KEENE PUBLIC LIBRARY BOARD OF TRUSTEES ANNUAL MEETING

Tuesday, August 27, 2013 at 5:00 P.M. Trustees Room

<u>AGENDA</u>

1.	Call to order	c	
2.	Approval of	the August 28, 2012 Annual Meeting minutes	
3.	Annual Rep	orts	
	a.	President's Report	(page 5)
	b.	Treasurer's Reports	(page 7)
	c.	Finance	(page 23)
	d.	Building and Grounds	(page 25)
	e.	Policy	(page 29)
	f.	Fine Arts	(page 31)
	g.	Community Outreach	(page 33)
	h.	Long Range Planning Committee	(page 35)
		1. Scully Architects Report	(page 37)
	i.	Friends of the Keene Public Library	(page 41)
	j.	Cheshire County Literacy Coalition	(page 43)
	k.	Horatio Colony Museum	(page 45)
	1.	Nominating Committee	(page 47)
	m.	Director's Report	(page 49)
		- Staff Reports	
		1. Youth Dept.	(page 51)
		2. Community Services	(page 55)
		3. AV	(page 57)
		4. Reference, Interlibrary Loan, Internet	(page 59)
		5. Technology	(page 63)
		6. Technical Services	(page 65)
		- Statistical Reports	
		1. Circulation	(page S3)
		2. Database Usage	(page S7)
		3. Acquisitions	(page S9)

Keene Public Library Board of Trustees August 28th, 2012 Annual Meeting Minutes

Attending: Paul Henkel, Ken Jue, Malcolm Katz, Judy Noonan, Kathleen Packard, Judy Putnam,

Georgia Tasoulas, Beth Truman and Library Director Nancy Vincent

Guests: Mayor Kendall Lane, FKPL President Don Wilmeth, Councilwoman Ruth Venezia

1) President Beth Truman called the meeting to order at 5:00 PM.

2) The Annual Meeting Minutes of August 23rd, 2011 were presented for approval.

On a motion made by Ken Jue and seconded by Judy Putnam it was:

VOTED: to accept the Annual Meeting Minutes of August 23, 2011 as written – approved unanimously.

3) Annual Reports

- a. President's Welcome Beth Truman
 - Beth welcomed the trustees and extended thanks and appreciation for the support of the board over her past term as president.
 - Beth 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 Judy Putnam
 - 2012 2012 Trustees Budget passed in May
 - Opening Balance = \$33,740.93; Closing Balance = \$22,361.08
 - The Keene Public Library received gifts and donations of \$6,494.32
 - The Keene Public Library received grants of \$7,378.23 for programming, with expenses of \$7,968.90
 - Praise of Treasurer Judy Putnam was given by several members of the Board for her continuous efforts and thoroughness in the Treasurer's role

On a motion made by Paul Henkel and seconded by Judy Noonan it was:

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

c. Buildings and Grounds – Paul Henkel

- The Library mansard, eaves, and finials and porch were reconstructed. The third floor windows of the Thayer mansion (Library) were routed, and the third floor windows replaced with triple pane glass.
- Landscaping
- Representatives from the Friends and Trustees worked with the Old Homestead Garden Club and the High School FFA horticultural class and the City in planning and adding perennial plantings to the library grounds.
- There is a proposed plan for re-routing traffic from the Annex lot to a future exit on West Street

d. Policy - Kathleen Packard

- Internet Policy
- Wording has been added to the opening screen of all Library computers which states the internet policy. The wording states that by proceeding to use the internet, the user is agreeing to abide by the library's Internet use rules.
- Security cameras are to be installed outside the main entrance to the Library, with the recorded film to be held for 18 months.
- Courtesy email notes have been approved, giving notice of materials soon to be due.
- An updated rental agreement for Heberton Hall requires that for profit groups designate a charity to receive some of the proceeds.

e. Community Outreach – Beth Truman

- The number of Outreach events for the community for 2011 2012 were 886
- Participants numbered 12,479
- Adult attendance is up, children's attendance is down, possibly because of having only one AmeriCorps volunteer this year who handles children's programs

f. Long Range Planning – Nancy Vincent

- Maintaining the Library's collection remains the primary goal of the Library
- Keeping a skilled workforce in place is another important goal, particularly as expected staff changes occur
- Developing detailed plans in the next year for the remodeling of the Annex is a high priority

g. Friends of the Keene Public Library – Don Wilmeth, President

President Wilmeth noted that this is the 30th year of the Friends of the Keene Public
Library organization, whose main function is to support the Library and its
programming. The gross income from the semi-annual book sales of 2011 – 2012 was
\$23,000, comparable to the amount from 2010 – 2012. Income from membership in the
Friends amounted to \$4,076.

- Over 100 people attended the Friends Annual Meeting in May, which featured author Archer Mayor as speaker.
- The next Book Sale will be October 11th 13th, 2012

h. Literacy – Nancy Vincent

- There have been no specific projects this year
- The Success by Six program received a donation from the joint Keene Rotary Clubs, with a matching Keene Rotary Community Investment contribution, for a total of \$1,000 for the Reach Out and Read program
- An outstanding student in the Adult Diploma program received the Betty Cox Award
- i. Horatio Colony Museum and Nature Preserve Paul Henkel
 - Another successful Chautauqua event in June, with character portrayals of Sarah Orne Jewett and Henry David Thoreau.
 - Many summer programs offered for both children and adults
- j. Nominating Committee Ken Jue
 - The slate of Officers for the year 2011 2012 include:

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

On a motion made by Malcolm Katz and seconded by Kathleen Packard, it was:

VOTED: to approve the slate of Officers for the year 2012 – 2013 – approved unanimously

- k. Director's Report Nancy Vincent
 - Today's purchasing of Library materials is made more difficult by the multiple formats available for each purchase
 - There will be no AmeriCorps worker for the Library next year, which will result in the loss of some programs for the older kids
 - Staff training in technology in order to help patrons with the latest electronic devices continues to be of great importance
 - Preparation for staff changes through retirement and the development of plans for the Library Annex will be high priorities for the coming year

On a motion made by Ken Jue and seconded by Judy Putnam it was:

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

Beth Truman, 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 made by Paul Henkel and seconded by Georgia Tasoulas it was:

VOTED to adjourn the meeting – *approved unanimously*.

Meeting adjourned at 5:50 PM.

Respectfully submitted,

Judith M. Noonan Secretary

President's Annual Report 2012-2013

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.

There were many happenings during the year, and all are included in the reports to follow.

Most notably, the Board has, through the Keene Library Annex Advisory Committee begun work to improve library services to the City of Keene and our patrons by exploring renovations and improvements to the library campus that will enable the Library to broaden its reach.

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, my fellow Trustees and to the City Staff for their continued dedication to the gem that is Keene Public Library.

