

KEENE PUBLIC LIBRARY
BOARD OF TRUSTEES ANNUAL MEETING
Tuesday, August 22, 2023 at 5:30 P.M.

AGENDA

1. Call to order
2. Approval of the August 23, 2022 Annual Meeting minutes (page 2)
3. Annual Reports
 - a. President's Report (page 4)
 - b. Treasurer's Reports
 - Primary Account Expenditures (page 5)
 - Encumbered & Restricted Funds (page 7)
 - Donations & Distributions (page 9)
 - Portfolio Changes (page 11)
 - Trustee Budget (page 12)
 - c. Finance (page 13)
 - d. Overview of Library Finances for Next Fiscal Year (page 15)
 - d. Building and Grounds (page 17)
 - e. Policy (page 19)
 - f. Fine Arts (page 21)
 - g. Community Outreach (page 22)
 - h. Long Range Planning Committee (page 23)
 - i. Friends of the Keene Public Library (page 24)
 - j. Horatio Colony Museum (page 26)
 - k. Nominating Committee (page 27)
 - l. Director's Report (page 28)
 - m. Staff Reports
 - Youth Dept. (page 30)
 - Community Services (page 32)
 - System Administration (page 34)
 - Adult Collection Development (page 35)
 - Reference Services (page 37)
 - Library Displays (page 38)
 - Library Volunteers (page 39)
 - Meeting Room Usage (page 40)
 - n. Statistical Reports
 - Library Statistics (page 41)
 - Electronic Resources (page 42)
 - Acquisitions (page 43)
 - Programs (page 44)
 - Circulation (page 45)
4. Adjournment

Keene Public Library Board of Trustees

Annual Meeting, August 30th, 2022

Present: Trustees Jennifer Alexander, Pam Russell Slack, Judy Putnam, Marti Fiske, Justin Somma, Yves Gakunde, Charles Redfern, Jane Pitts, Kathleen Packard, Paul Henkel, William Stroup; Library Director Marti Fiske.

Called to order at 5pm.

We began with a recognition of Carl Jacobs and thanked him for his contributions as a trustee.

Minutes for 2021 annual meeting approved as written. Motion by Judy Putnam, seconded by Yves Gakunde, passed unanimously.

Annual report highlights:

President Jennifer Alexander emphasized gratitude: to staff, city, friends, patrons, community. Also thanks for the board.

Treasurer's report. Judy Putnam pointed out that now that we have completed the renovation, we are in a position to use funds strategically, and thanks donors including Jane Green for helping the Library. Also pointed out that the new PCard system works and can make easier online purchases. Chuck Redfern also thanked the staff and the City for their help in getting used to consistent PCard procedures. All thanked the Friend of KPL for providing funding to support programming and how much we value these relationships. Page 15-16 overview of all funding sources

Buildings and Grounds: Paul Henkel emphasized that we've had a busy year. Stage lighting in Heberton Hall improved, along with AV throughout the library, thanks to partnerships and connections. Replacement of a pink flowering crabapple tree outside, and much use of new sharing box.

Policy committee: Kathleen Packard reported that this group approved eleven new policies this year, several have to do with new spaces in the Library: see report for full details.

Friend of the KPL: Judy Putnam volunteered to be a regular liaison to the Friends and went to Spring meetings. Changes in terms of board members and recovering from missed book sale events during Covid, but strengths are building back up. Support for programming and equipment purchases is valued and the board remains grateful to the Friends, with all trustees encouraged to become members of the Friends if not already.

Fine arts Committee: see notes in annual report.

Community outreach: See page 22 of annual report for details. Plans to use Harwood Institute method for finding out more about community needs as part of long-range planning work in the coming year.

Horatio Colony Museum: Paul Henkel drew attention to upcoming events, and thanked director Sophia Thornblatt for her work.

Director's report highlights:

Marti Fiske pointed out that this was a record year for grants, see report for details, including grants for diversity equity and inclusion software, connection to strategic plan work, and attention to diversity in

purchases. Note page 20 of annual report for comings and goings with staff and supervision. We have a diverse youth collection that many libraries have had challenged.

The Library is navigating post-pandemic changes in usage. Acknowledgement, especially, to Jay and library services, and to the inter-library loan staff for their usefulness and professionalism in the past year.

Nominating committee: Judy Putnam stated that the nominating committee proposes the following slate of officers for the year 2022-2023:

President: William Stroup

Vice President: Jennifer Alexander

Secretary: Kathleen Kennedy Burke

Treasurer: Judith Putnam

Slate was moved by Judy Putnam seconded by Paul Henkel and passed unanimously.

Adjourned annual meeting: 6.12pm

Submitted by William Stroup

Welcome and President's Report

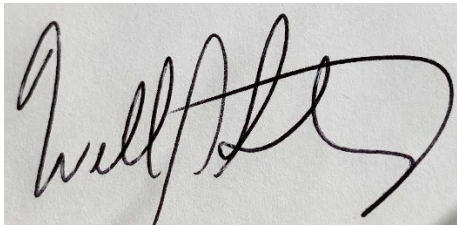
Welcome to the Annual Report for the Keene Public Library for 2022-23. I am Dr. William Stroup, and it is my honor to serve as Chair of the Board of Trustees. Like many citizens of Keene I am very proud to live in a community that values its public library; it is especially gratifying to note the Library's presence not only during regular hours on our beautiful campus, but also at events such as the International Festival and Keene Pride, as well as through online services and the "Story Walk" in Ashuelot River Park. This year, walking into the Library, visitors have often been greeted by representatives from a number of community service organizations, another example of innovative ways to make connections through this singular city resource.

Reflecting on the library's collections and services is an ongoing process, and this year has seen gardening and seed-preservation programs abound, with widely used tools available in our growing "Library of Things" related to the Makerspace. Physical books and media remain crucial and widely circulated. The Library updated numerous policies this year, including those that ensure our review processes for materials that may be requested for reconsideration retain our historic independence and mission to serve all visitors.

This year the Library updated its strategic plan through an extensive collaboration between trustees, the Friends of the KPL, and the wider community about our evolving needs. The many people involved in this process put together a plan that will guide our goals and actions in the coming years—if you haven't read the plan yet, grab a copy at the circulation desk—and we are grateful for this good discussions, research, and dedication in this project.

Our professional staff is at the heart of the Library's delivery of its mission to our community. As you read the annual reports below from each division of the Library you may join me in wondering how so much work could be accomplished in a year.

The support of the Friends of the Keene Public Library, whose book sales are community events that do so much to support the Library's public programming, remains a vital part of our collaborative health. The City of Keene's support for the Library continues to be a source of civic pride, as it has been for over 125 years, even as our collections and services continue to progress with the times.

A handwritten signature in black ink, appearing to read "William Stroup", written on a light-colored background.

**Annual Report
KPL Trustees/ Checking Account
July 1, 2022-June 30, 2023**

Opening Balance **\$ 44,538.21**

Income

Donations
Books and materials \$ 1,760.00
Maker space 100.00
Memorial Gifts 10,170.00
Rotary Donations 300.00
C&S lunch program 640.00

Investment Income 12,428.80
Money Market 1,151.62

FKPL reimburse purchasing-card 23,789.27

Grant Income

NH Humanities
 3 grants @ \$300 900.00
Space Science Institute 599.71
Park Street Foundation 250.00
U Maryland/Impact Libraries 1,000.00

NHCF Endowment 6,096.75
Lichman Trust 250.00

Miscellaneous
 Gail/reimbursement 37.54

Lipsky Book Fund donations 325.00

TOTAL INCOME **\$ 59,798.69**

EXPENSES

Books, Materials, Equipment	\$ 2,883.00	
Lichman Trust Books	504.64	
Trustee Supported Projects		
Audio	2,423.99	
Audio/encumbered	3,754.97	
Hoffman Tree Plaque	308.40	
Landscaping/tree work	3,960.00	
Landscaping/K Jue crab apple	3,332.50	
Story Board	19.54	
Locker Installation	2,572.00	
Blinds ED discretionary fund	3,318.00	
Fine Arts/quilt hanger	76.98	
Grants Expended		
NH Humanities	1,008.50	
C&S Lunch	132.90	
Chautauqua 2022	1,026.00	
Impact Libraries	474.12	
Thinking Money	335.89	
Moon, Mars (Space Sci Inst)	928.49	
Seeds (Ch Coun Conserv)	2,292.14	
Play (Park Street)	163.17	
Outreach and Summer Reading	6,509.89	
Strategic Planning	3,101.34	
Staff development; conference	4,212.04	
NH Library Trustee Assoc	390.00	
Lipsky gifts to Restricted Fund	325.00	
Miscellaneous		
Legal ad	30.60	
Gail pcard	37.54	
disputed pcard charge	150.14	
Quicken renewal	59.88	
FKPL pcard	23,789.17	
TOTAL EXPENSES		\$ 68,120.83
Closing Balance		\$ 36,216.07

