5 fee for materials. Space is limited - **Reservations required.**

Friday, December 7 - 7:00 to 8:30 pm & Saturday, December 8 - 1:00 - 2:30 pm

### **HOLIDAY OPEN HOUSE**

With a theme of 'animals', the museum will be festooned with traditional Christmas decorations. Images of animals from the museum's collection will be displayed.

## Nominating Committee Report

The Nominating Committee is pleased to present the following slate of Officers

For 2012-13

President: Elizabeth Truman

Vice President: Paul Henkel

Treasurer: Judy Putnam

Secretary: Judith Noonan



DIRECTOR'S REPORT  
2011-12

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 138th ANNUAL REPORT IS HEREWITH SUBMITTED:

For the fourth year, the city faced difficult economic challenges. For the library, the city budget largely maintained the status quo with minor adjustments to various line items. With the help of the Trustees and Friends, the library will again strive to maintain the library collection funding at the highest possible level and to support its programming

The library had many accomplishments this year which I will highlight here. Further detail is found in the committee and staff reports.

During FY 11/12:

- Adequate funding for library materials was secured by supplementing the City appropriation with funding from the Friends of the Library and donations.
- Initial stages of a planning process were begun to examine the "library services of the future" in preparation for developing a comprehensive plan for the library and library annex.
- Young adult programming was sustained with the help of an AmeriCorps Vista volunteer.
- Trustees, Friends and City staff worked with the Homestead Garden Club & the Keene High School (KHS) Horticulture class on landscaping the Library grounds.
- With the help of dedicated volunteers, continued to make local history photos and texts available online.

In FY12/13, the Library will strive to:

- Secure funding for library materials, which is the basis for all library services and programs. The funding level requested is based on the amount necessary to support the replacement and updating of the collection while adding new popular materials throughout the year with a target of replacing 5% of the collection yearly.
- Implement strategies to ensure purchasing appropriate materials in a variety of formats.
- Maintain the current level of programming for adults, teens, & youth. Americorps or other volunteers/interns will be needed.
- Provide increased access to historical and current local information.
- Provide staff training on use of new technologies.
- Continue the cooperative library landscaping project with the Homestead Garden Club and the KHS Horticulture club.
- Develop specific plans for the Library and Library Annex in terms of future library space and programs.

The major focuses in the upcoming year are the development of detailed plans for Library and Library Annex for submittal to the city's Capital Improvement Projects (CIP) and the restructuring of several staff positions as current staff retire. It will be important to maintain the educational requirements and desk coverage that ensure quality service.

Without the help of the Trustees, Friends, and many community groups and individuals, the library would not be able to maintain its current service levels. It is such dedication that makes our library the valued community resource that it is.

The Library Trustees and Staff, the Library Friends and Volunteers, the City Manager, the Mayor and City Council, the City Council Liaison to the Library, the City and Keene State College Staff, the Old Homestead Garden Club, and Keene High School Horticulture Class all deserve recognition for helping enormously this past year in providing an excellent library facility and excellent service. It is a privilege to serve in a community that places so high a value on the role of its public library. I extend my sincere thanks and appreciation to all.

Respectfully submitted,

Nancy T. Vincent, Director  
Keene Public Library

## Youth Services Annual Report

### PROGRAMMING

Programming and outreach for children and young adults is an important part of Keene Public Library services. In 2011-2012, there were 591 in-house library programs geared towards young people, babies through teens, with a total attendance of 6,822. With community outreach efforts, the library served 2,790 individuals who visited the library for tours or special programs or who were visited by library staff members who brought the library to them.

You may notice that our program statistics are down slightly from last year when we had the assistance of two AmeriCorps\*VISTA members. This year, we had only one VISTA member and we prioritized our efforts and focused our attention of offering the best that we could. Programs for teens took the biggest hit. Although YA programs may not take any more preparation, they do last longer than programs for young children. The average YA program was a little more than two and 1/2 hours while the average children's program was just a little over one hour in length. In the future, we will have to rely on well trained volunteers to assist with more programs.