Respectfully Submitted, Beth Truman, President

Keene Public Library Trustee Budget July 1, 2013- June 30, 2014

Income	
Trustee Held Investments	4,500.00 *
Money Market	10.00 *
from unrestricted Trustee cash	1,000.00
Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Other	500.00
Outreach Projects	
From KPL endowment at NHCF	4,605.00
From Eugene Choe Fund	100.00
Encumbered from previous year	500.00 (estimate)
Landscaping (encumbered from previous year)	594.42
Hanna Fund	1,265.45
Goodnow Gift	900.00
Millenium Fund/ clocks	100.00
Total Income	15,074.87
Total Income Expense	15,074.87
	15,074.87
Expense	15,074.87 3,000.00 *
Expense Staff Conferences and Workshops	
Expense Staff Conferences and Workshops From investment income	3,000.00 *
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash	3,000.00 *
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts	3,000.00 * 1,000.00
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts Green and Price Room Enhancements (Hanna)	3,000.00 * 1,000.00 1,265.45
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts Green and Price Room Enhancements (Hanna) Millenium Fund/clocks	3,000.00 * 1,000.00 1,265.45 100.00
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts Green and Price Room Enhancements (Hanna) Millenium Fund/clocks Other fine arts	3,000.00 * 1,000.00 1,265.45 100.00 100.00 *
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts Green and Price Room Enhancements (Hanna) Millenium Fund/clocks Other fine arts Goodnow Fund	3,000.00 * 1,000.00 1,265.45 100.00 100.00 * 900.00
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts Green and Price Room Enhancements (Hanna) Millenium Fund/clocks Other fine arts Goodnow Fund Landscaping Project	3,000.00 * 1,000.00 1,265.45 100.00 100.00 * 900.00 594.42
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts Green and Price Room Enhancements (Hanna) Millenium Fund/clocks Other fine arts Goodnow Fund Landscaping Project Books and materials	3,000.00 * 1,000.00 1,265.45 100.00 100.00 * 900.00 594.42
Expense Staff Conferences and Workshops From investment income From Trustee unrestricted cash Fine Arts Green and Price Room Enhancements (Hanna) Millenium Fund/clocks Other fine arts Goodnow Fund Landscaping Project Books and materials Outreach	3,000.00 * 1,000.00 1,265.45 100.00 100.00 * 900.00 594.42 1,500.00

Furniture replacement reserve (8th year)	500.00 *
Reserve for long range planning (5th year)	750.00 *
Miscellaneous	160.00 *

Total Expenses 15,074.87

^{*} denotes anticipated income from investments at Edward Jones and its uses.

Keene Public Library Trustees Treasurer's Annual Report, Primary Account #248-1-2) 2012-2013

Opening Balance \$22,361.08

Income

Donations for Books and Materials	2690.00	
Donations to Lipsky Book Fund	150.00	
Memorial Gifts	3676.80	
Unrestricted Bequest	5686.70	
Unrestricted Donation	500.00	
Rotary Gifts	525.00	
Donations for Outreach Programming	875.00	
(including Summer Reading)		
NHCF Endowment for Outreach	4605.88	
Dollars for Doers	530.00	
Donations for Faulkner Framing	3300.00	
Grants		
For Chautauqua 2012	250.00	
For Chautauqua 2013	3000.00	
Rotary/Success by Six	1099.65	
Reflections/Mayors	2500.00	
NHHC	250.00	
Transferred from Choe Fund	100.00	
Transferred from Thayer Fund	800.00	
Miscellaneous, Mayors Project	147.00	
Investment Income	4147.88	
Money Market Interest	3.22	
Capital Gains	532.57	
Total Income		\$35,369.70

Expenses

Books and Materials	3816.82
Outreach Programming	6425.25
(including Summer Reading)	
Staff Conference	1375.38
Dollars for Doers	250.00

Chair/Wood Gift	3185.80
Chautauqua 2012	1275.90
Mayors Project	1718.50
Grants expended	1050.00
Faulkner Framing	4453.48
Furniture Repair	75.00
Transfer of Lipsky gifts for investment	1000.00
Membership (NHLTA)	260.00
Reinvest capital gains	532.57

Total Expenses \$25,418.70

Closing Balance \$32,312.08

Keene Public Library Trustees Annual Report for KPL Second Account (#..286-1-1)

Choe, Lipsky, Thayer Restricted Account 30-Jun-13

Opening Cash Balance (6/30/12)	\$1,602.02
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Income

Investment	Income
Clara /1 :	-1 / 2 /2 / 4 /2\

Choe/Lipsky (2/3 / 1/3)	\$150.00
Choe/Lipsky Capital Gains	57.45

account to invest (Lipsky)

Total Income \$1,688.81

Expense

Transferred out

for Summer Reading (Choe) 100.00

Transferred out

for Books and Materials 800.00

Total Expense \$900.00

Closing Balance (6/30/13) \$2,390.83

Donations to Keene Public Library, 2012-2013 Gifts, Bequests, Grants, Endowment Income

Donations for Books and Materials

Monday Night Women's Group	\$90.00
Richard and Barbara Berry	25.00
Alex Kossakoski	100.00
Mary E. Moore	1,500.00
Monday Night Women's Group	90.00
Tuesday OA Meeting	20.00
Jacob J. Lichman Memorial Trust distribution	250.00
Julia Flood Page	20.00
Monday Night Women's Group	90.00
Annette Wiesner	15.00
Fraternal Order of Eagles (large print)	400.00
Monday Night Women's Group	90.00
Memorial Donations	
Saxton's River Art Guild (Jane Coffin)	25.00
Paul Henkel (Lisz Henkel)	20.00
Mary Ann Swanzey (John Hackett,	100.00
and honoring Ann Hackett)	
Donald Hoyer (Joan Friets)	50.00
Roberta Proper (Jane Coffin)	20.00
KPL Staff (Paul Kingsbury)	20.00
Sharon King (Martha Amsden)	50.00
David Bacon (Martha Amsden)	40.00
KPL Staff (Martha Amsden)	10.00
KPL Staff (Robert Borden)	10.00
Staff of Prospect Place (Martha Amsden)	63.00
Jean Anderson (Martha Amsden)	25.00
Jane Howell (Martha Amsden)	15.00
James A. Greenwood (Robert Bradeen)	50.00
Gifts from Rotarians	

Gif

Robert Farrar	50.00
Julie Cashin	25.00
Robert Mucha	25.00
Stephen Felder	25.00

Total Gifts to Lipsky Fund		150.00
Aaron Lipsky Dorothy and Nelson Saks	50.00 100.00	
Total Unrestricted Gifts Gifts to Florence Lipsky Book Fund		500.00
Unrestricted Donation Peter Bonneau and Kathleen Chertok	500.00	
Total Bequests		8,865.50
Shirley Palone Estate (unrestricted) Constance Wood Estate (purchase of chairs)	5,686.70 3,178.80	
Bequests		
Total Gifts for Faulkner Reframing		3,300.00
Markem-Imaje (Matching Phil Faulkner)	300.00	
FKPL/Faulkner Family Foundation	1,200.00	
Putnam Foundation	500.00	
James and Jocelyn Bolle	500.00 200.00	
Henkel Charitable Fund Carl B. Jacobs	300.00	
Philip Faulkner	300.00	
Gifts for Reframing Barry Faulkner Drawings		
Total Gifts for Books and Materials		3,713.00
David Stabler	25.00	
Philip Faulkner	100.00	
Peter Hansel	25.00	
Chandler Fairbanks	25.00	
Louise Zerba	25.00	
Allan Freeman	25.00	
Charles A. Prigge	25.00	
Jane P. Lane	25.00 25.00	
John Noonan F. Barrett Faulkner	25.00	
Carolyn Blastos	25.00	
Thomas Ewing	25.00	

