

**KEENE PUBLIC LIBRARY**  
**BOARD OF TRUSTEES ANNUAL MEETING**  
**Tuesday, August 23, 2016 at 5:00 P.M.**

**AGENDA**

1. Call to order
2. Approval of the August 25, 2015 Annual Meeting minutes
3. Annual Reports
  - a. President's Report (page 3)
  - b. Treasurer's Reports
    - Primary Account Expenditures (page 4)
    - Encumbered & Restricted Funds (page 6)
    - Donations & Distributions (page 9)
    - Portfolio Changes (page 11)
    - Trustee Budget (page 12)
  - c. Finance (page 14)
  - d. Building and Grounds (page 17)
  - e. Policy (page 18)
  - f. Fine Arts (page 19)
  - g. Community Outreach (page 20)
  - h. Long Range Planning Committee (page 21)
  - i. Friends of the Keene Public Library (page 23)
  - j. Cheshire County Literacy Coalition (page 25)
  - k. Horatio Colony Museum (page 26)
  - l. Nominating Committee (page 27)
  - m. Director's Report (page 28)
  - n. Staff Reports
    - Youth Dept. (page 30)
    - Community Services (page 34)
    - AV (page 37)
    - Reference, Interlibrary Loan, Internet (page 38)
    - Technology (page 39)
    - Technical Services (page 41)
  - o. Statistical Reports
    - Library Statistics (page 42)
    - Circulation (page 43)
    - Database Usage (page 45)
    - Acquisitions (page 47)
4. Adjournment



## **Minutes from 2014-2015 Annual Meeting**

To be distributed separately



## **Report of the President of the Trustees**

This year has been exceptional. Nancy Vincent and Library staff, the Friends, the City, and the Trustees, as well as many other individuals, have dedicated their time above and beyond their regular responsibilities to ensure significant progress was made on the Library renovation project.

Committees, such as the Keene Public Library Annex Advisory Committee (KLAAC), completed many crucial stages on the project's timeline. This work included setting up a fundraising group who worked with the Friends of the Library to put a fundraising plan in place. The Friends funded and hired a campaign manager and embarked on a collaborative effort to begin the "quiet phase" of the Capital Campaign.

The architect firm, Tappe Associates, completed the second and third phases of the conceptual design and began work on the construction documents.

In June the City Council passed the City budget that included the capital improvement program funding, for which the Library's City contribution was included. This achievement was the result of Trustees, Nancy and Friends attending numerous City meetings and working closely together with City staff over several months.

Because of this committed effort and more, the Library is on track with the master timeline with an estimated construction start date of Spring 2017.

In addition to these notable Library renovation projects, the Library staff facilitated over 1,800 events as well as provided services for over 4,000 people weekly. The Library continues to seek out new grants and programs to keep pace with current community interests and needs.

More information on these highlights, as well as others, are included in the reports to follow.

It was a humbling year to be the president of the board. So much was accomplished by so many. This coming year should prove to be even more complex as all of the groups that have collaborated to date will see the renovation project continue through to begin the construction phase. All while still ensuring that regular Library business is maintained.

Kathleen Packard

**Keene Public Library Trustees  
Treasurer's Annual Report, Account #72-1-5 Checking  
2015-2016**

**Opening Balance**

<b>Income</b>		<b>\$98,039.62</b>
Donations for Books and Materials	2,040.00	
Donations for Equipment	1,911.38	
Lipsky Book Fund	250.00	
Memorial Gifts	130.00	
Rotary Gifts	100.00	
Donations for Outreach Programming		
Youth programming	100.00	
For Summer Reading Program 2015	800.00	
NHCF Endowment for Outreach	5,348.44	
Grants		
ALA/STEAM	2,000.00	
ALA/Starnet	1,000.00	
Target	1,000.00	
NHCF/Family Place	5,000.00	
NHHHC/Abolitionists	250.00	
NHHHC/Chautauqua/MLK	1,000.00	
C&S/Chautauqua 2015	650.00	
City of Keene/Chautauqua 2015	500.00	
NEFA/Proper Ladies	750.00	
Investment Income	4,640.42	
Capital Gains	6,739.59	
Money Market Interest	1.08	
Cash transfer from Investment account	10,000.00	
cancel check/not cashed	307.50	
<b>Total Income</b>	<b>44,518.41</b>	

**Expenses**

Books and Materials	835.15
Equipment purchase	1,907.38
Outreach Programming (including summer reading)	5,326.28
Staff Conference	2,697.09
Furniture Repair	8,365.00
Grants Expended	
Abolitionists	265.00
Chautauqua 2015	2,563.60
Family Place	3,881.09
Proper Ladies	750.00
Rotary/Success by Six	357.50
STEAM	1,414.85
Target	500.00
Membership NHLTA	390.00
KPL Annex Renovation Project	
Project model construction	4,000.00
Concept Development	87,000.00
Tree plaque	208.11
Bank Fee	9.00