Reporting Period: July 1, 2011-June 30, 2012

### Library Sponsored Youth Events

Age Group	Events	Hours	Attendance	Average Attendance per Program
Outreach	91	192.75	2790	31
Children	397	429.5	5072	13
Young Adult	194	512.75	2577	13
<b>Totals for Events</b>	<b>682</b>	<b>1135</b>	<b>9612</b>	<b>14</b>

#### **2011-2012 programming highlights included:**

- ✓ Regular movies, gaming programs, and tournaments
- ✓ Special 2011 Summer Reading events including a presentation by the Grafton Nature Museum, the Mariposa Museum, Squam Lakes Nature Center, and a visit from the 501<sup>st</sup> New England Garrison
- ✓ A Library Card Party for National Library Card Sign-up Month with a visit by Rosemary Well's Max at the library and in local schools
- ✓ Samantha's American Girl Nutting Party held at the Horatio Colony House Museum
- ✓ A great Ladybug Book Award Festival put on with the help of Keene State Reads Volunteers

- ✓ Kiwanis in Pajamas hosted by the Keene High Key Club
- ✓ Two theater camps during school vacation weeks
- ✓ SAT test prep programs
- ✓ The Summer Book Buddy Program that paired experienced young readers with new readers for practice and encouragement
- ✓ Poetry Out Loud workshops which led to our contestant Stephanie Bilodeau participation in the final state competition
- ✓ A monthly Lego club

All of our programs are co-sponsored by the Friends of the Keene Public Library. Without the financial support of the Friends and of the Endowment Fund of the Keene Public Library, we would not be able to provide the programs that we do.

## **THE COLLECTION AND CIRCULATION**

Last year, we reorganized and rearranged much of the Juvenile and YA Departments. The impetus for the reorganization was the overflowing shelves in our physically small YA section, which amounts to two ranges of shelves at the beginning of Adult Nonfiction.

- ✧ The YA fiction and audiobooks for the youngest teens were moved to a new area in the Youth Department called Middle Grades.
- ✧ The books we previously had in Juvenile Fiction which were written for the oldest child were moved to Middle Grades.
- ✧ The new Middle Grade area is targeted for young people in grades five through eight. It now contains fiction and audiobooks.
- ✧ Young Adult Nonfiction was evaluated. Older materials were weeded and titles meant for the younger ages of approximately 11 through 13 were moved to Juvenile Nonfiction.
- ✧ We also created a new Graphic Novel corner in the Youth Department where the Mysteries once were located. Previously Graphic Novels were shelved in Juvenile Nonfiction. The format has become more and more popular and it seems to appeal greatly to elementary aged young people. And the new area is very well used. It is not unusual to see two or more children reading on stools in the corner with a pile of books stacked beside them.
- ✧ Juvenile Mysteries were interfiled back into the general Juvenile Fiction.
- ✧ Young Adult audiobooks were interfiled in the YA collection so that they are next to the physical books by the same author. This makes it easier for everyone, especially young people with limited literacy skills, to find a specific audiobook. Unfortunately, it does make it harder to browse all of the audiobooks. It is hard to compare circulation to last year but it does not appear to have had much of an

impact. With research, I've found that our current YA collection of audiobooks has circulated 590 times in 2011-2012. The new Middle Grade collection circulated 212 times. The collection last year, circulated 753 times. Still, I recognize it is an inconvenience for some so if we continue to free up space, we will find another solution.

- ✧ The Young Adult Graphic Novels were pulled out of YA Nonfiction to create a new YA Graphic Novel collection.
- ✧ During the course of moving and inventorying these collections, we noticed several gaps in series. We are attempting to order the missing titles in the most popular series. It is always hard to keep on top of the publication of series titles. To aid in this, I set up a number of automatic orders of the most popular series. This should greatly improve customer service and save time in collection development.
- ✧ We added two new formats: Playaway View and PlayStation DS. The Playaway View is a personal digital video player. Our current collection of 40 Playaway Views were checked out or renewed 385 times. We circulate two PlayStation DS handhelds and 15 DS games for in-house use only. These circulated 398 times. We also have flip cameras and GPSs that can be circulated or used in library programs.
- ✧ We also received a telescope and a pair of astronomical binoculars. The telescope was a gift from the New Hampshire Astronomical Society and the binoculars were received as part of a grant for International Observe the Moon Night. The telescope has been checked out or renewed 11 times and the pair of binoculars has been checked out or renewed 18 times.

All of these changes make it very difficult to compare the circulation of particular types of materials in the Juvenile and YA but it is clear that like all of the other formats and genres within the Keene Public Library, they have experienced a decline in the rate of circulation. It isn't obvious yet what accounts for the decline in overall circulation and library card holders.

It doesn't appear to be that there are less people coming into the library. We seem to be busier than ever. This summer, it wasn't unusual to see more 35 to 45 people at a time actively engaged with puzzles, games, books, crafts, and other activities in the Department. A recent donation to the Friends of the Library to provide chairs and a new fish tank in the Youth Department provided the additional seating we needed during these busy summer afternoons and helped to make our room even more inviting.