**KPL Trustees
Encumbered and Restricted Funds
June 30, 2023**

	Balance 6/30/2022	changes 22-23	Balance 6/30/2023
For Books Specifically			
Estimated books specifically	1,000.00		
Rotary Bookshelf		300.00	1,300.00
Lichman Trust Funds			
Lichman Trust distribution	250.00	250.00	
Purchase from Lichman Funds		-363.98	136.02
General Donations (books, materials, equipmen			
Memorial gifts	11,834.84	170.00	
General		1,760.00	
Spent 22-23		-2,883.00	10,881.84
Memorial Gift/Haley		10,000.00	10,000.00
For Maker Space		100.00	100.00
For Outreach Programming			
Eugene Choe (summer)	8,242.87		
From NHCF Endowment		6,096.75	
Spent on all Outreach Programming	-	-6,509.89	7,829.73
For Staff Training/Conferences			
Trustee Budget	8,480.34	3,500.00	
Spent 22-23		-4,212.04	7,768.30
Reserve for Long Range Planning			
Trustee Budget	5,770.00	750.00	
Spent 22-23		-3,101.34	3,418.66
Reserve for Furniture Replacement			
Trustee Budget	4,440.52	500.00	4,940.52

Unrestricted Gifts			
Phil Faulkner Bequest	8,330.44		8,330.44
Restricted Gifts			
Hanna Fund (Green,Price Rooms)	1,265.45		1,265.45
Fox Memorial (Kay Fox)	1,004.00		1,004.00
Gifts to Renovation Project for Audio	3,779.99		
Used in 22-23		-3,779.99	0.00
Reserved for Landscaping	1,139.40		
Used in 22-23		-1,139.40	0.00
From Sale of KPL History*	274.31		274.31
Millenium Clock*	100.00		100.00
Dollars for Doers*	153.72		153.72
Grants	2,483.93		
Grant Income			
NH Humanities		900.00	
C&S lunches		640.00	
Space Science Institute		599.71	
Park Street Foundation		250.00	
Grant Expenses			
NH Humanities		-1,008.50	
C&S lunches		-132.90	
Thinking Money		-335.89	
CCConservDist/Monadnock Grows		-2,292.14	
Moon, Mars and Beyond		-928.49	
Park Street Foundation		-163.17	
Chautauqua		-1,026.00	
Impact Libraries		-474.12	-1,487.57
	58,549.81	-2,534.39	56,015.42

*Finance Committee suggests that these three balances be used in 23-24 for books, repair of antique library clock and staff recognition.

**Gifts, Grants and Distributions to the Keene Public Library
July 1, 2022 - June 30, 2023**

General Donations for Books, Materials and Equipment

Peter Espiefs	\$ 300.00	
Sheila Blair and Jonathan Bloom	500.00	
Leslie Thomas	50.00	
Margaret Bard and Betty Bard	250.00	
Charles Prigge	50.00	
Anonymous donations	610.00	
Donation in Memory of Pat Haley Thomas and Patricia Comerford- Haley	10,000.00	
Donation in Memory of J Williams Rosemary and James Hearne	20.00	
Donations in Memory of Jim Faux		
Robert Taylor	50.00	
R Taylor ibo	50.00	
Robert and Marjorie Mearls	50.00	
Donations to Rotary Bookshelf		
Stephen Felder	50.00	
Charles A Prigge	50.00	
Louise Zerba	100.00	
Cameron Tease	50.00	
Peter Hansel	50.00	
Donation for Maker Space		
Mary Delisle	100.00	
Donations to Lipsky Book Fund		
Aaron Lipsky	25.00	
Dorothy and Nelson Saks	300.00	
Donations for Lunch Program		
C&S Wholesale Grocers	640.00	
		\$ 13,295.00

Distribution from NH Charitable Endowment Fund	6,096.75	
Distribution from Jacob Lichman Trust	250.00	
		\$ 6,346.75
Grants Received		
NH Humanities (3)	900.00	
Space Science Institute/Moon,Mars	599.71	
Park Street Foundation/Play materials	250.00	
U Maryland/Impact Libraries	1,000.00	
		\$ 2,749.71
Total Received Gifts, Grants, Distributions		\$ 22,391.46

Portfolio Changes
Keene Public Library Trustees
June 30, 2022-June 30, 2023

Summary of accounts	6/30/2022	6/30/2023
Account 48-1-2 (Investment Account)		
Mutual Funds	\$331,049.40	343,178.21
Cash	2,366.79	2,437.39
Account 86-1-1 (Permanently Restricted Funds Account)		
Mutual Funds	172,550.43	171,068.76
Cash	25,418.11	33,685.34
Account 72-1-5 (Checking Account)		
Cash	48,896.93	36,216.07
Total Value	\$580,281.66	\$586,585.77

Keene Public Library Trustees
Trustee Budget
2023-2024
TRUSTEE HELD FUNDS

Income

Investment Income	\$ 12,000.00
Accumulated Funds in Restricted Funds	10,000.00
Encumbered for books and equipment	5,000.00
NHCF distribution for outreach	6,096.00
Unanticipated income	
Rotary donations (for books)	575.00
Memorial gifts	575.00
Other (including bequests)	1,000.00
Reimbursement by Friends of KPL	55,000.00
Total Income	\$ 90,246.00

Expenses

Books, software and equipment	\$ 5,000.00
Trustee Supported Projects	
Buildings and Grounds Committee	6,500.00
Fine Arts Committee	4,500.00
Other trustee projects	6,000.00
Director's discretionary account	2,000.00
NH Library Trustee Assoc (14 members)	400.00
Staff Development/ Conferences	3,500.00
Outreach	6,096.00
Strategic Planning Reserve	750.00
Maintenance reserve (eg furniture repair, replace	500.00
Expended on p-card in behalf of Friends FKPL	55,000.00
Total Expenses	\$ 90,246.00

Notes: The list of donations and services made by the Friends of KPL to the Library will be itemized every month for acceptance by the Trustees. The total value of the anticipated donations will be up to \$55,000.

Grant income and expenses will also be tracked separately.

**KEENE PUBLIC LIBRARY FINANCE COMMITTEE
ANNUAL REPORT
FISCAL YEAR 2022 / 2023**

With the decline of COVID-19 cases in our service area, the Keene Public Library resumed to a more traditional manner of operation. Further, the patron use of the library returned closer to a pre-pandemic level.

Our KPL Trustees also managed to foresee changes on the horizon. During the close-out of this fiscal year, I will term-out from the KPL Board of Trustees. Concurrently I will vacate my assignment as chair of the Finance Committee.

This change will further affect in the composition of the remaining members of the committee. After 20 years of more than notable service as Treasurer of the KPL, Judy Putnam will step out of this position, and transition to the service of Chair of the Finance Committee. Thank you, Judy for your continued commitment to the KPL.

Moving into financial procedures and issues, Chuck Redfern suggested that the Finance Committee begin to consider the idea of the KPL sub-committees having individualized budget allocations for the calendar year. The Finance Committee agreed to consider the proposal during near term meetings.

In the December 2022 meeting, the Finance Committee invited Alan Stroshine of Edward Jones to review the library's investment strategy, which included a KPL Portfolio Analysis, treasurer cash flow reports and Alan's general economic overview.

For the following January 2023 meeting, the Treasurer discussed the need of the subcommittees to be prepared for plans to implement spending forecasts.

At the February meeting, the Finance Committee learned that not all spending items can be forecast. An example of this was when the antique clock at the bottom of our stairs in the main building stopped working. The interest in this event, emanated from the fact this clock was in the library when it first opened in 1899. To learn more as to the fate of this timeless clock, please consider a visit to the library.

For the remainder of the Spring of 2023, the committee began the work on setting up procedures for the sub-committees to report what funds will be required for their operations. Judy reported that after her review of the applicable funds for the Trustee Budget, there should be monies available to cover anticipated expenses by the sub-committees.

In the May 2023 meeting, the Finance Committee introduced Cody Morrison, Executive Director of the Monadnock Economic Development Corporation to Tom Mullins, City of Keene's attorney. Tom was extensively involved in working with Jack Dugan, former Executive Director of MEDC in creating the financing framework for the KPL Expansion Project.

Due to personnel changes that occurred since the creation of the KPL expansion financing matrix, the Finance Committee determined that it was timely to begin to convene the three parties to review the "unwinding process" and address certain milestones to occur in the next couple of years. The unwinding process must start in 2024 and set timelines with a closing checklist.