**Total Expenses** **120,470.05**

**Closing Balance**

**\$22,087.98**

KPL Trustees  
**Encumbered and Restricted Funds**  
 June 30, 2016

	<b>Balance</b> 6/30/2015	<b>Changes</b> 2015-2016	<b>Balance</b> 6/30/2016
<b>For Books and Materials</b>	5,241.48		
Memorial Gifts		130.00	
Rotary Donations		100.00	
Other Donations		2,040.00	
Purchase of books		-835.15	
			6,676.33
<b>For Outreach Programming</b>	-2,453.18		
Donations for Outreach Programs		100.00	
Donations for Summer Reading		800.00	
From ALA/STEAM grant		585.15	
From Target grant		500.00	
From Endowment		5,233.68	
Spent on all Outreach Programming		-5,326.28	
			-560.63
<b>For Staff Training</b>	4,816.92		
Trustee Budget 15-16		3,500.00	
Used in 15-16		-2,697.09	
			5,619.83
<b>From Sale of KPL History</b>	274.31		274.31
<b>Landscaping project (trustees pledged)</b>	594.42		594.42
<b>Hanna Fund</b>	1,265.45		1,265.45
<b>Fox Memorial</b>	1,004.00		1,004.00
<b>Millenium Clock</b>	100.00		100.00
<b>Faulkner Framing</b>	-1,153.48		-1,153.48
<b>Dollars for Doers</b>	350.00		350.00
<b>Lipsky Book Fund</b>	64.36		
Donations		250.00	
Moved to restricted investment account			314.36



<b>Grants</b>	635.05		
Grant Income			
ALA/STEAM		2,000.00	
ALA/Starnet		1,000.00	
Target		1,000.00	
NHCF/Family Place		5,000.00	
NHCC/Abolitionists		250.00	
NHHC/Chautauqua/MLK		1,000.00	
C&S/Chautauqua 2015		650.00	
City of Keene/Chautauqua 2015		500.00	
NEFA/Proper Ladies		750.00	
Grant Expenses			
Abolitionists		-265.00	
Chautauqua 2015		-2,573.60	
Family Place		-3,881.09	
Proper Ladies		-750.00	
Rotery/Success by Six		-357.50	
STEAM		-1,414.85	
STEAM/balance to Outreach		-585.15	
Target		-500.00	
Target/balance to Outreach		-500.00	
			1,957.86
<b>Reserve for Long Range Planning</b>	4,500.00		
Trustee Budget		750.00	5,250.00
<b>Reserve for Furniture Replacement</b>	1,235.18		
Trustee Budget		500.00	
Used in 14-15			1,735.18
<b>Unrestricted Gifts</b>			
Palone Bequest	2,886.70		886.70
(used for Project design)		-2,000.00	
Curtis-Cherkassaky bequest	5,000.00		
(used for Project design)		-5,000.00	
Proper Bequest	10,158.40	-8,365.00	1,793.40
(used for chair refurbishment)			
Clark Bequest	67,210.46		7,210.46
(used for Project design)		-60,000.00	

Faulkner Bequest	10,000.00		10,000.00
LaBrie Bequest	20,000.00		
(used for Project design)		-20,000.00	
<b>Faulkner Endowment Returned/NHCF</b>	15,243.36		15,243.36
<b>Total Restricted Funds</b>	146,973.43	-88,411.88	58,561.55
<b>Cash in Checking Account</b>	97,521.22		22,087.98
<b>Cash in Investment Account</b>	39,700.86		29,704.23

Keene Public Library Trustees  
Annual Report  
July 1, 2015- Jun 30, 2016

**Donations, Grants**

**Donations for Books and Materials**

Overeaters Anonymous	\$40.00
Fraternal Order of Eagles	500.00
Margaret Pierce	75.00
Lichman Trust	250.00
Ladies Charitable Society	25.00
Alex and Colleen Kossakoski	125.00
Anonymous	20.00
Anonymous	5.00
Mary Ellen Moore	1,000.00

**Donations for Equipment**

Lions Club	1,911.38
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**Memorial Gifts**

KPL Staff (B. Kingsbury)	20.00
Co-workers of Melissa Grogna (John Brogna)	110.00

**Donations to Lipsky Book Fund**

Aaron A. Lipsky	50.00
Dorothy Saks	200.00

**Rotary Donations**

Robert Mucha	25.00
Stephen Felder	25.00
Richard Berry	25.00
Thomas Ewing	25.00

**Donations for Outreach Programming**

Heidi Cushing	100.00
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**Donations for Summer Reading**

Keene Kiwanis Club	200.00
Fenton Family Dealership	200.00
Timkin	200.00
G.S. Precision	200.00

<b>TOTAL DONATIONS</b>	<b>\$5,331.38</b>
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**Grants**

City of Keene (Chautauqua)	500.00
NH Humanities (Abolitionists)	250.00
NH Humanities (Chautauqua/MLK)	1,000.00
C&S Wholesale Grocers (Chautauqua)	650.00
NHCF/NH Tomorrow	5,000.00
NE Foundation Arts (Proper Ladies)	750.00
ALA (StarNet-2018)	1,000.00
ALA (STEAM)	2,000.00
Target	1,000.00