## **SUMMER READING**

This year, the library purchased new Summer Reading program software to keep track of summer readers. The new software is Evanced Solutions. Just today, a patron remarked how much easier the software was for her to use. One of the best things about the new software is that you do not need to input a library card number when registering. There are other advantages such as the ability to opt in to Facebook updates and a mobile version but it was a difficult launch. This was due in part to the timing of ALA which often

occurs immediately after we have our kickoff. In the end, participation is up with 691 people registered for a program. This year, there was significant community involvement. The Works Cafe and Life is Sweet have contributed a prize to each reader reaching a particular goal for several years. This year, prizes were added for Little Zoe's Pizza and Fritz's Fries. Significant monetary donations towards the Summer Reading Program were made by C&S Wholesale Grocers, W S Badger, Keene Lodge #927 BPE, W V Engineering Associates, Keene Kiwanis Foundation, and The Pub Restaurant. (Prime Roast also donated but the check was received in fiscal year 2012-2013).

This year, our Book Buddy program was restructured. Young readers and their reading mentors met as a large group on Mondays and on Thursdays. This made scheduling much easier for our volunteer coordinator and it created an additional element of excitement during the program.

## **WEB 2.0**

This year, Colleen Swider began a blog on our website highlighting her weekly preschool storytimes. You can access it at <http://www.keenepubliclibrary.org/blogs/cswider> .

The Youth Department has begun to develop individual suggested reading list for patrons. Interested patrons can fill out a form online to have a list of suggested books email to them. This service was utilized a dozen or so times during the year but the lists also resulted in a number of new bibliographies such as one on Global Fiction on our website. Our most popular bibliography is Historical Fiction.

## **PERSONNEL AND STAFF DEVELOPMENT**

This year, the library welcomed Lisa Blankemeyer, our AmeriCorps\*VISTA member. Her major accomplishments were recreating our Young Chautauqua program so that programs were offered at Keene Middle School and at the library. This increased the reach of the program greatly. I hope that somehow we will be able to continue this activity now that we no longer have an AmeriCorps\*VISTA member. Lisa also made many school visits to classrooms and open houses. She recruited volunteers from Keene State College and directed them as they tutored students and assisted with programs such as our weekly gaming event and film series. Lisa's monthly reports indicate how much she enjoyed working at the Keene Public Library. She wrote "I've love being so busy. And working on a number of programs. They have been great and I feel like the kids that participate in them really get a lot out of it. I'm seeing the difference that I wanted to make in their lives."

Respectfully submitted,  
*Gail Zachariah, Head of Youth and Community Services*

## Community Services Annual Report

The Keene Public Library offers free public programs that enrich the cultural fabric of our city. In 2011-2012, the library presented 886 programs including author talks, story hours, tax assistance, musical performances, and many other events that attracted over x people from toddlers to teens to senior citizens in our community.

Highlights of youth programming are addressed in the Youth Services Report.

The following chart shows a breakdown of adult programs:

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	Attendance	# of Programs	Attendance Per Program
<b>Adult Library Programs</b>			
Astronomy Programs	242	7	35
Film Programs	411	48	9
Book Discussions	211	25	8
Building Common Ground Grant Programs	112	12	9
IRS Tax Assistance	258	10	26
2011 and 2012 Chautauqua Programs	449	8	56
Author Visits	151	4	38
Performances	192	8	24
Fine Art, Music, and Writing Programs	647	82	9
Lectures	224	10	22
<b>TOTAL Adult Programs</b>	<b>2897</b>	<b>214</b>	<b>14</b>

Due to the success of last year's Vision of the Universe exhibit and programming, the Keene Amateur Astronomy Club asked that we continue an astronomy lecture series. The library worked with the club and brought in four national experts to lecture in February.

Interest in book discussion continues to grow. The Great Books discussion group meets regularly during the fall, winter, and spring. The Nobel Readers book club has a small but dedicated following. The library also assists the Keene Senior Center and Bentley Commons with book discussions at their facilities.

### GRANT WRITING

The library received a grant from the American Library Association called Building Common Ground: Discussion of Community, Civility and Compassion with the goal of engaging Keene residents in contemplation and discussion of community, civility, and compassion in their daily lives. Several programs have been offered including book discussions, lectures, film series, civic engagement forums, community tours, and our most recent Chautauqua. All of the programs have been successful and rewarding. But the biggest benefit has been involving a wide assortment of the community.