Please note that this report is based on a review of the minutes for the time period of fiscal year 22/23. For further information on the details of this report, please feel free to reach out to KPL staff for directions as to how to obtain the Minutes of the Finance Committee.

With best regards,

Charles “Chuck” Redfern

Overview of Library Finances for Next Fiscal Year 2023-2024

City of Keene Annual Operating Budget – Library

Provides for personnel and operating expenses approved by the City Council in June for the next fiscal year. The figure approved for FY 2023-2024 is \$1,716,209. The approved Collections budget is \$166,000. Collections include materials for all audiences in reference, print, AV, Library of Things, streaming and digital formats.

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 with the directive of each trust – books, magazines, library equipment, etc. The figure approved for FY 2023-2024 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 under the supervision of Andy Bohannon, Director. This line pays for utilities, repairs, maintenance, Facilities staffing at the Library, and other related items. Facility issues are also reviewed by the Trustee’s Building and Grounds committee consisting of City Staff, Trustees and Friends.

The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2023-2024 is \$746,057.

City of Keene Annual Operating Budget- Information Technology

The “IT Cloud Applications” fund in the Information Technology Department budget covers digital subscriptions costs vital for each department. The Library Cloud line primarily covers the cost of the Integrated Library System (Circulation, Catalog, Technical Services) at \$31,366.

City of Keene Capital Improvements Projects Budget (CIP).

There are no CIP Library projects for FY 2023-2024.

Heberton Hall Cost Center.

The City Council unanimously approved the Library Campus Use Agreement among the Trustees of the Keene Public Library, the Friends of the Keene Public Library and the City of Keene. The agreement designates that “Any revenue which is derived from the use of the Library Annex and the connector forming the NMTC Project shall be deposited into a City cost center created for this purpose, and expended from time to time upon mutual agreement of the Parties and through such process as may be required by the City Finance department, to defray costs and expenses related to Library Campus operations, including but not limited to, furniture, fixtures, equipment, library materials, staffing, repair and maintenance.” The balance as of June 30, 2023 is \$124,908.03.

Friends of the Keene Public Library

The Friends of the Library continue to supplement the Library. The Friends financial year begins in January and ends in December. The Friends pledged a total of \$52,300 in direct support to the Library for calendar year 2023. They pay for all Library programs, interns in the Maker Space

and volunteer recognition. They also provide primary funding for equipment, repairs, and maintenance of equipment. The Friends also allotted \$8,000 to provide all museum passes loaned to patrons through separate funds paid directly to the museums.

KPL Trustee Budget

The Trustee budget comes from anticipated income from investments and donations, including the donations from Friends of the Library. The Trustees budget supplements collections, equipment, furniture, staff training and maintenance of the grounds and building. It also pays for strategic planning, Trustee training and membership of the New Hampshire Library Trustees Association.

The budget for FY2023-2024 from Trustees is \$35,246 from sources other than Friends of the Library.

KPL Trustee Held Funds

The total value of the investments held by the Trustees at Edward Jones as of June 30, 2023, is \$ 586,585.77 versus last year's value of \$580,281.66.

New Hampshire Charitable Foundation (NHCF). The NHCF holds one fund for the benefit of the Keene Public Library. The "Keene Public Library Endowment Fund" supports the library's Outreach programs, generally about \$5,000 each year. The March 31, 2023 balance was \$176,600.92. Last year's value as of June 30, 2022 was \$161,499.68.

Annual Report of the Buildings and Grounds Committee

August 2023

Members included Paul Henkel, Scott Martin, Kathleen Packard, Sally Rinehart, Justin Somma, Assistant Library Director Susan Bloom and Library Director Marti Fiske. Parks,

Landscaping – The access ramp walls and like areas on Winter Street are now white and it all looks good. Sara Mustin Stockwell continues to maintain the Winter Street side including the book drop garden area in beautiful style.

A replacement pink flowering “Robinson” crabapple tree (*Malus Robinson*) was planted near the SE corner of the library. A plaque dedicating the tree to Kenneth Jue was authorized by the Board. It was paid for by donations from individual Trustees. Library Trustees hosted a dedication event on Arbor Day Friday April 28. A replacement plaque for Jean and John Hoffman was also completed.

Vendors for the bronze and granite portions of the tree plaques are recorded here so the information can be located in the future. Vendor for the metal portion is Partners In Recognition, Inc., 405 S. Main St. Ft. Laramie, OH 45845 (937) 420- 2150 kris@gopir.com 4" x 3" plaque \$212.32 each (+ shipping). There was a \$75 one-time art charge to produce the required vector logo.

Vendor for the granite portion is Peterborough Marble & Granite Works, LLC 72 Concord St. Peterborough, NH 03458 (603)-924-3114 PMGW1849@yahoo.com The cost for two pieces of granite 8" x 7" x 4" with a polished top and plaques installed was \$265 total.

Recreation and Facilities Director Andrew Bohannon arranged for Bartlett Tree Experts to provide spring and fall soil treatments to support tree health. They will also provide necessary pruning and cabling of the little leaf linden tree.

Equipment for Heberton Hall and Cohen Hall – The 8 channel mixers in Cohen Hall and Heberton Hall were replaced with 16 channel mixers. These mixers allow for more microphones. A ventilation fan was installed in the Heberton equipment closet. Scott Martin noted the Cohen Hall AV room has active air conditioning when the Hall air conditioning is on, and other times the equipment is normally turned off. Marti Fiske has been monitoring the equipment rooms’ temperatures using a gauge which records maximum temperature, and which is manually reset when she records data.

Susan Bloom reported staff is checking hearing assistance equipment to assure it is working and available.

There is no podium for Cohen Hall. A proposal for a podium is being prepared by staff.

Budget –The budget was set at \$6500 including new AV equipment, equipment maintenance and landscaping. Susan Bloom is discussing AV needs with other staff who have interacted with public users about meaningful improvements. The amount for landscaping will allow for implementing a special project like QR Codes identifying trees, and potentially paying for an outside landscaping opinion.

Safety – Scott Martin reported door and sign safety improvements specified by the NH State Fire Marshal including so called crash or panic doors have been completed. A Capital Improvement Plan (CIP) request for the specified complex intercom system for an area of refuge has been submitted.

Maintenance - Marti noted that Brian Lloyd painted the interior of the tower and painted and improved the most remote basement area. Members of the committee climbed up the stairs into the tower and all were impressed.

Exterior Lockers – Marti noted that an unobtrusive cap is effective in keeping rain out of the electronics and it is helpful otherwise. However, winter conditions may still pose problems as a small amount of freezing moisture may impact proper operation of the doors.

Lighting in Large Print Book and part of the Fiction area. A patron complained lighting is inadequate to read book titles in this area. Stacks were added and moved to improve sight lines and provide for better supervision soon after lighting was installed in 1999. Improved lighting with better energy efficiency will be a future project.

Human Services – Susan Bloom noted there have been City Manager led discussions about area-wide emergency planning and homelessness. She noted Heberton Hall does not have a generator to provide electric power to keep the propane fueled heating plant operating in the event of a power outage. In order to be ready for such an emergency a generator will be needed.

Submitted by Paul Henkel, Chair

Policy Committee 2022 - 2023 Annual Report

The 2022/3 year was typically busy for the Policy Committee. The Committee met regularly and drafted numerous policies that were presented to the board for approval. Below is the list of new policies and policy updates that were passed.

The year began with work on updating the Use of Library Space Policy and accompanying policies. Since the library had experienced more use this year in the new spaces created with the expansion, it was time to update the policy based on practice. This included increasing cleaning fees to match actual costs and space/equipment rental fees.

This Committee partnered with the Finance Committee to review the City's request for language to update the Library section of the City Code. The Library section, 2:960, had not been updated since 1971 and the roles and rights of the trustees in the existing city code were not up to date with current law. The trustees wanted to keep all current state rights while addressing the City's concerns and needs for accounting of gifts and donations. The joint Committee made suggestions and they were accepted by the board and approved by the City.

A comprehensive Collection Development Policy was worked on by staff and reviewed by this Committee. Notably, it updates the material reconsideration procedure. The new policy replaced the existing Materials Selection and Disposition of Historical Materials Policies.

The Committee created a Photography, Recording & Videography Policy. The Library previously had a statement regarding no photography being allowed in the library, but did not have a dedicated policy. The statement was not in line with current law and needed to be updated. Notably, the new policy clearly states it protects the rights of minors to not be photographed without permission. The Behavioral Expectations Policy and Library Rules of Behavior were updated to reflect the new Photography, Recording & Videography Policy.