Gift to Outreach Programming UCC Women's Fellowship	100.00	
Total Gifts to Outreach Programming		100.00
Donations for Summer Reading Program		
Prime Roast Coffee Co	200.00	
Keene Lions Club	200.00	
Markem-Imaje	250.00	
N.E. Wellness Education	25.00	
Fenton Family Dealership	100.00	
Total Donations for Summer Reading		775.00
Grants		
NHHC	250.00	
NHHC/Chautauqua 2012	250.00	
NHHC/Chautauqua 2013	1,000.00	
C&S Wholesale Grocers/Chautauqua 2013	2,000.00	
Kingsbury Fund/Reflections, Mayors Project	2,500.00	
Keene Rotary/Success by Six	1,099.65	
Total Grants		7,099.65
From Endowment at NH Charitable Foundation for Outreach Programming	4,605.88	
Total from Endowment for Programming		4,605.88
From Trustee Held Restricted Funds		
Choe Fund/for summer reading programs	100.00	
Thayer Fund/for books and materials	800.00	
Total from Endowment and Restricted Funds		900.00

KPL Trustees Annual Report, June 30, 2013

Changes in Portfolio July 1, 2012 – June 30, 2013

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

	6/30/12	6/30/13
Mutual Funds Cash and Money Market	166,391.49 22,361.08	186,737.20 32,312.08
Total	188,752.57	219,049.28
Edward Jones, Second Account	(#286-1-1)	
Cash Mutual Funds	1,602.02 20,962.85	2,390.83 21,896.27
Total	22,564.87	24,260.10
Mutual Funds	20,962.85	21,896.27

\$ 211,317.44

\$ 243,309.38

Securities Purchased, Reinvestment of Long and Short Term Capital Gains, #--248-1-2

Total of two accounts

February, 2013, reinvested Long and Short Term Capital Gains into Capital World Bond Fund

June, 2013, reinvested Long Term Capital Gains into Amcap Fund

KPL Trustees
Encumbered and Restricted Funds
June 30.2013

For Staff Training Trustee Budget 12-13	For Outreach Programming Donations for Outreach Programs From Endowment Spent on all Outreach Programming	For Chairs/C. Wood Estate Chairs purchased	Other Donations Thayer Fund Investment Income Purchase of books	For Books and Materials Memorial Gifts Rotary Donations
-753.22	1624.36	0		Balance 6/30/12 6325.84
3000.00	875.00 4700.00 -6425.25	3178.80 -3185.80	2690.00 800.00 -3816.82	Changes 2012- 2013 498.00 525.00
	774.11	-7.00	7022.02	Balance 6/30/13

Chautauqua 2013 Chautququa 2012 Multi Cultural/Chautauqua 2012 Rotary Walmart	Grants 3 Grant Income	Donations Transferred: Lipsky Fund Investment Account		Faulkner Framing	Fox Memorial Millenium Clock	Hanna Fund 12	Landscaping project (trustees pledged) 5	From Sale of KPL History	From unrestricted Trustee cash Used in 12-13
	352.05	804.30			1004 100	1265.45	594.42	274.31	
3000.00 250.00 1099.65		150.00 -1000.00	530.00 -250.00	3300.00 -4453.48					1000.00 -1375.38
250.00 250.00 .099.65		150.00 1000.00	530.00 -250.00	0.00 3.48					0.00 5.38
		14.36	280.00	-1153.48	1004 100	1265.45	594.42	274.31	1871.4

Grant Expenses

Total Restricted Funds Cash in Checking Account	Unrestricted Gifts Goodnow Macdonald Dachowski Palone Bequest Bonneau/Cherttok	Reserve for Furniture Replacement Trustee Budget Used in 12-13	Reserve for Long Range Planning Trustee Budget	Chautauqua 2011 Chautququa 2012 Rotary Other, various
17886.76	900.01 1500.00 300.00	1285.18	2250.00	
10125.52	5686.70 500.00	500.00 -75.00	750.00	-1275.90
28012.28 32312.08	900.01 1500.00 300.00 5686.70 500.00	1710.18	3000.00	2275 80

KPL Board of Trustees Overview of Library Finance 2012-13 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 2013-14 is \$1, 261,834. 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 2013-14 is \$3,500.

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 re viewed by the
Trustee's Building and Grounds committee which consists of City Staff,
Trustees and Friends.

<u>City of Keene Annual Operating Budget – Library Maintenance</u>
The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2013-14 is \$252,533.

<u>City of Keene Annual Operating Budget: Library Annex Maintenance</u> The Public Library Annex Budget is approved by the City Council in June for the next fiscal year. The figure approved FY 2013-14 is \$31,588.

City of Keene Capital Improvements Projects Budget (CIP)

The 2013/14 -2018/2019 CIP includes a Library Window upgrade for the first and second floor of the Library Mansion designated for 2016 with a budget of \$100,000 and the repair of the Library Annex Mansard designated for 2016 with a budget of \$219,000. Future projects to be presented include tuck pointing of the brick with lime mortar of both mansions, and carpet replacement in the Library.

KPL Trustee Budget

The proposed budget for 2013/14 as adopted by the trustees is \$15,074.87 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)

KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2013 is \$243,309.38 versus \$211,317.44.

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, 2013, the total value of the Keene Public Library Endowment was \$119,780.36 versus last year's \$112,451.49 and the total value of the Elizabeth Jones Faulkner Memorial Trust was \$32,398.43 versus last year's \$29,254.47.

Keene Public Library Building and Grounds Committee

Annual Report Prepared August 2013

Members of the committee: Jennifer Bone, Bob Grier, Paul Henkel, Malcolm Katz(through February), Medard Kopczynski, Judy Noonan, Nancy Vincent. Paul Ledell participated in the kitchen assessment.

Large projects - Last year The Library Mansard eaves and finials and the porches were reconstructed. The third floor windows in the Thayer mansion were routered and the glass was replaced with double pane glass. Future CIP projects for energy efficient Library windows and Annex Mansard repair are appended below.

Maintenance The library roof has been repaired over the children's area and at the elevator and at the cupola. Mansard roof tile has been repaired on the Annex. There has been significant investment in the HVAC. Airflow has been fixed by replacing 119 valves. The condenser/compressor is scheduled to be replaced.

Parking – Staff and patron parking was impacted by construction of the new court house on the Winter Street Lot. The City provided for staff parking in the Gilbo East lot.

There had been a proposal to eliminate all parking on Middle Street. City Council adopted a compromise plan which preserves the three parking spaces closest to the Library.

Cheshire County Commissioners clarified that public parking at 33 West Street is permitted after 5 PM weekdays and on weekends and we may so advise library patrons.

Annex parking on the Winter Street side has been redesigned to provide easier access through use of angled parking both in the street and in the lot on the north side of the building. This is part of the Winter Street project beginning in September. It has been requested that, as practical, utilities which will be needed as part of future development of the Annex be brought onto our property so that we do not have to tear up newly created sidewalks and street paving later.

Landscaping - Ajuga, Vinca and three holly bushes donated by the Friends were planted near the Thayer Oak with additional Vinca which were donated. Hosta was donated and planted alongside the disabled persons ramp. The High School donated and planted scented geraniums near the employee entrance and petunias and other plants in the urns.

The City contracted for weeding, mulching and plant replacement as authorized.

Perennials located near the Annex parking lot will be moved to the south side of the library due to the Winter Street project. This includes the large golden mop cypress next to the bike rack.

Annex Kitchen Assessment - A subcommittee was established to review facility requirements for an improved kitchen. It was concluded that appliances, flooring, countertops, lighting and plumbing fixtures all need updating. The Kitchen could be developed to initially support catering and providing unattended coffee and snacks. Stovetop cooking capability could be provided initially or it could be added later.

Annex Improvement - Long range planning for Annex improvement is included in a separate report.