<b>TOTAL GRANTS</b>	<b>\$12,150.00</b>
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**Keene Public Library Trustees  
Annual Report, June 2015  
Portfolio Changes**

	<b>6/30/2015</b>	<b>6/30/2016</b>
<b>Account 48-1-2 (Investment Account)</b>		
Mutual Funds	234,836.24	214,358.65
Cash and Money Market	39,700.86	29,704.23
 <b>Account 86-1-1 (Restricted Funds Account)</b>		
Mutual Funds	45,215.88	45,155.75
Cash and Money Market	1,303.47	2,317.09
 <b>Account 72-1-5 (Checking Account)</b>		
Cash	98,039.62	22,087.98
 <b>Total Value</b>	<b>419,096.07</b>	<b>313,623.70</b>

**Keene Public Library  
Trustee Budget July 1, 2016- June 30, 2017**

**Income**

Trustee Held Investments	5,500.00 *
Donations for books and materials	
Memorial Gifts	500.00
Rotary	500.00
Other	500.00
Thayer Fund	500.00
Outreach Projects	
From KPL endowment at NHCF	5,348.44
From Eugene Choe Fund	50.00
Staff Training/Workshops	
Encumbered from 2015-2016	5,500.00 estimate
Bequests 2012-2015, remaining unspent	36,898.92
Landscaping (encumbered from previous year)	594.42
Hanna Fund	1,265.45
Millenium Fund/ clocks	100.00
<b>Total Income</b>	<b>57,257.23</b>

**Expenses**

Books and materials	2,000.00
Outreach	
From Endowment NHCF	5,348.44
From Eugene Choe Fund/Summer Reading	50.00
Staff Conferences and Workshops	
From investment income	3,500.00 *
Encumbered from 2015-2016	5,500.00 estimate

Reserve for special Trustee Projects	36,898.92
Fine Arts	
Green and Price Room Enhancements (Hanna)	1,265.45
Millenium Fund/clocks	100.00
Other fine arts	200.00 *
Landscaping Project	594.42
Reserve for long range planning	750.00 *
Reserve for furniture replacement	500.00 *
Miscellaneous	550.00 *
<b>Total Expenses</b>	<b>57,257.23</b>

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

## **2016 Keene Public Library Finance Committee Annual Report**

July 27, 2016

The Library's operating budget was modest, as it has been for many years. We work closely each year with Nancy Vincent, our Library Director, to closely monitor and work within our approved budget. I believe that we exercise reasonable restraint in our annual budget requests and work with the City Manager's proposed budget to the City Council.

The anticipated renovation of Heberton Hall was once again the major topic for the committee this year. Members of the Library Finance Committee and other members of the Board of Trustees have attended numerous meetings with the City Zoning Board, City Historical Commission, City Planning Board, City Council Committees and full City Council Meetings. The Trustees and the Friends of the Keene Public Library formed the Fundraising Committee to work closely with Mr. Al Cantor, fundraising consultant, and Patty Farmer, the KPL Campaign Manager, to pursue a fundraising effort to raise the necessary funds for the renovation of Heberton Hall. Our fundraising campaign committee is led by Judy Putnam and Dita Englund and has made remarkable progress since kicking off this \$5 million campaign in February of this year and continues its efforts for the coming year.

This year the City of Keene has included the Library Renovation project in its Capital Improvement Plan in the amount of \$2 million. The Monadnock Economic Development Corporation (MEDC) staff continues to advance our proposal to receive federal New Market Tax Credits and state tax credits to help support the renovation effort. We will continue to collaborate with staff representatives of the City of Keene, the Friends of the Keene Public Library and MEDC toward the eventual renovation of Heberton Hall. We are optimistic that we will be successful with the renovation project.

Submitted by,



Kenneth Jue, Chairperson

7/26/16



## **KPL Board of Trustees Overview of Library Finance 2015-16 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 2016-17 is \$1, 359,929. At the time of approval the City Council also asked that the total City budget be reduced by \$22,000. The Library's share of the reduction was \$662.21. The following adjustments were made: Minor equipment reduced by \$450 which was for bar code reader replacement as needed. Training reduced \$100. We have been providing more opportunities for the staff to take webinars etc. and will plan on furthering those opportunities and office equipment maintenance reduced for the remainder of \$112.21 which reduced amount allocated for copying paper.

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, \$169,800 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 2016-17 is \$3,500.

### Library Renovation City Held Temporarily Restricted Trust Fund.

This fund was set up to handle monies received for the KPL Capital Campaign Drive. The following page documents the establishment and purpose of the fund.

### 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. Facility issues are also reviewed by the Trustee's Building and Grounds committee which consists of City Staff, Trustees and Friends.

### City of Keene Annual Operating Budget – Library Maintenance

The Library Facilities Maintenance Budget is approved by the City Council in June for the next fiscal year. The budget figure approved for FY 2016-17 is \$241,701.