The Policy Committee was able to draft a new Outreach & Programming Policy, but was not able to meet to discuss it during this year. It will be first agenda item for the 2023/4 year. The Committee also plans on creating and recommending a Library of Things Agreement and Waiver.

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- Use of Library Space - Updated and approved - November 2022
- Revocable License and Indemnification Agreement with Alcohol - Updated and approved - November 2022
- KPL Event Space Information Sheet - Updated and approved - November 2022
- Library Space Fee Schedule - Updated and approved - November 2022
- Non-Monetary Gift Policy - Updated and approved - November 2022
- City Code - Recommended and submitted draft language to the City, which they approved (see below) - December 2022

Unanticipated Funds: The Library Trustees shall have the authority to apply for, accept, and expend, unanticipated money from public or private sources in accordance with any public

hearing requirements of RSA 202-A:4-c (“Non-Restricted Funds”). Any funds available through direct federal grants, or federal pass through grants, all grants of \$5,000.00 or more from any source, and all grants or donations of money intended to support library payroll related expenses (collectively “Restricted Funds”), shall be accepted by, and managed by, the City.

- Collection Development - New policy approved - February 2023
- Public Initiated Displays (Policy, Application, and Release Form) - Updated and approved - March 2023
- Photography, Recording & Videography Policy - New policy approved - May 2023
- Library Rules of Behavior - Updated and approved - May 2023
- Behavioral Expectations - Updated and approved - May 2023
- Outreach & Programming Policy - Drafted - May/June 2023

Respectfully submitted,

Kathleen Packard

Policy Committee, Chair

2022-23 Annual Report of FINE ARTS COMMITTEE

Fine Arts resumed a more normal meeting schedule this year after several Covid quiet years. The group consists of chair Kathleen Kennedy Burke, Judy Putnam, Jane Pitts and library representative Assistant Director Susan Bloom. The group met six times.

Work focused on insurance/appraisal issues, including cooperating with and following the city's guidelines through Primex (municipal advisory firm) for a city-wide valuation process to be completed in 2024. Locally we had input from artist and dealer Ken Spector, auctioneer and antique expert Charlie Cobb as well as two artists featured in our collection, Tina Boylan and Danny Morton.

Several gifts were proffered and accepted during the year including a stunning heart themed quilt donated by the St. James Episcopal Church, crafted by their Sewing Ministry, in honor of Keene Pride. It is now displayed in the Atrium and was dedicated in February. Several watercolors by late Keene area artist Dorinda Jarest were donated by the family of former Trustee William Price. One of the pieces is actually a rendering of the addition completed in 1980 of the Winter Street property while he was President of the Board.

The committee met with representatives from Arts Alive! see how we could work together and contact with the KHS Art Department was established to explore student art exhibits.

Preparations were underway in June to schedule a dedication of the StoryWalk exhibit installed at Ashuelot River Park. The boards were purchased with funds donated to the Trustees in memory and honor of Chris Weeks (past board member and President, community activist, reader, walker) whose children will be visiting Keene this summer.

In preparation for the annual trustee budget, the Fine Arts Committee has requested \$5,000 to be set aside for the purchase of a display case for the atrium to facilitate sharing of rotating exhibits of small objects and collections.

COMMUNITY OUTREACH COMMITTEE

Community Outreach Committee's mission is to assist the KPL in connecting with its patrons and communicating announcements and updates on current and future events, programs, and services offered by KPL. Currently, the Community Outreach Committee has two Keene Public Library (KPL) board members and one library representative as Community Outreach Committee members. With all the work done under the umbrella of this Committee, the target is to facilitate the active participation of community members in the library programs, events, and services.

In the 2022-2023 Fiscal Year, the Community Outreach Committee focused on helping develop an inclusive 2023-2024 Strategic Plan. The Committee worked with the Long-Range Planning Committee to support the community conversations in different ways, from participating in community sessions to inviting people from the community, interviewing them, and then discussing the results and outcomes of those conversations to identify and align the services offered by KPL.

During the Strategic Plan development process, committee members identified some of the strengths, areas of improvement, and collaborative community projects for the Community Outreach Committee to undertake and work on in the near future.

KPL continues to excel in several initiatives, including programming, outreach for children and adults, and presence at various community event booths. The Community Outreach Committee is happy to report that the library had a very active and successful year with its outreach work for children, young adults, and adults. Below are some examples of the events and local places that outreach has consistently participated at and supported the community. Details are covered in the Youth Services Annual Report and Community Services Annual Report.

Keene Pride Fest 2022, Downtown Keene
Keene International Festival, Fuller Park
Youth Fest, Monadnock High School
Gathering of the Gourds Gilbo Lot
Ready for Kindergarten Outreach Program –
(2-3 yr.) and (4-5 yr.)
KSC Tour in youth Dept.
KSC Class visit and Tour
Fuller School Open House

Pop Up Library at the Monadnock
Earth Day Festival
Franklin Evening Program Pollinator Palooza
at Ashuelot River Park
Einbeck Tour
Arts Alive! Tour
Wheelock Community Night
Franklin School Visit
Keene Middle School visit
KPL at Keene's Juneteenth Celebration

Ritu Budakoti
Chair, Community Outreach Committee

2022-23 ANNUAL REPORT LONG RANGE PLANNING COMMITTEE

In the fall of FY '22-'23, the committee mobilized and prepared to launch this important process mandated to take place every five years. Modeled on the Harwood Method, we began to define our philosophy and goals and outline the process. The core committee was expanded to include some community representation and we sought to identify sources of consulting help for all or part of the process within our budget. Resource lists were built (using NH Library Trustee Assoc, conference programs, fellow librarian suggestions, and the internet). A database of key community leaders and groups to include in our outreach surveys and conversations was created. Calls and informal requests for proposals were made to determine consultant's fit, availability and cost. As the field narrowed, several Zoom interviews were held and by the end of the year we had hired our facilitation consultant Steve Brown of The Futures Collaborative, LLC.

With Steve's guidance, the team developed a series of questions and exercises designed to encourage conversation within smaller groups broken out from larger gatherings. KPL's entire staff participated in a session. Several well attended public sessions in the Library's Heberton Hall gave a broader view from community participants. Additionally, meetings were held around Keene, such as one at the Community Kitchen, where both staff and diners offered feedback. Finally, the committee reached out to a number of individuals who had been brought to its attention by participants in the process as voices worth hearing.

A comprehensive summary with all input was created by Steve Brown, from which the committee then worked through to distill their understanding of the community's vision into a succinct document that would help guide how the library grows and changes over the next five years. A draft was presented to the board at the May, 2023 meeting and after review and discussion at the June meeting, approved and accepted.

The plan will be re-visited periodically during the five year span to assure that it remains relevant.

Friends of KPL President's Annual Report 2022-2023

Good evening, Members of the Friends of the Keene Public Library, Representatives from the Trustees and Library, and fellow Board Members.

It was in 1982 that the Friends became a non-profit organization whose mission is to support the Keene Public Library and promote literacy in the community. It was our successful 40th Annual Book Sale this year with the help of volunteers, members and trustees.

Library Support:

Our contribution to the library's collection development was used towards digital learning and programming resources. We also continue to provide maintenance of the ever popular aquarium in the youth department. We did help support the Chautauqua event and covered the cost of 6 tables for use in Heberton Hall. We continued our yearly support of materials for the summer reading programs and adult craft programs and spice club supplies. We continue to purchase museum passes and currently offer 20 passes for patrons to check out.

The Treasurer's Annual Report prepared by Marilyn Gemmell and the Heberton Funds Annual Report prepared by Paul Ledell will give more details about the funding from the Friends.

Community Outreach

Once again in April the Friends joined the Keene Community Kitchen, the Keene Senior Center, Monadnock RSVP, and Monadnock United Way to hold a Volunteer Fair on May 16th. The purpose was to help non-profit agencies meet and recruit new volunteers. There were twenty-two other organizations that joined us, and the feedback was positive. The Friends had 10 new people sign up to help with the fall Book Sale.

The Friends continue our partnership with the Swamp Bats Baseball organization in Keene to sponsor the elementary literacy program "Mr. Gemmell's Reading with Ribby" for a 20th year, reaching 1978 children in 31 schools in Keene and surrounding area schools.

With the detective work of Claire Coey, I want to report that the Friends had over 136 volunteers working on this Spring Book Sale; she also traced the amount of money that the Friends have raised since 1983: over \$500,000 donated to the Library.

We all want to thank Paul Ledell for his work getting the website active, and also Chuck Mobilia, President of the Board of Directors for Hundred Nights Inc. who assisted with changes throughout the year.