Report submitted by Paul Henkel, Chair

CITY OF KEENE, NEW HAMPSHIRE 2014 - 2019 Capital Project Funding Request

GENERAL PROJECT DATA:

Project Name: Library Windows
Department: FACILITIES

Division: N/A

Physical Location: 60 Winter Street

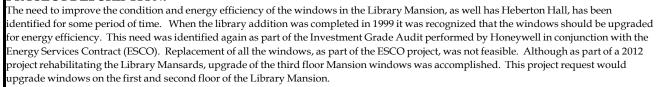
PROJECT RATIONALE:

Federal Mandate: NA
State Regulation or Law: NA
Comprehensive Master Plan: Arts & Culture

Council Initiative: N/A V.O.I.C.E.: N/A

Departmental Objective: Proactive renovations





FY15	100,000 \$100,000	FY17	FY18	FY19	\$0 0 100,000 0 0
\$0		\$0			0 100,000 0
\$0		\$0			0 100,000 0
\$0		\$0			100,000 0
\$0		\$0	40		0
\$0	\$100,000	\$0	00		0
\$0	\$100,000	\$0	40		
\$0	\$100,000	\$0	0.0		0
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	<u>_</u>		\$0	\$0	\$100,000
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					0
	100,000				100,000
					0
					0
Τ					0
\$0	\$100,000	\$0	\$0	\$0	\$100,000
	\$0				

CITY OF KEENE, NEW HAMPSHIRE 2014 - 2019 Capital Project Funding Request

GENERAL PROJECT DATA:

Project Name: Annex Mansard
Department: FACILITIES

Division: N/A

Physical Location: 76 Winter Street

PROJECT RATIONALE:

Federal Mandate: NA State Regulation or Law: NA

Comprehensive Master Plan: Arts & Culture

Council Initiative: N/A

V.O.I.C.E.: Continually Assess Infrastructure

Departmental Objective: Proactive renovations



PROJECT DESCRIPTION:

The Mansards for both the Library and Annex were indentified as needing repair. Prior Capital Improvement Programs (CIP) contained this work as combined project. With repair of the Library Mansion Mansards, combined with rehabilitation of its third floor windows in FY12, work required to the Annex Mansards remains. Cost for this effort has been developed using the responses to an RFP issued in 2010 for the combined project with the portion related to the Annex Mansards estimated at \$219,000.

FINANCIAL PLAN & PROJECT SCHEDULE								
	PRIOR	FY14	FY15	FY16	FY17	FY18	FY19	TOTAL
EXPENDITURES:								
pre design								\$0
design								0
construction				219,000				219,000
property acq								0
equipment acq								0
								0
TOTAL	\$0	\$0	\$0	\$219,000	\$0	\$0	\$0	\$219,000
FUNDING:								\$0
short term	_							\$0
long term	1			219,000				219,000
federal	1		1	212,000				0
state								0
other								0
TOTAL	\$0	\$0	\$0	\$219,000	\$0	\$0	\$0	\$219,000
OPERATING BUDGE	Т ІМРАСТ:							
personnel								\$0
non-personnel								0
capital								0
debt service		1		3,833	29,182	28,415	27,649	89,079
TOTAL	\$0	\$0	\$0	\$3,833	\$29,182	\$28,415	\$27,649	\$89,079



• 17 Elm Street • Keene, New Hampshire 03431 • 603/357-4544 • Fax 603/357-4545 • Email DVS@scully-architects.com

Daniel V. Scully Katie Cassidy-Sutherland, Associate architect Andrew Weglinski Bill Fleming, architect

EXECUTIVE SUMMARY- KEENE PUBLIC LIBRARY VISIONING REPORT June, 25, 2013

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- IT
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- TEENS
- LITERACY
- FRIENDS

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- TEEN SERVICES
- TECHNOLOGY'S FUTURE
- LIBRARY SERVICES
- OUR 21ST CENTURY LIBRARY

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We were often reminded of Andrew Carnegie's adage that our free public libraries are the -Great Equalizer

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 unanticipated 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 2012-2013

During 2012-2013 under the direction 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.

Children's programs	Events 349	<u>Hours</u> 479.25	Attendance 4,013
Young Adult programs	126	297	1,194
Adult programs	333	643.75	3,285
Outreach Tours & Community Visits	38	42	1,961
Totals for Library Sponsored Events for Period:	846	1462	10,453

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

The main focus of the Community Outreach Committee this year was addressing issues raised in the 2011 Community Outreach Survey which was undertaken to "better understand the community's needs, what the library is doing well, and where we could improve."

The report on the survey was shared with the Board in September. The survey provided insight into a variety of aspects of library service, which have been shared with the staff. The survey generated many positive comments of which the following is an example, "I have lived in several location and the KPL is an amazing resource with an extraordinarily helpful staff. The library is a huge asset to Keene!"

The report did present two areas of focus for the Community Outreach Committee. The report indicated that while 78% of the respondents were female, there appear to be a much lower percentage of male users, or at least responders, indicating that perhaps men are currently underserved. Also the report indicated that while 68% of responders completed a college or graduate degree and another 16% indicated completing vocational or technical training or some college attendance, there remained an underserved population of non-library users.

To address the issue of growing the percentage of male library users, a short survey targeted to men was created to solicit their ideas on programs and services. To address the issue of non-library users—particularly those with children—the committee reviewed current programs and marketing focused on ages newborn to 5, and determined to increase marketing efforts by distributing bookmarks and posters that would advertise library resources, programs, and contact information. Bookmarks will be distributed in conjunction with the Cheshire-Dartmouth Hitchcock pediatric and family practice departments in connection with their distribution of Reach Out and Read books at the 2 year visit. Posters promoting library services and programs will be distributed to 20 some preschool organizations and agencies in Keene.

In addition to promoting outreach to the men of the community and other non-library users, the committee and staff pursued providing more ready access by phone by placing the library telephone number in two additional sections of the phone directory: under business listings and in the yellow pages.

The yellow pages ad draws attention to availability of books, e-books, DVD's, WiFi, programs, classes, as well as providing hours, internet address, and large print phone number.

The committee collaborated with the Visioning Project by providing names of educators and agency members to be included in discussions on the library's future, and in June attended sessions related to community outreach.

Throughout the year, parking has been a subject of discussion.

During the year, Gail has attended a number of national library meetings sharing good ideas from Keene and bring back new ideas to enrich our KPL offerings.

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.

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, Judy Noonan, trustees; and Jill Cielinski and Theresa Quigley, community advisors.

KPL Board of Trustees

LONG RANGE PLANNING COMMITTEE

Annual Report Fiscal Year 2012-13

Every 5 years, the Keene Public Library plans for the future and re-assesses how its facilities and programming meet the needs of the Keene community. This is accomplished by the trustees inviting the community, the library staff, and the Friends of the Keene Public Library to share with us their ideas and requirements for the future.

In the planning process this year, special consideration was given to the use of the Library Annex and possibly connecting that facility to the main library building.

To assist with the planning, a Keene Library Annex Advisory Committee (KLAAC) was formed consisting of:

Library Director, Nancy Vincent and Assistant Library Director, Jennifer Bone
Trustees – Sally Miller (Chair), Beth Truman, Judith Putnam, Paul Henkel, Kenneth Jue,
Friends of the Keene Public Library – Jane Pitts, Jill Cielinski, Paul Ledell.
City staff- Medard Kopzyncki, Assistant City Manager, Health and Code and Facilities Director.