City of Keene Annual Operating Budget: Library Annex Maintenance

The Public Library Annex Budget is approved by the City Council in June for the next fiscal year. The figure approved FY 2016-17 is \$23,978.

City of Keene Capital Improvements Projects Budget (CIP)

The 2017-2022 CIP included the Library Campus Development project with the request for the City to bond \$2,000,000 in 2017 to go towards the total Library Renovation Project. The funding was approved.

KPL Trustee Budget

The proposed budget for FY 2016-17 as adopted by the trustees is \$57,348.44. 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, 2016 is \$313,623.70 versus last year's value of \$419,096.07.

New Hampshire Charitable Foundation

The NHCF now holds only one fund for the benefit of the Keene Public Library. It is the "Keene Public Library Endowment Fund" and on June 30, 2016, the fund was \$124,595 versus last year's value \$135,220.67

The NHCF no longer holds the "Elizabeth Jones Faulkner Memorial Trust". The value of the fund was returned to the Keene Public Library Trustees as of 12/21/13. The value on that date was \$35,243.36. The "Elizabeth Jones Faulkner Memorial Trust" was established on 3/17/2000 as an agency fund. Since that date, a change was made in NH State Statute: RSA 31:25 regarding agency funds that required the return of the fund.

The Trustees voted to establish the Elizabeth Jones Faulkner Fund as a restricted fund using \$20,000 of the returned fund. The remainder will be used for other library purposes.

## **Buildings and Grounds Annual Report August 2016**

Members: Andrew Bohannon, Jennifer Bone, Yvonne DeMay, Paul Henkel, Scott Martin, Kathleen Packard, Nancy Vincent

The junction of the roof drain pipe near Winter Street had been redone last year so it is insulated and under a manhole cover. This was done to address the problem that occurred in February 2014 when the pipe froze and the basement flooded. It is noteworthy that the problem did not reoccur this year. Concrete slab misalignment at the entrance caused by frost heaves was addressed this year by replacing the concrete.

**Landscaping** – In the fall urns at the entrance were provided with an arrangement of greens by The Old Homestead Garden Club. One of the urns at the Winter Street entrance was broken. The original manufacturer no longer makes this urn. The remaining urn was planted with flowers from the High School horticulture group in the spring.

Again this year funds from the Friends and Trustees are being used in an arrangement with Sarah Mustin Stockwell. This provides for careful attention to the vinca garden, the narrow strip at the base of the disabled persons ramp and the area adjacent to the book drop. It is hoped this effort can be incorporated into the City grounds maintenance effort in future years.

**Oil Spill** – Several gallons of fuel oil were spilled onto the West Street lawn of the Library October 30, 2015 while the operator of the oil truck was refilling the underground tank. Quick response kept the spill from being more serious. City mitigation efforts, coordinated with NH Department of Environmental Services, included excavation of soil and measurements to confirm the remaining soil was alright. The lawn was reseeded in the spring and grass grew back. This summer a test well will be established to confirm the quality of groundwater.

**Zoning** - Although both the Keene Public Library and the Library Annex are owned by the City of Keene and provide library services, they were in two different zoning districts. The Library in Central Business and the Library Annex in Office District. Primary use of the Annex property is for library services. Use is more consistent with the Central Business District than the Office District. Application was made to amend the zoning ordinance to bring the Annex into the Central Business District and that was approved. Both properties are in the City's Downtown Historic District and will continue to fall under the jurisdiction of this district.

**Video** –Recurring episodes of human waste being deposited in an elevator caused the Building and Grounds Committee and the Policy Committee to recommend video surveillance. Trustees recognized providing for safety of the public might require extending video in the future to additional areas not readily observable by staff. Video has been installed in the elevator.

The diligent attention City staff has given to the Library is greatly appreciated.

Paul Henkel, Chair  
Buildings and Ground Committee

## **Keene Public Library Policy Committee**

### **Annual Report 2016**

The Policy committee this year was chaired by William Stroup, who was joined by Board President Kathleen Packard and trustee Charles Redfern. The group met only as needed this year, with two changes to the bylaws and other work that will continue into next year.

In January we reviewed current bylaws and found that references to the “KLAAC” in Trustees minutes were not consistent with the language describing our committees, and so made a formal change to this designation. In June, in response to unprecedented vandalism in the library’s public elevator, we added language about the use of video cameras in isolated areas of the library campus for the safety of staff and the public. This change to the bylaws was necessary not only for the protection of patron’s privacy but also so that plans for the installation of cameras in collaboration with the City of Keene could move forward. This work was developed in collaboration with the Buildings and Grounds committee.

Members of the Policy committee also met with the Fine Arts committee for ongoing work on developing a new form for the acceptance of gifts of works of art to the museum.

The policy committee thanks the staff as well as the City attorney for helpful answers to our numerous inquiries, and will continue to revisit existing policies as the work of the library campus expansion moves forward.

Submitted by William Stroup

Chair of the Policy Committee, July 2016

## **Keene Public Library Fine Arts Committee**

The Library received the gift of a quilt, made by a quilting group that uses Library space for their meetings. The quilt has been hung between the circulation and reference areas.