Membership & Board Contributions:

This year the Membership and Development Committee headed by Claire and Jack Coey brought back the Friends Newsletter. There will be three newsletters each year. We will be voting in new Director Cindy Northrop who graciously has led the Marketing Committee this year with members Eileen Fernandes and Claire Coey. Special thanks to volunteer Sarah Kossadya who designed the banner and flyer for the Spring Book Sale.

We thank Director Paul Ledell for his work in setting up the request for funding from the Wonder Casino. In 2022 the 10 days of receiving a percentage of the profits of the Casino netted the Friends \$20,500.53. Also another grateful thanks to Marilyn Gemmell for help with the museum pass program as she maintains contacts with the organizations to keep this service available to the Library. Volunteer Connie Von Kirk will be taking over this program with our grateful appreciation.

Many thanks to our members and volunteers without whom our book sale would not be possible. At this time there are about 15 regulars who sort, price and box books for our book sales. They come in every week, sort, chat, and laugh as we find interesting things left in donated books.

We also appreciate the efforts of the Interact of Monadnock Regional High School and Rotary Club members who transport the boxes of books to both Heberton and Cohen Halls for the book sale as well as help with boxing leftover books from the book sale.

In Appreciation

The Friends are grateful to the Library Board of Trustees, Library Director Marti Fiske and Assistant Director Susan Bloom, and all the library staff, for their continued support to our organization. I am extremely grateful to all the Directors for all their wisdom and assistance throughout the year.

Finally, it has been an honor to serve as your President, and with your support I look forward to another successful year with the Friends.

Jan Manwaring

Horatio Colony Museum and Nature Preserve Annual Report 2022-23

In 1977, the Horatio Colony Museum and the Horatio Colony Nature Preserve were set aside through the will and testament of the late Horatio Colony II. Trustees are Nick Colony, Joslin Kimball Frank and Jane Stabler. The Advisory Board members are Moie Crawford, William (Bill) Dow, Paul Henkel, Cornelia (Neil) Jenness, Richard Scaramelli, and William (Bill) Stroup. Paul Bocko of Antioch University New England manages the nature preserve. The position of Executive Director of the Museum has not been filled since Sofia Thornblad accepted another position in February 2023. The Museum is temporarily closed.

The museum has offered 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. The house dates to 1806 when there were about 100 homes in Keene. It is filled with original furnishings and fabulous collections from around the world.

The Horatio Colony Nature Preserve is set aside as a wildlife refuge. In 1985, Antioch University New England conducted the first natural resource inventory across 415 acres. Under the supervision of Dr. Rick Van de Poll, 11 graduate students completed a comprehensive study of the preserve's biodiversity. During 2023 there is a commissioned monitoring and analysis of vegetation at the preserve being conducted by Jeff Littleton of Moosewood Ecological LLC.

Since 2005, 230 acres were added to the preserve. This growth brought preserve acreage to 645 and extended the trail system 1.5 miles via the Bailey Brook Trail. The Horatio Colony Nature Preserve now offers five miles of hiking trails that are open to the public daily from dawn to dusk for nature study and recreation. The trails have numbered stops that point out historic sites, plant communities and geological features. A guidebook, with information corresponding to the numbered stops, is available at the trailhead kiosk. The complex of nature preserve trails connects with Pisgah State Park through a 9.4 mile trail called the Keene Connector. This is part of the California Brook Project which established a contiguous greenway of protected land that links the two properties.

Antioch provides trail construction and maintenance along with regular educational programming which is ongoing.

Paul Henkel, KPL appointed Advisor to Horatio Colony Museum and Nature Preserve

Nominating Committee Report

The nominating committee proposes the following slate of officers for the year 2022-2023:

President: William Stroup

Vice President: Kathleen Packard

Secretary: Vacant

Treasurer: Jane Pitts

Keene Public Library
Library Director's Report 2022-2023

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 148TH ANNUAL REPORT IS HEREWITH SUBMITTED:

Life has returned to the “new normal” post-COVID pandemic. Public access internet stations, removed during the pandemic to allow more space between users, were returned as users increased. There are a couple fewer stations though as we have found that the trend of decreased public access computer use has continued with the decreasing cost of portable devices that can be used with the library wifi. We continue to offer “hybrid” programs, accessible both in-person and online. The convenience and accessibility of these hybrid programs sometimes continues to draw larger online attendance than in-person. The Library’s Atrium is once again a bustling place during lunch times. Meeting rooms are in regular use, and the event spaces are once again hosting large gatherings for both library programs and private uses. The services adopted during COVID, such as streaming video, exterior lockers and remote printing, continue to be well used and will be maintained.

A strategic plan based on extensive community input was completed this year. Approximately 120 community members of diverse backgrounds were asked questions focused on community concerns and aspirations. The responses were sorted by theme and matched to library service responses to be addressed through direct service, partnerships and/or the sharing of information with other organizations. Over the next five years the Keene Public Library will concentrate on providing a commons environment to help address people’s need to meet and interact in the community and participate in public discourse about community issues; provide community referrals to address the need for information related to services provided by community agencies and organizations; help residents gain cultural awareness of their own heritage and the cultural heritage of others; and help residents achieve lifelong learning through self-directed personal growth and development opportunities.

The Friends of the Library and the Library Trustees have continued their valuable financial support of the Library, equaling approximately five percent of the total operating budget. Last fiscal year, the Friends provided nearly \$67,700 in direct support, providing \$30,500 for Library programs and over \$37,000 for equipment and equipment maintenance and Makerspace interns. The Friends also donated an additional \$8,845 last fiscal year for the popular Museum Pass Program, with subscriptions paid directly to the institutions. The Library Trustees provided \$43,968.92 in funding for staff education, equipment, landscaping and special projects such as the strategic plan.

This year the Keene Public Library was honored with a bronze award for favorite public space in the Monadnock region in the 2023 Keene Sentinel Readers’ Choice Award. Thanks to the hard work of the dedicated Library staff and the support of the City residents, Library Trustees,

Friends of the Library, partnerships with community organizations and the other City departments.

We are eternally grateful for their assistance and recognition.

The following staff changes occurred within the 2022-2023 fiscal year.

Comings:

Daniel Andrews: Aide (Circulation)

Moses Fisher: Aide (Circulation)

Parker Goodreau: Aide (Youth)

Emily Graves: Aide (Per Diem)

Karl Porschitz: Page

Karen Schwindt: Page

Goings:

Sage Gould: Aide (Programs)

Susan Hansmeier: Librarian I (Circulation Supervisor)

Cary Jardine: Librarian II (Digital Services)

Eliza Komisar: Aide (Youth)

Sophie Ou: Page

New duties:

Jay Fee: Librarian II (Library Systems Administrator)

Jenna Henderson: Librarian II (Collection Development)

Lisa Hoffman: Librarian I (Circulation Supervisor)

Lydia Hurly: Librarian I (Collection Development)

Nicole McCrillis: Librarian I (Per Diem)

Respectfully,

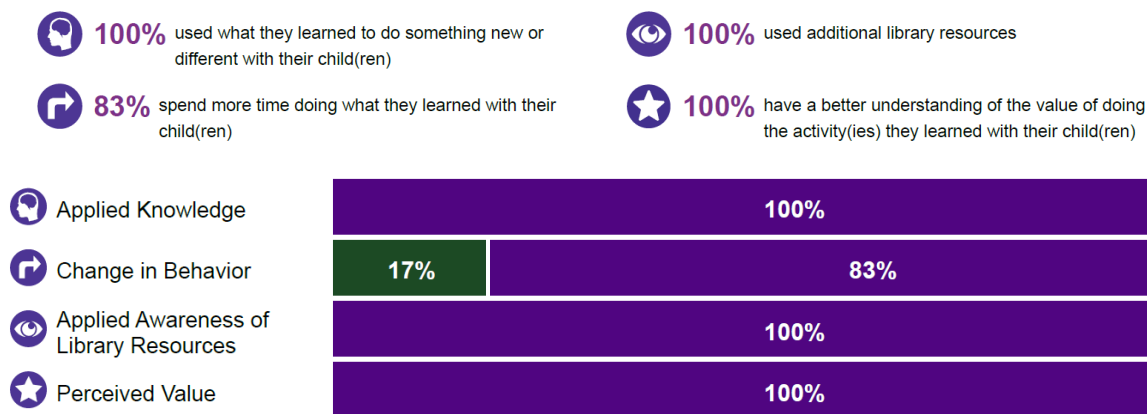
Marti Fiske, Library Director

Youth Services Annual Report 2022-2023

PROGRAMMING

Youth Services offered a whopping 186 programs in fiscal year 2022-2023. From programs promoting early literacy, inspiring creativity, to education -- we had something to offer the 6,350 program participants. Our Messy Art and Family Place play and exploration time for young children and parents continues to draw many enthusiastic families each Monday to the Kay Fox Meeting Room. After providing storytimes via Zoom for two years during the pandemic, regular in-person storytimes resumed in October of 2022 in the children's department.