Following the successful completion of the Visioning Process, the city issued a Request for Qualifications for Professional Services for Schematic Design. Working with the city's Purchasing Department, KLAAC interviewed five of the firms that submitted proposals. Tappe Associates who performed the 1999 renovation was selected. Jeff Hoover, Principle Architect, will be



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Friends of KPL Annual Report 2012-2013

Looking back on the past three years, from my perspective I believe we've done quite well as an organization with the objective to support the library in myriad ways. First and foremost, the board deserves great credit for its commitment, dedication, and active involvement—with regular board attendance, execution of special assignments, and a willingness to take on new challenges whenever called upon.

Despite a down turn in the economy, we have managed to sustain our book sale income—and for the last sale to gross a recent record with \$11,000 plus. We continue to depend on Yvonne for leadership, though I must also express gratitude to all board members for a degree of involvement this spring that will assure us, I believe, of full participation in both sales in the future, allowing Yvonne to lead us but not to devote all of her time to this time-consuming and taxing job. As I have learned, we must remain diligent during the entire year as we prepare for our sales. We are always short of sorters, despite a small group of truly dedicated worker in the bowels of the library. Our sales could not happen without our sorters. Having worked at that job for a month or so myself, I am of the persuasion that each board member should seriously consider devoting some time—if only a few hours—sorting materials/

With the creation of a new finance committee (and a review of our investments last year), we have a much better handle on our financial potential and our ability to sustain our obligations and objectives in the future. Thanks to Jane, Hope, and Paul for these extraordinary efforts.

The establishment of a hospitality committee in the capable hands of Jill (and her committee) has inspired us to stage a special event for our Friends for the second year in a row, beginning last year with our special guest Archer Mayor and only a few weeks ago with humorist Rebecca Rule. We had c.100 in attendance in 2012 and this year c. 80. In terms of good will and a visible thank you to our Friends, I believe the event is worth pursuing again next year. It has also helped to establish a relationship with the SENTINEL as a sponsor of our event.

An area of improvement that might almost seem invisible is membership, and with Lillian's professionalism we have improved our member contacts and strategies in soliciting annual contributions and in providing acknowledgements in a timely fashion.

For too many years we struggled with our all important newsletter; in the careful and creative hands of Pam, this organ of the Friends has become a key in our efforts to communicate and inform our Friends and other non-Friends. We can be proud of each and every issue—and we need not be concerned about it getting out on time and as projected.

Finally, let me thank most sincerely our officers—Joe, Jane,, and Hope for their good services and strong support of my modest efforts. I could not have survived the past three year without their counsel, good will, hard work, and positive attitudes.

I'd also like to acknowledge Beth Truman, outgoing Pres. of the Trustees and our very faithful and helpful Liaison to the Trustees. She took both of her positions very seriously and participated in our deliberations fully and constructively. Thanks Beth.

We are fortunate that we have a strong and worthy slate of new officers and ongoing board members/chairs (and possibly two prospective new board members)—or will have in a few moments. I can assure you that in Jane Pitts's capable hands as our incoming President we have good years ahead and a most capable leader who has for a dozen years or so been a faithful and active board member—and a well-known supporter of our dear library. She will doubtless suggest new initiatives and will, I know, welcome your ideas as the year progresses. We are lucky to have her as our new President and I am pleased to support her in any way I can in the future—as I'm sure you are.

I cannot conclude without expressing publicly my appreciation, respect, and dependence on the staff of the library and my greatest supporter and partner in this adventure, our cherished director, Nancy Vincent.

Don B. Wilmeth President, FKPL May 2013

Cheshire County Literacy Coalition Annual Report to the Keene Public Library Board of Trustees August 2013

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 \$1,000 to the Cheshire Health Foundation for the Reach Out & Read program.
- The Coalition awarded two Betty Cox award to an outstanding student in the Adult Diploma program.

Horatio Colony Museum And Nature Preserve Keene Public Library Annual Report 2013

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.

Museum activities which have already occurred this year:

In May the museum hosted Malcolm Summers, bookbinder, member of the Vermont Antiquarian Booksellers Association and proprietor of the Bookworm in Chester, Vermont. He delved into the history and craft of bookbinding

In June the museum hosted Antiquarian book seller, Ray Boas of Walpole, NH. He explained how to develop your own collection of rare books; how to identify them and what to look for.

The Museum collaborates with the Library and The Keene Sentinel in sponsoring Chautauqua. The main Chautauqua event was June 27 at Heberton Hall featuring historic portrayals of Edith Wharton and Henry James. Three book discussions were held in preparation for Chautauqua, The Age of Innocence by Edith Wharton, Daisy Miller by Henry James and Age of Desire by Jenny Fields.

Future events coming up in September and October include:

MUSHROOM FORAGING Did you know that our local forest contains several species of edible fungi? David Wichland, a mycologist and Keene resident, will lead us on a mushroom hunt through the preserve and point out edible mushroom species along the way. Meet at the nature preserve on Daniels Hill Road. September 22, Sunday - 1 p.m. to 3 p.m.

THEORUM WORKSHOP Learn how to do the craft of stenciling that came from India and was popular in New England in the early to mid-19th century. Workshop will teach stencil cutting and painting. Presented by theorem artist, Mary Ann Williams. September 25, Wednesday - 7:00 p.m.

AMERICAN GIRL TEA In collaboration with the Youth Department at Keene Public Library, the museum will host the 6th 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. Contact Gail or Colleen at Keene Public Library October 10, Thursday - 3:30 to 5:00 p.m.

SAW-WHET OWL BANDING DEMONSTRATION Get an up-close & personal look at the science of Saw-whets! Local experts will demonstrate the process of banding Northern Saw-whet Owls as part of Project Owlnet, a nationwide network of researchers who monitor the Northern Saw-whet Owl migration by capturing these tiny owls in delicate "mist nets" and banding them with uniquely-numbered, lightweight metal "bracelets" before releasing them back into the wild. This program is free and open to the public, but registration is required and space is limited. To register, contact Brett Amy Thelen at thelen@harriscenter.org or (603) 358-2065 beginning September 15. Co-sponsored by the Horatio Colony Nature Preserve & the Harris Center for Conservation Education. Meet at the preserve on Daniel's Hill Road. October 18 Friday - 6:30 p.m. to 8 p.m.

Nominating Committee Report

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

For 2013-2014

President: Paul Henkel

Vice President: Judith Noonan

Treasurer: Judy Putnam

Secretary: William Stroup

LIBRARY DIRECTOR'S REPORT 2012-13

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 139th ANNUAL REPORT IS HEREWITH SUBMITTED:

Each year, the library submits a report to be included in the city budget book that describes accomplishments of the year and objectives for the next year which are as follows:

During FY 12/13 accomplishments included:

- Adequate funding for library materials was secured by supplementing the City appropriation with funding from the Friends of the Library and donations.
- Two full-time staff members retired and were replaced with part-time positions, including a new part-time young adult librarian.
- 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 volunteers and the part-time young adult librarian.
- 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, the Library continued to make local history photos and texts available online.

In FY13/14, 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, and youth. Volunteers will still be needed.
- Provide increased access to historical and current local information.
- Provide public and 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.

Two areas: Staff and Long Range Planning should be highlighted.

Staff changes deserve some additional detail. In these times of rapid technological changes that alter many of the library's services, a trained professional staff is essential.

These times also are economically challenged which limits the ability to offer full time positions that include a costly benefits package. This results in the need to recruit highly qualified people who can accept part time positions.