The Library received the gift of a painting by Keene Artist Tina Siart Boylan. The subject is the steeple of the United Church of Keene on Central Square. The painting is now hanging in the library, near the reference desk.

The Fine Arts Committee has begun a process to review Library policies that relate to the acceptance of gifts of works of art.

Respectfully submitted,

Judy Putnam  
Chair, Fine Arts Committee

## **Community Outreach Annual Report**

The Community Outreach Committee was in transition this past year, thus it did not formally meet. They plan to meet more regularly this coming year to define goals.

The Library had a very active and successful year with their programming and outreach for children, young adults and adults. The youth service programming had a 29.69% increase in the number of programs and a 16.92% increase in attendance. While all other programming had a 14.39% increase in events and a 5.24% increase in attendance over the previous year. Details are covered in the Youth Services Annual Report and Community Services Annual Report.

Kathleen Packard  
Chair, Board of Trustees

**Keene Public Library  
Annual Report  
Fiscal Year 2015-16  
Long Range Planning Committee**

**KEENE LIBRARY ANNEX ADVISORY COMMITTEE (KLAAC)** – Our joint partnership (the City, the Friends of KPL and the KPL Trustees) has worked together to move the Library Renovation Project forward and we have made significant progress.

**DESIGN DEVELOPMENT-** Our architect, Jeff Hoover from Tappé Associates, completed the Design Development phase of the project and a business plan was presented that spelled out the ongoing maintenance costs as well as the operating costs for the expanded building, staffing needs, and possible revenue streams from rented space.

The architect met with the “Energy and Environment Group” from KLAAC, representatives from the city and WV Engineering. Discussions centered on green issues, maintenance costs, sustainability, and issues related to designing systems that help the library, Annex and connector function as a single building.

**CITY APPROVAL -** Presentations were made before the Historic District Commission, The Heritage Commission, the Planning Board, the Finance, Operations and Personnel Committee, a public hearing and the City Council. Since the present library building and the Library Annex were in two different city zones, presentations were made before the zoning board and public hearings were held before the City Council voted to re-zone the Annex so the project could move forward. A TIF approval which involved another public hearing and a council vote were also required.

With the necessary city requirements met, KLAAC voted to ask the city to move on to the Construction Documents Phase of the project using money from the “The Library Renovation Trust” and negotiations are currently underway. The total cost of the renovation is estimated to be 8.8 million dollars.

**FUND RAISING** - The Friends of KPL have taken the lead in this endeavor, they hired a Campaign Consultant (Al Cantor), a Campaign Manager (Patty Farmer), and with the help of the trustees have set up a fundraising group. Judy Putnam, a library trustee, and Dita Englund, a former library trustee, are co-chairs of the fundraising campaign with Ernest Hebert serving as Honorary Chair. This group of Friends of KPL and Trustees has completed the silent phase of the campaign, and is now planning a public phase starting in the fall. The campaign goal is 5 million.

**THE LIBRARY RENOVATION TRUST FUND -** Thomas Mullins (City Attorney), Steven Thornton, (Finance Director), and Nancy Burrige (Director of City-held Trust Funds, working

with a small group of KPL Trustees and Friends developed guidelines for a Resolution to create a temporarily restricted City Held Trust Fund. With the approval from Terry Knowles of the NH Attorney General's office, and the City Council, a city trust has been established to receive money from the Fundraising Group to pay for the Library Renovation Project. The city will manage the trust. (See – Annual Report – FY 2015-16 – Financial Overview - for a complete description of the trust.)

**CIP BUDGET-** As a partner in this endeavor, the city has stepped forward to help with the funding under the City of Keene Capital Improvements Projects Budget (CIP). The 2017-2022 CIP includes the Library Campus Development project with the request for the City to bond \$2,000,000 in 2017 to go towards the total Library Renovation Project. This funding has been approved.

**NEW MARKET TAX CREDITS -** The City also entered into contract with Monadnock Economic Development Corporation (MEDC) for application for Federal New Market Tax Credits. MEDC is also are applying for NH State tax credits or grants.

The project, for New Market Tax Credit purposes, is defined as the purchase price of the Annex property, the cost of construction of the connector and renovations of the Annex, and the cost of anything needed to equip and fit out the building and new construction. The tax credits are awarded and then sold, with that equity going in to the project as it did with the Court House. A L.L.C. technically owns the property for seven years, beginning with the closing of the deal, but the City retains control of the Library operation and decision-making. We have two years after closing to complete the project. The KPL Trustees and the Friends of the KPL adopted the following motion:

**Motion:** That the Board of Trustees and the Board of the Friends of the Keene Public Library authorize the City of Keene to sell and transfer the Library Annex to a limited liability company to be formed for the purpose of obtaining new markets tax credits (NMTC) intended to defray the costs of Library Annex renovations, subject to the condition that the Library Annex be repurchased by the city upon the completion of the 7-year period required for the issuance of NMTC.

KLAAC currently has a group working with MEDC to try and secure NMTC.