The library also received two Humanities to Go grants, a quick grant, and a major grant from the New Hampshire Humanities Council. Two of these grants were for our annual Chautauquas. Because we moved the Chautauqua from the end of July to the end of June there were actually two Chautauqua programs in the fiscal year. The 2011 Chautauqua focused on Southern writers and the 2012 Chautauqua brought in Henry David Thoreau and Sarah Orne Jewett, two New England writers, who discussed the themes of compassion and civility.

## **OUTREACH AND COMMUNITY COLLABORATIONS**

During the 2011-2012 fiscal year, the library was actively involved with many other Keene community groups and organizations. The library works with the Colonial Theater when the Missoula Children's Theater. The library continues a relationship with the Hourglass Players and the Edge Theatre. Several scout groups, Head Start classes, St. Joe's school and summer vacation camps visited the library for tours and presentations. The library spoke to several community organizations such as the Monadnock Area Peer Support Agency and LifeArt and visited several schools including Keene High School, Keene Middle School, St. Joe's, Trinity Christian, and the five Keene elementary schools.

Lisa Blankemeyer, the library's AmeriCorps\*VISTA member devoted a lot of her time to community outreach. She frequently visited Keene State College, local schools, and social service agencies.

## **PR AND PUBLIC RELATIONS**

During the year, the Community Services Librarian wrote weekly press releases. In June, a prospective volunteer approached the library and offered her services developing a weekly email announcing library programs. She has tweaked the Dear Reader software to do this. Currently, we do our best to keep up with our presences on FaceBook, Twitter, Foursquare, Good Reads, Flickr, and Wordpress. Each site is updated but FaceBook and Twitter are used the most so we update these the most frequently. We have 619 fans on Face Book and 566 followers on Twitter. This year we started placing FaceBook ads. This cannot replace press releases, our website, and our own email lists for publicizing programs but it has been a very effective way to publicize our programs and activities quickly.

## **LOOKING FORWARD TO 2012**

During the next year, I hope to develop a marketing plan targeting non-library card holders and seek to increase library participation. We also plan on recruiting and training more volunteers that can assist with programming and community awareness campaigns.

Respectfully submitted,  
*Gail Zachariah, Head of Youth and Community Services*

## 2011-2012 Audio-Visual Report

The Adult Audio-Visual collection currently comprises 6.6% of the total library material holdings and is 25.5% of the total library circulation.

1270 items were added to the collection this year, with generous donations of DVDs and music CDs from our patrons, including an opera CD collection and a very large Teaching Company DVD collection.

The VHS collection was retired, and classic movies were replaced in DVD format. The DVDs circulate for one or two weeks and continue to be the most popular format in the entire library collection, with a 17.24% increase over last year.

The New Hampshire Downloadable Books continue to grow in popularity. 467 of our patrons joined this year, increasing the number of Keene users to 1736, a 36.8% increase. The Kindle format was added statewide in September, and Keene patrons have downloaded 1345 Kindle books since then. All downloadable formats are actively used, with our patrons downloading 8394 items last year, an increase of 49.25% from last year. This trend is happening statewide, and the Friends of the Keene Public Library have generously supported the New Hampshire Downloadable Consortium.

The Friends have also purchased new music CD drawers for the department, and a new disc repair system that helps to keep our disc collection in top repair.

The Audio-Visual department is committed to providing our public with quality materials in all audio and visual formats in a timely manner to support our patrons' requests. The entire collection has circulated 8.88% more than last year.

Format	Number of items added this year	Total format holdings	Number of circulations this year
DVDs	778	4999	57,155
Books on CD	228	2004	11,940
Books on cassette	3	533	1439
Music CDs	261	1842	5887
Framed Art	0	92	97
TOTAL	1270	11,596	76,518

Respectfully submitted

Sheila Williams

Audio-Visual Librarian



REFERENCE STATISTICS  
FY 11 - 12

At various times during the year, library staff keep track of the number and type of questions being asked at both the reference and youth desks. The types of questions tracked are Directional, Information, and Reference. This sampling, extrapolated out over a year, yielded:

	REFERENCE	YOUTH	
DIRECTIONAL	1177	1169	
INFORMATION	1749	778	
REFERENCE	7323	900	TOTAL
	<hr/>	<hr/>	
	10249	2847	13096

John Johnson

## INTERLIBRARY LOAN STATISTICS FISCAL YEAR 11 - 12

The library participates in interlibrary loan with libraries in New Hampshire and throughout the country. Our patrons may request material we do not have and we will attempt to borrow this material from another library. We loan our material to other libraries with the exception of new books and reference items.