Two retirements had the following impacts:

- a. A full time library position that had both Library Aid and Librarian I responsibilities was converted to two part time positions: Library Aid and Librarian I Young Adult. The Young Adult position was filled but became open again when the person was able to locate a similar full time position. The position has just recently been successfully filled.
- b. The second fulltime position of Collection Development/Electronic Resource Librarian was also converted to part-time responsibilities as the Collections and Digital Resource Librarian. The library has managed to fill the positions with fully qualified librarians; however, it will likely remain a challenge in future to attract candidates.

Long-Range Planning (fully documented in the committee report) moved forward under the guidance of a Trustee Advisory Committee. With full cooperation and commitment from Trustees, Friends, City, and Staff, plans were developed that provide a solid basis for moving forward. The amount of time and energy contributed in this work was extensive; I want to thank members of the committee for their special dedication.

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 ensuring the continuation of an excellent library facility and stellar service.

It remains a special privilege to serve 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

During fiscal year 2012-2013, the youth department continued to be busy. On a typical afternoon, you could find children playing board games, small groups of tutors and students studying together, adults and children working together at computers and at our listening and viewing AV stations, children playing at one of our four dramatic play stations, or reading quietly in a tucked away corner.

PROGRAMMING

Programming and outreach for children and young adults is an important part of Keene Public Library services. In 2012-2013, there were 475 in-house library programs geared towards babies through teens with a total attendance of 4,207. With community outreach efforts, the library served 1,961 individuals who visited the library for tours or special programs or who enjoy library in the community.

You may notice that for the last few years our programming statistics have been dropping slightly. Three years ago we had the assistance of two AmeriCorps*VISTA members. Then two years ago, we were only awarded one AmeriCorps*VISTA member. Last year, not only did we not have the assistance of an AmeriCorps*VISTA member but we were short one and at times two staff members. We have tried to offer slightly less higher quality programs.

Last year, we were fortunate to have a number of excellent volunteers and interns who we are indebted to for we would not have been able to offer our schedule of programs without their assistance.

Reporting Period: July 1, 2012-June 30, 2012 Library Sponsored Youth Events

Age Group	Events	Hours	Attendance	Average Attendance per Program
Outreach	38	42	1,961	46
Children	349	479.25	4,013	11
Young Adult Totals for	126	297	1,194	9
Events	513	818.25	7,165	14

2012-2013 programming highlights included:

- ✓ Regular movies, gaming programs, and tournaments
- ✓ Weekly storytimes incorporating Every Child Ready to Read 2
- ✓ A Library Card Party for National Library Card Sign-up Month with a visit by Mo
 Willems' Piggie and Elephant 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 by Nancy Ancharski with the help of Keene State Reads Volunteers
- ✓ 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 where she placed 2nd
- ✓ 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

We continue to fill in series gaps identified fiscal year 2011-2012 when we inventoried much of the collection during a major shifting process. We have slightly realigned our purchasing priorities in preparation for Common Core's emphasis on narrative nonfiction.

Overall youth material circulation saw a tiny increase of 1.8%. All other physical collections in the library saw drops in circulation. The noticeable drop in nonfiction checkouts and the increase in fiction circulation is probably due to the fact that we moved graphic novels out of nonfiction and into fiction. Graphic novels are a highly popular format in both the YA and the Youth collections.

	FY 10-11	FY 11-12	FY 12-13
Juvenile & YA Fiction	62,641	56,093	61,446
Juvenile & YA Non-Fiction	24,428	16,245	13,842
Juvenile/YA Magazines	1,129	944	732
Juvenile/YA AV	28,770	25.034	24,105
Total Juvenile & YA Materials	<u>116,968</u>	<u>98,316</u>	<u>100,125</u>

We also saw a 6.69% increase in young people with library cards. Although we've have focused on library membership for several years, this was the first time that we saw a significant increase in the actual number of library cards in the hands of young people.

SUMMER READING

We continue to participate in the Collaborative Summer Library Program. This year, 106 adults, 79 teens, and 451 children participated in our summer reading program. This

number is slightly smaller than that of last year's program in which we registered 92 adults, 65 teens, and 494 children. In previous years, we have had weekly visits by St. Joe's summer program. This may account for the small decrease in participation. All of these children did participate in the program. This year one of the camps run by Keene Parks and Recreation visited the library weekly to play games and check out books. Unfortunately, we did not get all of these children signed up in the program. This will be a goal for next year.

It appears that although there are fewer participants, there more people reported on the books that they did read this year. The final day of summer reading is Saturday, August 24. We will make a detailed study of participation at a future date.

We have become accustomed to the Evanced software and there were no issues.

WEB 2.0

We continue to promote youth programs and activities through library blogs, Facebook, and twitter. The Board's Outreach Committee suggested posting more pictures on Facebook and we have tried to do that. We do not tag or identify program participants or library visitors. We also do not allow tagging by others. Recently, the library received approval by the City to develop a presence on Instagram, Tumblr, and Pinterest.

PERSONNEL AND STAFF DEVELOPMENT

This year Peter Wright retired from the Keene Public Library. He divided his time between circulation and youth. We restructured the position and advertised for a part time Young Adult Librarian. Fortunately, in July, Lyndsey Runyan join our staff as a Young Adult Librarian. She will focus on developing technology programs for teens. Peter did do a weekly storytime, which we were unable to continue after he left. We did have difficulty hiring the YA Librarian and went many months understaffed.

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 2012-2013, the library presented 846 programs including author talks, story hours, tax assistance, musical performances, and many other events that attracted over 10,453 people from toddlers to teens to senior citizens in our community.

Children's programs	349	479.25	4,013
Young Adult programs	126	297	1,194
Adult programs	333	643.75	3,285
Outreach Tours & Community Visits	38	42	1,961
Totals for Library Sponsored Events for Period:	846	1,462	10,453

GRANT WRITING

The library received a grant from the New Hampshire Humanities Council for our annual Chautauqua programs. We supplemented this with a donation from C & S Wholesale Grocers. We also received a grant from the New England Foundation for the Arts, which allowed us to bring Dances by Isadora to Keene for a performance and workshop.

We also received a Created Equal: America's Civil Rights Struggle grant for programs that we are developing with Keene State College and the City's Martin Luther King / Jonathan Daniels Committee. Created Equal is an initiative of the National Endowment for the Humanities and the Gilder Lehrman Institute of American History that uses the power of documentary films to encourage community discussion of America's civil rights history. The Keene Public Library is one of 473 institutions across the country awarded a set of four films chronicling the history of the civil rights movement. The powerful documentaries, *The Abolitionists, Slavery by Another Name, Freedom Riders,* and *The Loving Story,* include dramatic scenes of incidents in the 150-year effort to achieve equal rights for all.

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.

PR AND PUBLIC RELATIONS

During the year, the Community Services Librarian wrote weekly press releases. A very decated volunteer has been sending weekly emails using MailChimp. There are currently 1,296 subscribers and it has a 18% open rate.

Currently, we do our best to keep up with our presences on FaceBook, Twitter, Foursquare, Good Reads, Flickr, and Wordpress. FaceBook and Twitter are used the most so we update these the most frequently. Engagement with our posts very but approximately 2,000 people see our Facebook posts each week. We have 1,015 fans on Face Book and 634 followers on Twitter. This is an increase of 63.9% in Facebook likes and an increase of 12% in Twitter followers. The increase in Facebook likes has to do with the placement of two 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. We have begun a presence on Instagram, Tumblr, and Pinterest.