Respectfully Submitted,

Nancy Vincent, KPL Director  
Committee

Sally Miller, Chair Keene Library Annex Advisory



## **Friends of Keene Public Library President's Annual Report 2015-2016**

Members of the Friends of the Keene Public Library, Representatives from the Trustees and Library, and fellow Board Members:

In our 33<sup>rd</sup> year of existence as an organization, I am delighted to report on another busy and successful year for the Friends.

### **Library Support:**

Despite a flat investment climate, our two very successful book sales and generous membership donations have provided the Friends with the means to fulfill our mission of supporting the library collection, programming, and staff in areas not funded by the city budget. Our contribution to the library's collection development increased 20%, and we doubled our contribution to the summer internship program. Principal commitments went towards equipment purchases such as: a digital disc repair system, a charging station, and materials for the Maker and Family Place programs. We continued our yearly commitment to maintain 18 museum passes for patrons, and support additions to youth and adult programming such as family dances, film series, and the Summer Reading Program. We also continue our financial support for the landscaping initiative.

### **Outreach:**

Under the guidance of the newly formed Book Sale Committee, the Friends held two successful book sales that combined grossed over \$27,000. New this year was a book-sorting day that engaged over 30 of our members in the task of catching up with pricing and organizing books to prepare for the sales. The Friends partnered once again with the Swamp Bats Baseball organization in Keene to sponsor the elementary literacy program "Mr. Gemmell's Reading with Ribby" for a 12<sup>th</sup> year, and we welcomed award-winning and best-selling author Lily King to our Annual Author event that was open to both our membership and the general public.

### **Library Expansion and Renovation project:**

In partnership with the Trustees and the City of Keene, the Friends have taken an active role in providing input for the planning of this transformative project that seeks to renovate the Annex building and physically connect it to the Library. Additionally, the Friends have committed funds towards the expenses of running a capital campaign such as the salaries for a Campaign Consultant, a Campaign Manager, a database purchase, marketing, web design and other miscellaneous costs.

### **Membership & Board Contributions:**

The heart of this organization resides in its dedicated volunteers and Board members. We continue to receive steady support from over 100 active dues paying members, and realized an 11% increase in membership contributions. Executive Board members participate in sub-committees for finance, hospitality, book sales, and the library

renovation project, and an informative newsletter is produced quarterly for our membership.

The Friends are delighted to welcome new board members Sally Rinehart and David Meader into our ranks and look forward to their respective contributions.

The Friends also bid farewell to three retiring board members: Laurie Stuhlbarg (2 year service), Jennifer Stemp (3 year service), and Hope Therrien (6 year service). Their dedicated service to this organization, and the time they have volunteered to contribute to its mission is very much appreciated. They will be greatly missed, but we wish them well in future endeavors.

**In appreciation:**

The Friends are grateful to the Library Board of Trustees, Library Director Nancy Vincent and library staff, Capital Campaign Manager Patty Farmer and Campaign Consultant Alan Cantor, for their continued support of our organization. It has been my privilege to serve as President for a third year. I am grateful to have the pleasure of working with such an outstanding group of people. I thank Jill Cielinski, Marilyn Gemmell, Paul Ledell, Pam Knight, Jean Kostick, Laurie Stuhlbarg, Hope Therrien, and Jennifer Stemp for their consistent excellence.

Respectfully submitted,  
Jane Pitts  
May 11<sup>th</sup>, 2016

**Cheshire County Literacy Coalition  
Annual Report to the Keene Public Library Board of Trustees  
August 2016**

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 designated for the Reach Out & Read program of DHK/CMC.
- The Coalition awarded a Betty Cox award to an outstanding student in the Adult Diploma program.

## **Horatio Colony Museum and Nature Preserve Keene Public Library Annual Report 2016**

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.

**The Museum collaborates with the Library and The Keene Sentinel in sponsoring Chautauqua Book Discussions. The last of the series for this year will be Presenting Wilma Rudolph by Rita Liberti. Wednesday August 24<sup>th</sup> 7pm at the Museum. Other upcoming events are listed below.**

**August 31 – Wednesday -7:00 PM**

**IDENTIFYING HISTORIC PRINTS** A lecture presentation by Georgia Barnhill who is an eminent scholar of American historical prints.

**September 10 – Saturday –1:00 PM**

**HISTORIC STONE STRUCTURES AT THE NATURE PRESERVE** Learn about the history of the families who were there and the various ways they used stone on their homesteads on this hike lead by Alan Rumrill, Director of the Historical Society of Cheshire County.

**October 7 -Friday - 7:00 to 8:30 PM**

**CANDLELIGHT OPEN HOUSE** The Horatio Colony House Museum and the Historical Society of Cheshire County's Wyman Tavern will offer candlelight tours of both historic homes.

**October 15 –Saturday - 1:00 to 3:00 PM**

**INTERPRETING NATURAL HISTORY** Come for a hike with Jeff Littleton, adjunct faculty at Antioch University and owner of Moosewood Ecological, LLC. Jeff will teach strategies for finding clues that point to human and natural disturbances that affect forests, such as logging, farming, hurricanes, insects, and more.