Our programs for young children are not only popular; they are successful in reaching parents and caregivers. According to Project Outcome surveys we are producing results.



SCORING: ■ No ■ Yes

Youth Services staff were out and about in the community by participating in events such as the International Festival, Pumpkin Festival, Keene Pride, and the Monadnock Youth Fest.

READING PROGRAMS

Beanstack, the Library's online tool used to track reading, made a big impact as we introduced year-round reading programs. Participation increased and 474 participants logged 297,348 minutes and 3,510 books. Overall, there was a 38% increase in participation during the 2022 Summer Reading Program compared to the 2021 program. During the summers of 2022, we offered weekly school age programs throughout the summer, craft programs in July, and served lunch to families, children. Through Beanstack, some families sign up to receive a weekly email of tailored recommended books. During the fiscal year, we sent 5,642 emails to these families.

LITTLE MAKERS

After four years of programming, we successfully completed the Little Makers IMLS National Leadership grant. Librarians Gail Zachariah and Amy Kraemer offered two webinars and presented at two national conferences. A recap of their LibLearnX program is available at <https://americanlibrariesmagazine.org/blogs/the-scoop/tinker-tailor-little-makers/>. The webinars and a complete tool kit is available at <https://www.littlemakerskpl.org/>. The Little Makers website received 608 unique visitors and 2.1 K page views.

TEEN SPACE

The Teen Space was quite busy during the school year, especially during the 3 to 5 p.m. hours. Sometimes there were 18 or more young people in the area playing games, talking, studying, watching movies, and selecting material. Most days there was a passive program or activity for teens to engage with; some days there was a staff led activity in the Teen Space.

One of the most popular programs Teen Services offered were Teen Lock-Ins. Lock-Ins invite youth ages 12 to 19 to hang out inside the library after-hours and engage in a variety of activities around the building. Last summer, we again joined libraries from around the country for the 2022 National Teen Lock-In. We also offered a Halloween-themed Cosplay Lock-In in the Fall and a space-themed Lock-In that coincided with the Moon, Mars and Beyond Exhibition. Between these 3 programs, 78 teenagers made crafts, sang karaoke, played laser tag, and took part in a live action Among Us game.

LIBRARY CARDS

Currently, 58% of Keene young people hold current Keene Public Library cards. Youth Librarian Colleen Swider works with the schools to help register students for new library cards each year. Colleen has organized this outreach activity for many years and this year there was a net increase in youth card holders by 6%.

YOUTH COLLECTIONS AND SPACE

We work hard to create an environment in the Youth Department that is inviting to everyone. We do this through intentional customer service and dedication to providing a space that encourages exploration and investigation of books and materials. We continue take great pride in the quality of the Keene Public Library youth collections. We order new books and discard old books regularly to provide for the reading, listening, and viewing needs of the children in our community. Last year, we selected 2,544 new youth and teen materials and withdrew 3,767 bibliographic records and 4,344 item records for worn or out-of-date materials. We do this with intention so that we can provide a relevant and inviting collection for our community that offers the new materials they are hearing about and a carefully curated collection of classic. “Like a garden, a collection needs to be weeded regularly in order to thrive. Many weeds are beautiful, but left to their own devices they will take over a garden and drown out the things you are actually trying to grow” (ALSC Blog, May 2015). Currently we have a per capita circulation rate of 12. The circulation of youth and YA materials is 46% of the total library circulation.

MORE THAN BOOKS

Keene Public Library has a variety of services and collections we offer our visitors!

- Our audio-enabled VOX books are more than just fun - they are an excellent resource for residents learning English and are offered in a variety of languages! Last year, we added Wonderbooks, audio-enabled chapter books. Many of these come audio with large print.
- Keene Public Library distributes free bags with the basic ingredients for families to cook a meal together. What makes this extra special is that included in the kit are suggestion dinner table discussion questions.
- Keene Public Library continues to add to our growing collection of STEM kits for kids and caregivers.
- Last year we added a ToyBox 3D printer in the Youth Department. This printer is designed for children ages five and up. The printer is very popular. Luckily, prints are quick.

Keene Public is proud of the variety of services and collections we offer our visitors! We hope you visit us soon!

Respectfully submitted,

Gail Zachariah, Head of Engagement and Youth Services

Community Services Annual Report 2022-2023

PROGRAMS AND ENGAGEMENT

Last year, we offered 708 programs in the library and in the community. Some of our most popular and well-attended programs were garden talks, our weekly adult coloring program, and a monthly adult craft night.

“I love the variety of crafts explored, which has resulted in further exploration of those crafts and a wish to at some point in the future, explore doing others learned about in this program. Because it's free, it enables participation that would otherwise not be possible.”

“Please continue offering such programs.”

“This library is THE BEST!”

“I really love the library and was happy to see this and other programs offered - free of charge.”

“I learned about new resources.”

All Keene Public Library programs are funded through the generous support of the Friends of the Keene Public Library, grants, and community donations.

OUTREACH AND COMMUNITY COLLABORATIONS

During the year we worked with a number of community organizations including Keene Community Ed, Keene Community Kitchen, Home Healthcare Hospice and Community Services, Keene Senior Center, Monadnock Music, Better Life Partners, Keene Serenity Center, Monadnock Family Services, Impact Monadnock, Arts Alive!, Keene Amateur Astronomy Club, Keene Chamber Orchestra, MDS, Monadnock Peer Support, Covenant Living of Keene, Congregation Ahavas Achim, Cedarcrest, Cheshire Childrens Museum, Keene YMCA, 4-H, Cheshire County Conservation District, Antioch University, Kids Collaborative We visited all of the Keene schools, Keene Community Ed's English Language Learners, and Ready for Kindergarten. We had booths at the Non-profit Volunteer Recruitment Fair, Monadnock Youth Fest, Keene International Festival, Gay Pride, Earth Day, and the Keene Pumpkin Festival.

MAKER PROGRAMS

The Makerspace reopened and we worked to create a regular schedule. We recruited two wonderful Keene State College Interns, Margaret Plante, and Isaiah Dokus, who assisted 574 patrons using Maker Space open hours.

SEED AND TOOL LIBRARY

Gardening continues to be on the rise. Ninety-five new members joined the Seed Library, which brings the total membership to 453. Approximately 250 seed packets were reserved by members and picked up at the checkout desk and another 1,500 seed packets were selected by members at the Monadnock Grows Together Seed Library display in the atrium. At the start of the growing season, we increased the number of our Seed Starter Kits to 25 and all of these kits circulated to growers.

SOCIAL MEDIA

We post to Facebook, Instagram, Twitter, and Pinterest. Our most popular social media site is Facebook. During the last year, our Facebook posts with the highest reach concerned our monthly Family Dances. These posts ranged from 3.5 K to 8.7 K in reach. Other highly successful posts were about our Holiday Tea (5.3 K) and our Noon Year's Eve party (4.5 K). We also add posts to and engage with patrons on Google Maps, formerly known as Google My Business.

PR AND PUBLIC RELATIONS

We subscribe to Library Aware to help us create public relations pieces. During the year, seven staff members reached 112,902 total views using Library Aware to create 124 social posts, 403 print pieces, 287 electronic book suggestion newsletters, and 55 eblasts. In all 113,124 emails were sent. Currently there are 3,725 active subscribers.

We also subscribe to Wowbrary, which sends out weekly emails and social media posts of new library materials. Currently, there are 96 active Wowbrary subscribers.

We are fortunate that the Friends of the Keene Public provided financial support to place ads on Facebook, in the Shopper News and radio announcements. This year, we also recorded several promotional videos to broadcast on Cheshire TV and distribute on social media. During the year, we began to produce our own media, which we uploaded to YouTube.

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

System Administration Report

To meet an increased need for public computer access post-pandemic, the Keene Public Library reinstalled workstations in its adult room, including a 15-minute “express” computer, bringing the total number of desktop computers available in the adult area up to 7. Moreover, in response to patron feedback, we relaxed our usage limit policy to allow additional internet access when computers are available, beyond the once-a-day 90-minute session. We also introduced tech help drop-in hours on Thursdays, from 2:00 p.m. to 4:00 p.m., for patrons whose technical needs require one-on-one assistance.

A new outdoor, hold pickup locker system was installed in July 2022. These ADA-compliant lockers provide patrons the flexibility of picking up reserved items 24 hours a day, 7 days a week. This locker system was funded by a grant from the American Rescue Act Plan of 2021.