We also subscribe to a service called Dear Reader that sends patrons an email with a portion of a book. Each week, the patron can try out a different book and then come to the library to check out the book to finish the title. Dear Reader also has monthly emails that highlight new and noteworthy titles in a variety of genres.

This year, the library subscribed to Library Aware, which we have begun to use to create flyers. The software also creates website widgets and posts to Facebook and Twitter. It also has a newsletter function and we occasionally send out email announcements about individual programs. There are 1,359 email subscribers to Library Aware. Using Library Aware, we have begun an email newsletter for parents and teachers. There are 212 subscribers to "News 4 Teachers & Parents."

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

2012-2013 Audio-Visual Report

The Adult Audio-Visual collection currently comprises 2.82% of the total library material holdings and is 20.79% of the total library circulation.

1166 items were added to the collection this year, with generous donations of DVDs and music CDs from our patrons. The DVD collection continues to be the most popular format in the entire library collection.

The New Hampshire Downloadable Books are still growing in popularity. 478 of our patrons joined this year, increasing the number of Keene users to 2092, a 27.5% increase. Patrons are adapting to the wide variety of devices that can utilize this service, downloading 11,324 audio and ebooks over the course of the year, an increase of 34.9% over last year.

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.

Format	Number of items added this year	Total format holdings	Number of circulations this year
DVDs	738	5633	47522
Books on CD	271	2236	10,752
Cassette books	0	324	531
Music CDs	157	1972	5059
Framed Art	0	91	21
TOTAL	1166	10,256	63,885

Respectfully submitted

Sheila Williams, AV Librarian

REFERENCE STATISTICS FY 12 - 13

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	1326	936	
INFORMATION	1950	1040	
REFERENCE	5720	2158	TOTAL
	8996	4134	13130

INTERNET & COMPUTER TRAINING STATISTICS FISCAL YEAR 12 - 13

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 25,999 times. Our 2 laptops circulated 3,258 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 56 training classes.

John Johnson

INTERLIBRARY LOAN STATISTICS FISCAL YEAR 12 - 13

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 69.37% of our patron requests for library materials not owned by the library or Keene State. Library patrons requested 1,933 items from other libraries. Of these requests, 1,341 were filled.

The library was able to fill 58.94% of the requests from other libraries to borrow our materials. We received 4,196 requests from other libraries for items in our collection. Of these requests 2,473 were filled.

John Johnson

Technology Report 2012-2013

Nearly everything we do at the library involves technology in some way and this trend seems likely to continue as we move forward. Library staff strives to keep up with the ever-changing technology landscape—through reading & attending workshops and online classes. It is an exciting and challenging time for us all.

Digital Collections/Services

As more and more resources become available to our patrons online, our challenge is to make people aware of all that we offer that is not available to them for free otherwise.

- The NH Downloadable Books consortium which includes ebooks and downloadable audiobooks is increasingly popular as titles become available on more devices. In fiscal year 2012-13 our patrons downloaded 11,324 audiobooks & ebooks. 478 new patrons downloaded materials this year. As more devices become available which can download these materials, the challenge for us is being able to assist people with whatever device they have.
- Use of Tumblebooks, online picture books for children continues to increase. 5,779 books were viewed by patrons.
- AudioBookCloud, an online streaming audiobook service is also popular, with 623 books listened to.
- 135 students used Tutor.com during the year for online tutoring and homework help and visits to the skills center.
- Mango Languages was used 568 times, with 279 of those being on mobile devices.
- Ancestry Plus was searched 7,102 times, with a total of 4,103 results viewed.
- ValueLine Investment information was accessed 1,253 times with page views.
- LearningExpress, which offers online test practice was accessed 125 times, with 1,097 page views.
- Online Encyclopedia Britannica, available from our website as well as through the library catalog, was searched 12,487 times.
- The Foundation Directory was searched 126 times.
- EBSCOHost, which offers access to online periodicals was searched 2,441 times, with 3,270 articles viewed.
- The New York Times database, with access to articles since 1850 was searched 132 times.
- Gale Legal Forms were accessed 43 times this year, with a total of 36 forms retrieved.
- The Gale Virtual Reference Library was searched 9 times this year.
- We purchased access to NoveList Select this year. This product enhances our catalog by adding series information for fiction titles as well as "if you liked this book, try..." recommendations.

- The Library, in conjunction with the Historical Society of Cheshire County, continues to add historical photos of Keene and surrounding towns to our Flickr website. We added 355 new photos for a total of 2,055.
- Library staff continues to be involved in the Online Newsstand Project, which makes current magazine articles available in a user-friendly format.
- The library website continues to evolve and we are continually adding information and updating the site. The website was accessed 154,631 times, with 10,754 of those visits coming from mobile devices. A total of 334,611 pages were viewed.

TRAINING & INSTRUCTION

- We continue to offer one-on-one public training classes and had 56 sessions last year. More and more people are looking for "on demand" training, calling or coming in with questions.
- Library staff continue to enter training goals when completing their annual selfevaluation. Increasingly, these are technology related.
- Library staff attended the Innovative Users Group Conference, the CHILIS (Children's Librarians) Conference, the New Hampshire Library Association Conference, and the ALA conferences.
- Library staff meets regularly with colleagues at Keene State College as well as other New Hampshire libraries which use Innovative Interfaces for their online library system.
- Staff members attend meetings of the Nubanusit Library Coop, the Urban Libraries group, CHILIS, YALS (Young Adult Libarians), and the Information Technology Group of NHLA.
- Library staff participated in many online webinars on a variety of topics and took online classes through Lynda.com which offers a variety of technology training classes.

HARDWARE/SOFTWARE

- The library has 49 computers, with 28 of those being for public use. Most of these computers are on a 5-year replacement cycle (3 laptops and 1 computer are on a 3-year replacement cycle). We continue to use Centurion's Smart Shield software to "lock down" the public computers.
- 5 library staff members continue to serve as "Tech Liaisons" to IMS, assisting with maintaining all 49 computers.

Respectfully submitted,

Jennifer Bone

Technical Services Annual Report 2012-2013

This has been a year of change for the technical services department. The technical services library aide position has taken on additional responsibilities checking in periodicals and assisting with Interlibrary Loan, forcing us to streamline operations.

We cataloged and processed 7,331 items during the year and withdrew 6,211 items from the library collection. We also added 2,960 catalog records for new NH Downloadable items (ebooks and downloadable audiobooks) as well as records for our electronic reference books.

We continue to add series number information to the catalog and to the spines of items. This has been very popular with patrons.

We have continued to add scanned historical photos to our Flickr website, with descriptions and tagging.

We continue to connect regularly with our colleagues at Keene State College. This has been a challenge with the loss of their Systems Librarian as that position has not yet been filled.

Respectfully submitted,

Jennifer Bone

KEENE PUBLIC LIBRARY July 2012 - June 2013 Statistical Report

Population Served	23,610
Total number of active borrower's	
Cards as of 6/30/13	18,138
Adult resident cards	11,180
Adult non-resident cards	1,811
Youth resident cards	3,791
Youth non-resident cards	735
Business/Organizations	488
KPL Outreach	41

Hours of service: 9:00 a.m. - 9:00 p.m. Monday - Thursday

9:00 a.m. - 6:00 p.m. Friday

9:00 a.m. - 5:00 p.m. Saturday (September - May) 9:00 a.m. - 1:00 p.m. Saturday (June - August)

Collections circulated to nursing homes, shut-ins, Project Outreach:

During July 2012 - June 2013 - 2,634

Total weekly library staff hours: 690

FTE (full time employees): 10 (part time equivalent): <u>7</u> Total FTE: 17

Average weekly volunteer hours: 18

Meeting Room Use: (now includes Library Annex)

513 times by the Keene Public Library for programs with 6,168 people in attendance.