During the past year, the library was able to fill 67.84% of our patron requests for library materials not owned by the library or Keene State. Library patrons requested 2,130 items from other libraries. Of these requests, 1,445 were filled.

The library was able to fill 58% of the requests from other libraries to borrow our materials. We received 4,410 requests from other libraries for items in our collection. Of these requests 2,559 were filled.

John Johnson

**INTERNET & COMPUTER TRAINING STATISTICS  
FISCAL YEAR 11 - 12**

The library continues to offer internet access to the public through library computers as well as Ethernet and Wireless connectivity for patrons with their own computers. Over the past year the library's 13 internet computers were used 27,522 times. Our 2 laptops circulated 1,943 times.

In addition to offering internet access the library continues to offer one on one computer training on various topics. Over the past year the librarians have taught 73 training classes.

John Johnson



# KEENE PUBLIC LIBRARY TECHNOLOGY PLAN 2012

Libraries are entering a transitional phase between loaning physical materials and loaning digital files. It is difficult to predict what the next 10-20 years will hold for libraries, but it is an exciting and challenging time for all of us. While we still of course have our physical collections, our digital collections are growing in size and in use.

## Public Services

- The NH Downloadable Books consortium, which includes ebooks and audiobooks, continues to be increasingly popular. In fiscal year 2011-2012, our patrons downloaded 5246 audiobooks and 3148 ebooks. There are 1736 unique patrons utilizing this service. This represents a 27% increase over last year's online audiobooks checkouts, a 2480% increase for ebooks, and a 234% increase in number of unique patrons over last year.
- 3,710 TumbleBooks (online picture books) were viewed during the last year. 323 TumbleTalkingBooks (which is now called AudioBookCloud) were listened to online. We have just started a subscription to TumbleBookCloud which includes e-books, read-alongs, electronic graphic novels, and videos.
- The Reference staff regularly helps people learn to use the NHDB site with their Kindles, Nooks, iPads, and other devices.
- We continue to advertise programs, events, and library materials on the library website. We have set up automatic feeds to Facebook and Twitter. This year, we introduced Facebook advertising.
- We continue to use Library Insight's online calendar and to use email distribution lists to send notices regarding upcoming programs. In June we developed a new weekly email list using the Dear Reader software. A volunteer composes and sends a weekly email called "This Week @ Your Library" to highlight next week's scheduled library events. Currently, there are 917 subscribers to the list. We still send occasional emails using the Library Insight software. When patrons apply for library cards they are asked whether they want to join email lists and a sign up list is also put out at most programs.
- In April, we purchased new software for our summer reading programs. Using the Library Insight software last summer, we signed up 612 people for one of our four reading programs, which included a Read To Me program for pre-reading children in families or childcare centers, a youth program, and programs for teens and adults. This June, 691 people signed up for one of our summer reading programs using the new software from Evanced Solutions. There are several advantages of the new software: it is coordinated with the national Collaborative Summer Library Program; it does not require staff or patrons to enter a library card number; it is more flexible; and it will provide a savings in cost starting next year.
- During the fiscal year, 407 patrons received monthly emails from Dear Reader Online Book Clubs, telling them about new books in various genres and subjects. In a one month period, these 407 members accessed book club emails 8,140 times.
- We subscribe to a number of online databases and services, including the following:
  - Tutor.com - there were 82 tutoring sessions by library patrons this year and 27 visits to the skills center.
  - Mango Languages, which allows people to study 60 different languages from their own computers and ours. Mango Languages was accessed 689 times by library patrons.
  - In June, we replaced the Auto Repair Reference Center (which was accessed 139 times with 194 searches) with Chilton's Auto Repair, which allows people at home and in the Library to access car repair data for all makes and models of cars aged 1940-2013.
  - The Ancestry Plus database was searched 3544 times from within the Library. It continues to be popular.
  - ValueLine Investment information online was accessed 211 times, with 2698 page views.