Patrons also gained instant access to thousands of downloadable e-books, audiobooks, comic books, movies, television programs, and music CDs through a new partnership with hoopla digital in January 2023. In only six months, our patrons have already checked out 1,187 items using hoopla. Due to low usage, we discontinued our subscriptions with BookFlix, Flipster, AtoZ World Food, and BrainFuse.

We also enabled the ability for patrons to cancel holds themselves using their online account.

Looking forward, we’ve begun to investigate new discovery platforms that would provide our patrons with greater control over placing reservations on and borrowing from our growing Library of Things, Garden Tool Lending Library, and Museum Pass selection, as well as our upcoming Outdoor Gear Library.

Respectfully submitted,
--Jay Fee

Adult Collection Development

The library completed the year-long subscription to the DEI tool provided by Baker and Taylor. The table below shows and overall increase of diverse titles from the time we started measuring the collection. From July 2022 to April 2023 we added 1,293 diverse titles which is an increase of .63%.

	07/06/22	10/17/22	01/26/23	4/12/2023
DEI Titles	18,836	19,328	19,612	20,129
Titles Analyzed	106,577	108,266	108,615	109,941
Percentage	17.67%	17.85%	18.10%	18.30%
Fiction	16.70%	16.90%	17.10%	17.40%
Non-Fiction	19.56%	19.60%	19.90%	20.00%
Physical Titles	18.40%	18.60%	18.80%	19.10%
Digital Titles	14.90%	15.60%	15.80%	16.00%

Within the individual DEI Topics we found that Asian Adult Fiction increased from 1.10% to 1.30%. Black Adult Fiction increased from 1.90% to 2.10% and Black Teen Non-Fiction increased from 4.60% to 5.0%. Adult books that addressed Equity and Social Issues increased from 2.90% to 3.10% and Juvenile Fiction for the same DEI Topic increased from 5.20% to 5.60%.

The report shows we have to continue to look at titles for representing Middle Eastern and North African heritage and Mental and Emotional Health, and Substance Abuse issues. The selection team will continue to search for titles that represent all members of the Keene community.

We have subscribed to a new tool through Baker and Taylor that will help selectors to immediately see how many diverse titles they had selected and on which topics. Regarding adult fiction, orders consistently included 30-50% DEI titles. The same tool was not available for audio visual purchases, but supporting the library’s goal of a more inclusive collection is still one of the criteria used in selecting DVDs, audiobooks, and digital materials.

Working with students and teachers at Keene Community Education, the library created a World Language Collection and an English as a Second Language Collection. The World Language Collection provides library card holders with books written in languages other than English. This collection includes popular novels and classics in Portuguese, Chinese, Japanese, Thai, Vietnamese, Spanish, German Russian, French and Hindi. The English as a Second Language Collection includes books and materials to help people who are learning English. This collection supplements Community Education course material and will help people connect to the library.

Several changes were made to the DVD collection this year, including integrating the Academy Award Winners back into the main collection which allowed more space to feature new titles. We also moved ‘based on a true story’ movies from nonfiction to the fiction collection. The DVDs, audiobooks, sci-

fi/fantasy, mystery, large print and paperback collections were weeded, and paperbacks were moved to a new location on the DVD shelves. This work, combined with weeding done by other departments, resulted in 40 boxes of discarded items being sent to Better World Books in the last fiscal year.

Submitted by Jenna Henderson and Susan Bloom

Reference Services

Reference services help provide access to the library's digital and physical collections. Reference staff assist people with basic technology questions ranging from how to use our catalog, to how to use our digital download services--such as Overdrive, Hoopla and Kanopy. Reference staff have helped novice job searchers with finding resume templates and grandparents looking to stay in touch with a grandchild studying abroad in China. Through interlibrary loan, reference staff give our patrons national access to materials beyond Keene Public and Keene State College. With the addition of our notary public service, we have brought a much needed service for 245 citizens in our community in fiscal year 2023.

Several of the reference staff participate in creating library displays which help highlight the diverse collection. The reference team receives a wide variety of requests for help from people outside of the Keene area as people explore their family history and locate obituaries or newspaper articles. The staff at the reference desk also help patrons locate services in the community to help meet their housing, mental health and food security needs.

One of the most satisfying staff experiences at the reference desk is Readers Advisory where staff can help someone find their next book or series to read. One librarian said a memorable interaction this past year was to help a patron find mystery books for her summer reading. The librarian recommended the first book in a mystery series to a patron and found out later that the patron checked out the entire series. The patron was very happy and the librarian said "I love it when a book resonates with a patron!"

Submitted by John Johnson, Reference Supervisor

Library Displays

Book displays at the library perform a number of different functions, from encouraging engagement with our collection to fostering learning. Within the last couple years, we have increased the number of displays in the library, highlighting our collection with timely and engaging themes for improved readers' advisory. We have found that the displays enable us to share parts of the collection that often get less attention, or curate interesting combinations that encourage people to reformat their thinking on a particular topic. The four monthly rotating displays provide quick and visually stimulating book recommendations that link the collection with seasons and current events or broaden patrons' awareness, by bringing them into contact with subjects and perspectives that they might not otherwise seek out. Our team has been excited to bring a combination of fiction and non-fiction materials to the attention of patrons, with a particular eye for both what is popular and what is timely. Displays highlight the diversity of voices and interests in our community, with topics ranging from popular summer reads to British mysteries, men's health awareness to Pride month.

Keene Public Library Adult Services Volunteers

Keene Public Library has a terrific group of volunteers to greet patrons in the Atrium. In FY 22/23 the volunteers provided about 28 hours per week in assistance. The dedicated volunteers who staff the Atrium Service Desk are many times the first point of contact when someone enters the library. Their welcoming smile and offers to help are especially meaningful for people who have an aversion to asking for assistance. The Atrium volunteers come from all parts of the Keene Community, but each have one thing in common. They have a desire to provide public service and the library appreciates everyone who takes the time out of their day to volunteer.

Thank you to all of our Volunteers

Pat Barber
Sharon Beaty
Catherine Behrens
Kathleene Kennedy Burke
Jane Cunningham
Martha Collins
Charles Ferrando
Tsipora Gil
Ann Heffernon
Carol Jeffrey
Claire Koutras
Deborah Leblanc
Monica Marshall
Susan Matthews
Christine Mousseau
Eileen Nelson
Eleanor Norman
Marianne Parisi
Laura Thogode
April Wright
Louise Zerba

Submitted by Susan Bloom

Meeting Room Usage July 2022- June 2023

The statistics would indicate that for the most part, the library is back to pre-pandemic, pre-renovation operations with regards to offering meeting and event space to the community. It has been challenging for people/organizations to find suitable public space in which to meet for various purposes. Now, with the updated policies and guidelines, we are able to offer that space, complete with technological advances to all kinds of groups, both public and private.

The staff and City use of the building has remained fairly consistent for business operations, training and interviewing purposes. There has been a significant increase in community listening sessions sponsored by the City. We can now offer greater, more comfortable, locations for sharing ideas and conversations about community concerns. The availability of projection, sound, streaming and video conferencing capabilities ensure that, even from their homes, citizens can participate in City forums. The inclusivity that this exhibits is integral to the mission of the library.

Our public and private use of the event spaces especially has increased dramatically. The number of unique individuals/organizations using space this year doubled from the previous year. The number of people attending outside events held in the library increased by over 269%. The library was the venue for private events such as weddings, fundraisers, parties, performances, conferences and school plays. This generated an income of \$15,562 which was earmarked for the Heberton Fund. Free, open to the public events sponsored by outside groups were also substantially increased, at no cost to the sponsoring organization.

The Henkel collaboration room continues to be heavily used and greatly appreciated by patrons. It more than doubled its usage from 2021-2022, to such an extent that oftentimes patrons were given space in other meeting rooms in particularly busy times.

However, no one was turned away due to a lack of space.