118 times by City Groups
1,047 people in attendance.

981 times by other community organizations with 9,058 people in attendance.

CI	RCULATIO	N STATISTICS		
	July 2012	-June 2013		
	ADULT	JUVENILE	<u>YA</u>	TOTAL
Fiction	52,919	53,227	8,219	114,365
Non-Fiction	33,413	13,450	392	47,255
Total Book	86,332	66,677	8,611	
Grand Total - Book				161,620
Magazines	3,930	619	113	4,662
AV	63,864	19,171	4,934	87,969
Audio book downloads	11,096			
Total - AV	78,890	19,790	5,047	
Grand Total - AV				92,631
TOTAL BOOK & AV	165,222	86,467	13,658	265,347
RENEWALS				37,703
MUSEUM PASSES				759
LAPTOP				1,530
INTER-LIBRARY LOAN				1,180
EQUIPMENT				58
GAMING				696
GRAND TOTAL				307,273

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COMPARATIVE CIRCULA	ATION STAT	ISTICS	
July 2012 - Ju	ne 2013		
	7/10-6/11	7/11-6/12	7/12-6/13
Adult Fiction	67,113	56,765	52,919
Adult Non-Fiction	46,981	36,466	33,413
Total Adult Book	114,094	93,231	86,332
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Juvenile & YA Fiction	62,641	56,093	61,446
Juvenile & YA Non-Fiction	24,428	16,245	13,842
Total Juvenile & YA Book	87,069	<u>72,338</u>	<u>75,288</u>
TOTAL BOOK	201,163	165,569	161,620
Magazines:			
Adult	6,201	4,440	3,930
Juvenile & YA	1,129	944	732
Audio book downloads	,	8,274	11,096
TOTAL MAGAZINES	<u>7,330</u>	<u>5,384</u>	4,662
Iotal Adult AV (+ magazines + downloadable)	100,026	76,326	78,890
Iotal Juvenile & YA AV (+ magazines)	29,899	25,978	24,837
TOTAL AV	129,925	102,304	103,727
TOTAL CIRCULATION	331,088	267,873	265,347
RENEWALS		37,282	37,703
TOTAL MUSEUM PASSES	255	198	759
TOTAL LAPTOP	1,661	1,833	1,530
TOTAL INTER-LIBRARY LOAN	2,222	1,308	1,180
EQUIPMENT	_/	2,000	58
GAMING			696
GRAND TOTAL CIRCULATION	335,226	308,494	307,273
			=

SUMMARY OF DATABASE STATISTICS July 2012 – June 2013

ValueLine 4,117 searches

Ancestry Plus 7,102 searches

Mango Languages 568 sessions

New York Times 132 searches

EBSCOHost 2,441 searches, 3,270 articles viewed

Britannica 12,487 searches

Tutor.com 135 students

Learning Express 125 sessions, 1,097 page hits

Foundation Directory 126 sessions

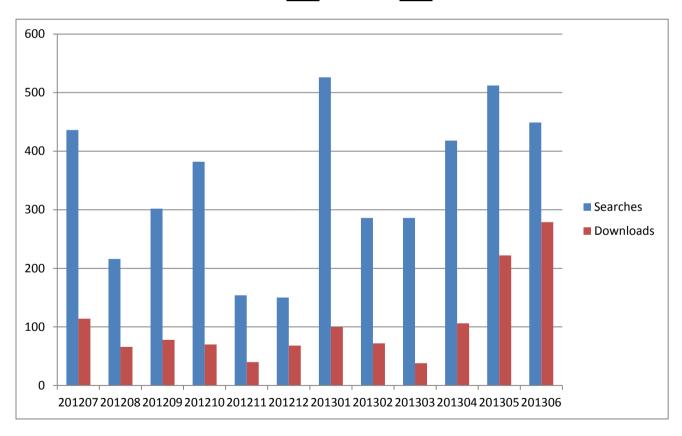
Gale Legal Forms 43 searches

Gale Virtual Reference 9 searches

Value Line Web Usage Report Date Range: 7/1/2012 - 6/30/2013

Year Month	IP Logins	<u>Searches</u>	Downloads	Product
201207	19	436	114	2VS2SM
201208	9	216	66	2VS2SM
201209	22	302	78	2VS2SM
201210	23	382	70	2VS2SM
201211	22	154	40	2VS2SM
201212	21	150	68	2VS2SM
201301	65	526	100	2VS2SM
201302	32	286	72	2VS2SM
201303	27	286	38	2VS2SM
201304	18	418	106	2VS2SM
201305	23	512	222	2VS2SM
201306	19	449	279	2VS2SM

<u>4117</u> <u>1253</u>



ACQUISITION STAT	ISTICS			
JULY 2012-2013				
	6/30/2013	added	withdrawn	total 7/1/14
BOOKS	0/30/2013	auueu	Witharawii	total 7/1/14
Adult	66,672	3,082	1 500	60.460
Juvenile	00,072	2,537	1,592 401	
Young Adult		693	521	,
Pamphlets		-	0	,
Paperbacks		91	119	
TOTAL		6,403	2,633	
TOTAL		0,403	2,033	120,377
AUDIO VISUAL				
ADULT				
DVDs		712		6,205
Video Cassettes		0		0,200
Books on CD		233		2,420
Books on Cassette		0		2, 120
Music CDs		69		1,808
Music Cassettes		0		0
Framed Art		0		90
Totals		1014		10,523
YOUTH				
DVDs		240		2,007
Video Cassettes		0		153
Books on CD		40		869
Books on Cassette		0		15
Music CDs		21		437
Music Cassettes		0		0
Puzzles		2		90
Video Games		7		85
Playaways		10		218
Totals		320		3,874
YA				
DVDs		95		823
Video Cassettes		0		023
Books on CD		9		175
Books on Cassette		0		0
Playaways		9		64
Totals				
Grand Total				
248 Periodicals				
8 Newspapers				

Annex Advisory Committee as the Library Annex project goes forward. The Board is grateful for her continuing interest and involvement.

Paul Henkel, as new President of the Board, thanked Beth for her dedicated service, and for working so well with all members of staff, the Board of Trustees, and the Friend's Board.

b. Nominating Committee

Officers for the year 2013 – 2014 include: President – Paul Henkel Vice President – Judy Noonan Treasurer – Judy Putnam Secretary – Bill Stroup

On a motion duly made by Judy Putnam and seconded by Ken Jue, it was:

VOTED: to approve the slate of Officers – passed unanimously

Because of the length of the Scully Architects Report, and the question and answer session which followed, it was agreed to accept the Committee Reports in their written form, with the correction in the Fine Arts section that the final cost of the reframed Faulkner drawings was **\$4,453.48**. The amount stated, \$2,600, was merely the down payment.

c. Committee and Staff Reports

On a motion duly made by Ken Jue and seconded by Kathleen Packard, it was:

VOTED: to accept the written committee and staff Reports – passed unanimously

Adjournment

On a motion duly made by Ken Jue and seconded by Judy Noonan, it was:

VOTED: to adjourn the meeting – passed unanimously

Meeting adjourned at 6:08 PM

Respectfully submitted,

Judith M. Noonan Secretary