- The Learning Express service, offering practice tests online, was accessed 147 times, with 2295 pages viewed.
- Encyclopedia Britannica online, available through our website and the Library catalog, had 267 documents viewed.
- NovelList, which aids in choosing fiction titles, was searched 5027 times.
- EBSCO databases, which indexes journals and periodicals, had 16,364 searches done.
- In September, we added access to Foundation Directory, and it was accessed 34 times.
- We added Gale Legal Forms and Gale Virtual Reference Library this year as well.
- We continued to use our Flickr site ([http://www.flickr.com/photos/keene\\_public\\_Library\\_nh/](http://www.flickr.com/photos/keene_public_Library_nh/)) to post photos of our library programs.
- The library has a Wordpress blog for teens and a Facebook fan site with 619 fans. Our Twitter account has 567 followers. We also have a presence on Flickr, Foursquare, YouTube, Good Reads, and LinkedIn.
- We continued to offer individual computer instruction classes on the Internet, Word, email, our catalog and databases, and basic computers, although not as many people are taking advantage of this as in previous years. We taught 73 classes last year. We also regularly help people with computer questions at the Reference Desk.
- The library, in conjunction with the Historical Society of Cheshire County continues to add historical photos of Keene and surrounding towns to our other Flickr site (<http://www.flickr.com/photos/keenepubliclibrary/sets/>), which currently has about 1700 photos online. These have received 907,065 views from people all over the world (doubling last year's figure).
- Two staff members are helping a statewide group with the Online Newsstand Project (<http://www.keenepubliclibrary.org/content/online-newsstand>), making articles from current magazines available online from our website.

## Technical Services

- We continue to add scanned historical photos to our Flickr website, with descriptions and tagging.
- We continue to add a subject term to all of the youth and young adult fiction that allows searching by Lexile reading level, a system of measuring the reading difficulty of books that is used extensively in SAU29.
- We continue to add series tracing information to bibliographic records and are also putting small numbered stickers on book spines so that people can easily tell the order of books in series. This has proved very popular with readers.
- We completed a project to create a new "middle school" collection in the youth department, using materials from young adult and from the youth collection.

## Facilities, Equipment, and Software

- All of the barcode scanners have been replaced at the circulation desk. The new ones are capable of reading barcodes from a smartphone.
- We continue to replace the computers in the library on a 5-year schedule.
- We purchased a scanner for public use, which is used heavily.
- All computers were upgraded to Windows 7 and Office 2010. This required upgrading our security software as well. The new security software now allows control of the public computers from the reference desk. They can all be turned on and off centrally and software can be updated on all of the public computers at one time.
- In March, we subscribed to "Library Anywhere" which provides a mobile version of the library catalog along with some general library information. Mobile users are redirected to this site when they go to [keenepubliclibrary.org](http://keenepubliclibrary.org), with an option to connect to the full KPL website.

## Staff Training and Development

- Staff members continue to enter a training goal for the upcoming year when completing their self-evaluation. A large majority of these involve technology training.
- Youth staff all attended the two CHILIS meetings.
- One staff member attended the Innovative Users Group conference this year.
- Three staff members attended the Public Library Association conference this year. We purchased a DVD that has many of the conference programs on it so that those who couldn't attend can see some of the presentations.
- The Head of Youth and Community Services attended the mid-winter and annual meetings of the American Library Association. She served on the YALSA Michael Printz Award Committee and is the Chair of the YALSA Readers' Choice Award List.
- The IMS department created a city-wide intranet site using Drupal. A library staff intranet is in the works and will be available for staff in this fall.

## Interagency Cooperation

- We continued to work with KSC's Mason Library to maintain and enhance Keene-Link, our joint online catalog and circulation system.
- The library's Tech Liaisons continued to assist IMS in maintaining and upgrading all of the library computers.
- One staff member meets with the NH Innovative Interfaces systems librarians several times per year.
- One staff member meets with the information technology section of the New Hampshire Library Association regularly.
- Two staff members are involved in a statewide Online Newsstand project.
- Two staff members are involved with the New Hampshire Downloadable Books consortium and help select titles to be purchased, and attend statewide meetings.
- One staff member attends the Nubanusit Library Cooperative meetings monthly.
- Circulation staff met twice with their counterparts at the KSC Library.
- One staff member attends the Urban Libraries (of NHLA) meetings regularly.
- We continue our partnership with the Historical Society of Cheshire County to scan, digitize, and mount on the Flickr website more historical photos and postcards and with the Horatio Colony House Museum to collaborative plan programs.
- The Head of Youth and Community Services is the current Vice President of CHILIS and the NHLA Intellectual Freedom Chairperson. She is the current chairperson of the YALSA Writing Award Jury.

Submitted by,

Jennifer Bone  
Susan Hansmeier  
John Johnson  
Nancy Vincent  
BJ Wahl  
Gail Zachariah

8/17/2012