**October 22 – Saturday - 10:00 AM-4:00 PM**

**PISGAH TRAIL CONNECTOR HIKE**

Join Antioch University and the Chesterfield Conservation Commission's Tom Duston for a five- to six-hour hike from Pisgah State Park to Keene along the Keene Connector of the Wantastiquet-Monadnock Trail.

**October 29 – Saturday - 10:00 AM-12:00 noon**

**TERRARIUM WORKSHOP** Learn this Victorian art of bringing a tiny part of the garden indoors for the winter, with master gardener Sarah Mustin Stockwell.

**November 15 - Tuesday – 7:00 to 8:30 PM**

**VICTORIAN CHRISTMAS CARD WORKSHOP-** Learn to make your own traditional seasonal greeting cards. \* \$ 5 fee for materials.

**December 2 - Friday - 7:00 to 8:30 PM & December 3 - Friday– 1:00 to 2:30 PM**

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

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

## **Nominating Committee**

Report to be presented at meeting

## **LIBRARY DIRECTOR'S REPORT 2015-16**

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 141th ANNUAL REPORT IS HEREWITH SUBMITTED:

While the past year at Keene Public Library has been memorable and important for many reasons, the evolving project to renovate the Library Annex and physically link it with the main building stands as most significant. The partnership of Friends, Trustees, and City has proved indispensable at moving the Library Renovation and Addition project forward. The KPL Capital Campaign, triggered by major financial support from the Friends, is doing well. Under the direction of Campaign Manager Patty Farmer, Consultant Al Cantor, and the volunteer Campaign Committee with co- chairs Judy Putnam and Dita Englund and Honorary Chair Ernest Hebert the campaign will shift into its public phase in early fall , The Planning and Design phase is scheduled to be completed early in 2017. City approvals are now in place. Special thanks to Tara Kessler, City Planner, who coordinated this process and made sure the Trustees and Friends were well informed. The City Council has approved the issuance of a two-million-dollar bond for the Library-Renovation Project through the Capital Improvements Program. Coupled with both the private capital campaign and receipt of New Markets Tax Credits, the bond will ensure a successful renovation project.

Public libraries nationwide are experiencing a resurgence as they assume new and larger roles as community learning centers while also maintaining those elements characteristic of traditional libraries. As made clear from community input received through workshops and surveys, the Keene community has embraced the Library's extended programming while being excited by the social and learning possibilities inherent in the Library Renovation Project. This multifaceted vision drives the project forward.

It is the substance of the project that is generating community excitement. Members of our community are relating to what the renovated space will mean to their own lives. Some appreciate that two historic buildings will be linked, and that they will house resources and services for everyone—a true community center. Others are focused principally on the positive impact the project will have on Keene's downtown. Indeed, as determined by the New Markets Tax Credits application, the Library Renovation Project will enhance Keene's economic vitality and overall vibrancy.

The success achieved to date on behalf of the renovation project has required extraordinary effort on the part of many people; details are available in other reports. Importantly, throughout the effort to date, the Library staff has provided quality service. Programming continues to grow and daily services are ever in high demand. Maintaining high quality service throughout a renovation process that will likely become increasingly disruptive is essential. It will be the Library staff that enables a successful transition to the enlarged and renovated facility. Although the expanded structure will be essential to housing the Library's growing services, everyone should remain aware that it is the staff that provides those programs and services, thereby making the Library truly a community resource.

The past year did experience some staff changes. These include Brantley Palmer, Teen Librarian; Amanda Hayford, Meeting Room Supervisor; and Melinda Maguire, Circulation

Library Aide, all of whom left part-time positions assume full-time positions elsewhere. Meanwhile, Melinda was replaced by Elsie Goodrich, who herself just resigned to relocate to Vermont. Also leaving the Library was long-time Library Page F. Dipesh Alesi. All of these individuals performed their jobs well and we wish them the best in their new pursuits. In terms of the positions vacated, Alex Fafara has joined the Library as Meeting Room Supervisor and the process is underway to fill the Teen, Page, and Circulation Aide positions.

Over the summer, Yves Gakunde, Quinn Lonchierk-Renehan, and Maureen Meyer are serving as Maker Corps Members. In addition, Bruce Abare is working for the library by way of the National Able Network. The National Able Network Senior Community Service Employment (SCSEP) places mature workers age 55 and older in non-profit and government organizations to learn job skills. Salaries, workers compensation, and insurance are covered by the National Able Network.

Each year the Library is privileged to have many volunteers who help the facility function. Their engagement and support is essential to the Library's ability to provide excellent programs and services. In any given week, volunteers sort books for the Friends book sale, help shelf magazines, ensure that DVD's and CD's are in working order, assist with programming, and serve as mentors in one of the Library's youth programs. I wish to express a warm "thank you" to all our volunteers. The fact that so many are eager to help is a wonderful reflection on how our community views the Keene Public Library; it is "our" library and volunteers are vested in making it the very best community resource it can be.