Respectfully submitted,

Colleen Swider
Outreach Librarian

Fiscal Year 2023 Basic Statistics

General Statistics

Library Visits	115,743
Reference Transactions	13,812
Interlibrary Loans KPL Patron Requests	1,547
Interlibrary Loans Other Library Requests	2,023
Public Computer Usage	7,595
Laptop Usage	82
Website Statistics (Pages Viewed)	164,899

Registered Users

Adult Resident Cards	8,941
Adult Non-Resident Cards	1,232
Youth Resident Cards	2,638
Youth Non-Resident Cards	637
Business/Organizations	109
KPL Outreach	17
Staff & Other Libraries	432
	14,006

Meeting Room Usage

Events Participants

City Staff (Other than Library Personnel)	34	897
Library Staff, Trustees and Friends	166	986
Outside Groups and Organizations	312	5,454
Private Group Events	125	3,182
Public Free Meetings	187	2,272
Collaboration Room Occupants	428	712

Door Count

FY 22

FY 23 % Change

Main Entrance	61,132	83,741	37%
Atrium North	3,867	7,324	89%
Atrium South	3,339	8,915	167%
Heberton Hall	9,864	15,763	59%
Total	78,202	115,743	48%

Electronic Resources Usage

Database	Statistics	Measure
Ancestry	1,602	Searches
	1,847	Documents used
AtoZ World Food	20	Sessions
	157	Page Views
Biblioboard	12	Title Requests
	19	Record Views
BrainFuse Help Now	147	Total Usage
BrainFuse Job Now	80	Total Usage
EBSCO ebooks	39	eBook accesses
Flipster	11	Online Views
	52	Searches
	29	Sessions
Heritage Quest	139	Searches
	162	Documents used
hoopla (New January 2023)	1,187	Circulation
	229	New Patrons
	178	Unique Borrowers
Kanopy	22,048	Visitor Sessions
	3,546	Videos Played
LibraryAnywhere	97	Users
	133	Visits
Mango Languages	865	Sessions
	479	Spanish, Latin American
	121	Italian
New York Times (digital)	86	Searches
	171	Item Requests
Niche Academy	4,493	Views
Novelist Plus (includes K-8)	1,764	Searches
	1,629	Item Investigations
OverDrive	26,459	Audiobooks
	14,520	eBooks
	2,117	Magazines
	8,175	Advantage Only
TumbleBooks	718	Tumblebooks Views
	213	AudioBookCloud views
Universal Class	20	New Registrations
	49	New Courses Started
	1,298	Videos Watched
	160	Login Sessions
	1,361	Lessons Viewed
	1,465	Student Submissions
Value Line	3,932	Logins
	48,904	Searches
	34,196	Downloads

Fiscal Year 2023 Acquisition and Holding Statistics

Format	Age	Items Added	Current Holdings
Print Materials	Adult	2,688	57,182
	Youth	1,806	40,955
	Young Adult	439	7,352
		4,933	105,489
Books on CD	Adult	72	2,391
	Youth	1	318
	Young Adult	-	6
Music on CD	Adult	50	1,381
	Youth	-	282
		123	4,378
DVDs	Adult	229	7,519
	Youth	26	2,351
	Young Adult	33	1,192
	288	11,062	
Playaways/Launchpads	N/A	112	1,040
Video Games	N/A	127	378
Mobile Hotspots	N/A	-	11
Garden Tools	N/A	5	80
Museum Passes	N/A	-	37
Other	N/A	61	282
Periodical Issues	N/A		4,585
		305	6,413
		5,649	127,342

Other includes Puzzles & Games, Storytelling kits, Webcams, and other items in the Library of Things Collection.

Periodical Subscriptions - During July 2022 - June 2023, we held 156 Magazines subscriptions for the Adult, Teen, and Youth Departments. We subscribe to 7 newspapers.

Fiscal Year 2023 Library Program Statistics

On-Site Programs	# of Events	Attendance
On-Site Programs		
Children's Programs Age 0 - 5	90	3,075
Children's Programs Age 6 - 11	85	1,431
Young Adult Programs	65	299
Adult Programs	251	3,599
All Ages	55	2,301
	546	10,705

Offsite Library Programs	# of Events	Attendance
Children's Program Age 0 - 5	2	53
Children's Program Age 6 - 11	7	867
Young Adult Program	2	625
Adult Programs	5	531
All Ages	3	260
	19	2,283

Other Programs	# of Events	Attendance
Passive Programs	143	919
	143	919

Summer Reading Programs	# of Events	Attendance
Attendance of Summer Reading Programs for Children	19	612
Attendance of Summer Reading Programs for Young Adults	1	5
Attendance of Summer Reading Programs for Adults	2	72
	22	689

Fiscal Year 2023 Comparative Circulation Statistics

	FY 20	FY 21	FY 22	FY 23
Adult Fiction	31,510	28,420	35,492	35,110
Adult Non-Fiction	14,295	10,521	12,984	12,689
Total Adult Book	45,805	38,941	48,476	47,799
Juvenile and YA Fiction	34,973	30,928	37,238	36,830
Juvenile and YA Non-Fiction	6,147	5,082	5,865	5,941
Juvenile and YA Book	41,120	36,010	43,103	42,771
Total Book	86,925	74,951	91,579	90,570
Adult Magazines	2,221	731	1,757	1,677
Juvenile and YA Magazines	103	70	95	132
Total Magazines	2,324	801	1,852	1,809
Adult Books on CD	3,566	1,782	2,120	1,900
Juvenile and YA Books on CD & Playaway	1,272	975	1,318	1,556
Adult DVDs	24,378	12,803	14,980	14,077
Juvenile and YA DVDs, Videos and Playaway Views	9,871	4,569	9,302	9,826
Adult Music CDs	1,058	398	718	980
Juvenile and YA Music CDs	260	185	270	89
Total AV	40,405	20,712	28,708	28,428
Renewals	20,211	21,111	14,002	13,701
Museum Passes	1,183	328	921	1,206
Laptops	183	1	35	85
Interlibrary Loan	811	518	1,040	1,099
Juvenile and YA Gaming	852	334	771	1,225
Equipment	95	69	211	197
Total Other	23,335	22,361	16,980	17,513
Downloadable Audiobooks	19,939	19,728	21,746	27,129
Electronic Books	15,540	16,789	15,476	15,115
Downloadable Magazines		943	1,864	2,143
Streaming Videos		7,975	3,425	3,866
Total Downloadables	35,479	45,435	42,511	48,253
Grand Total Circulation	188,468	164,260	181,630	186,573

KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- JULY 2022 - JUNE 2023

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Adult													
fiction	3,350	3,376	2,953	2,753	2,820	2,764	2,900	2,596	2,910	2,532	2,940	3,216	35,110
nonfiction	1,227	1,244	1,040	948	945	877	1,143	944	1,097	968	1,043	1,213	12,689
books on CD	162	217	180	182	164	148	162	141	143	132	122	147	1,900
magazines	162	135	118	75	193	113	102	167	189	128	131	164	1,677
music	44	57	65	41	118	173	129	98	75	64	68	48	980
DVDs	1,062	1,223	1,207	1,181	1,411	1,473	1,298	1,171	1,302	849	927	973	14,077
Youth													
fiction	3,649	3,283	2,657	2,292	2,453	2,251	2,422	2,685	2,953	2,461	2,076	2,908	32,090
nonfiction	616	582	470	435	482	398	396	558	657	468	388	350	5,800
books on CD/playaway	181	176	74	84	96	58	61	65	78	80	73	125	1,151
magazines	18	11	26	10	6	11	7	12	6	1	4	14	126
music	3	11	4	9	14	-	4	5	3	21	10	5	89
DVDs/launch/play-view	772	747	606	748	596	606	681	707	594	451	700	692	7,900
gaming	70	70	71	87	55	55	69	96	108	105	69	94	949
Young Adult													
fiction	561	495	373	312	346	253	321	337	473	419	378	472	4,740
nonfiction	12	9	8	18	15	4	14	16	12	7	12	14	141
CD/playaway	2	6	1	3	5	4	3	4	2	5	5	5	45
magazines	5	-	-	-	-	-	-	-	-	1	-	-	6
DVDs	131	230	214	239	187	77	77	154	222	182	85	128	1,926
gaming	14	27	16	39	28	10	12	15	26	33	32	24	276
electronic books	1,355	1,341	1,080	1,124	1,083	1,188	1,252	1,246	1,319	1,324	1,239	1,564	15,115
downloadable audio bks	2,157	2,361	2,144	2,179	2,097	2,229	2,266	2,229	2,386	2,299	2,351	2,431	27,129
downloadable magazines	108	166	138	173	171	183	207	176	217	228	216	160	2,143
streaming videos	273	308	272	365	286	253	323	370	427	326	315	348	3,866
laptops	5	4	6	4	6	7	4	6	6	10	23	4	85
equipment	11	9	10	12	15	13	8	12	37	33	22	15	197
interlibrary loan	118	125	76	80	81	101	92	80	102	80	86	78	1,099
museum passes	154	154	52	71	81	103	66	105	105	93	95	127	1,206
renewals	1,244	1,353	1,130	998	1,216	1,133	1,121	1,038	1,233	967	1,153	1,115	13,701
TOTAL	17,466	17,720	14,991	14,462	14,970	14,485	15,140	15,033	16,682	14,267	14,563	16,434	186,213