The following people and entities deserve recognition for the enormous help they provided in ensuring the past year's success: Library Trustees and Staff; the Library Friends and Volunteers; the City Manager; the City Attorney; the Mayor and City Council; the City Council Liaison to the Library; the City's Purchasing, Planning, Public Works, Parks and Recreation, and Facilities Departments; the Keene State College Library Staff; the Old Homestead Garden Club; and the Keene High School Horticulture Class.

After more than 30 years, it remains for me 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 2015-2016

As it does every year, the Youth Services Department provided fun and popular services and programs designed to promote early reading, creativity, and library use.

### PROGRAMMING

This year, the youth services staff held 721 events for youth from birth to 18 years of age with 11,068 people in attendance, which is a 29.69% increase in number of programs and a 16.92% increase in attendance over the year before.

Reporting Period: July 1, 2015-June 30, 2016

### Library Sponsored Youth Events

Program	# of Events	Attendance	Average Attendance per Program
Summer Meals	66	210	3.18
Community Outreach & Library Tours for Kids and Parents	33	2,913	88.27
Infants and Toddlers	79	1,148	14.53
Preschool	119	1,338	11.24
School Age	196	3,098	15.88
Tweens	100	1,381	13.81
Teens	132	973	7.37
<b>TOTALS</b>	<b>725</b>	<b>11,061</b>	<b>15.25</b>

#### *2015-2016 programming highlights included:*

- ✓ Weekly storytimes incorporating Every Child Ready to Read and a new Parent Child Workshop series;
- ✓ A monthly family contra dance series from October through May;
- ✓ Technology programming including soldering, e-sewing, 3D printing & CAD workshops. To date. This year, our 3D printer has been used 276 hours;
- ✓ A Library Card Party for National Library Card Sign-up Month with a visit by Bad Kitty.

Not all library programs happened in the library. Colleen Swider made regular story time visits to First Steps Preschool, Wild Roots Nature School at Stonewall Farm. She also presented at the Ready for Kindergarten programs and to Title 1 parents at Jonathan Daniels. We also visited the Swamp Bats, Jonathan Daniels, Fuller, Franklin, Wheelock, Symonds, Trinity Christian, St. Joseph, and Waldorf High school to promote Poetry Month, summer reading and Library Card Sign Up Month in September. We had booths at the Monadnock Pumpkin Festival, Earth Day, and Keene Community Night celebrations.

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.



## READING PROGRAMS

The annual Summer Reading Program was a popular as ever, promoting reading and library use while school was out during the summer months. Many community members contribute to the success of Summer Reading. We received donations from The Works Café, Life Is Sweet, The Monadnock Food Coop, and Twinkle Town. As part of this program, fun and educational events and reading games took place in the library thanks to support from the Friends of the Keene Public Library, the Endowment Fund and other generous funders. New Hampshire continues to participate in the Collaborative Summer Library Program. We use Evanced Wandoo Reader to register and keep track of summer reading. With the software, patrons can register and log reading from home or in the library. Some readers do participate this way but others report all of the reading in person. Either way, we encourage library visits and interaction with staff. A big part of our program includes free books. Each participant receives at least one free book during the course of the program. And if readers feel too stress to join an organized reading program, we encourage summer reading with displays and readers advisory services.

We also offered a Winter Reading Program. Not many people participate but it is a valuable program because it helps staff members practice using Wandoo Reader. On the other hand, the 1,000 Books Before Kindergarten Program is very popular. Currently, 119 children are registered in the 1,000 Books program and have read and recorded 15,300 books. Nine children have completed the program by reading and recording 1,000 books. In April, the library sponsored a special celebration for all participants who were given a special book bag to carry books home from the library. The 1,000 Books Before Kindergarten program is funded with a special grant by the Rotary Clubs Success By Six Committee.

### Reading Programs

<b>Program</b>	<b>Participants</b>	<b>Hours Reading</b>	<b>Books</b>	<b>Library Visits</b>
Summer Reading: Early Literacy 2015	63	554.9	n/a	n/a
Summer Reading: Children 2015	349	3530.08	n/a	n/a
Summer Reading: Teens 2015	67	989.98	n/a	n/a
Summer Reading: Adults 2015	115	n/a	272	n/a
Kids Winter Reading 2016	13	n/a	421	90
Adults Winter Reading 2016	5	n/a	160	12
1,000 Books Before Kindergarten	119	n/a	15,300	n/a
<b>TOTALS</b>	<b>731</b>	<b>5074.96</b>	<b>16,153</b>	<b>102</b>

## THE COLLECTION AND CIRCULATION

The Youth Collection is made up of materials for children, tweens, and teens. Last year, these collections were 43% of our total circulation of physical objects. Overall, youth material circulation continues to see a small yearly decrease. The only subsections of our collection to see an increase in circulation during the year was YA Fiction, Gaming, Ebooks, Downloadable Audio Books, and Museum Passes. And, as our total circulation numbers has gone down, the percentage of circulation made up of youth materials has remained fairly constant.

	<b>FY 11-12</b>	<b>FY 12-13</b>	<b>FY 13-14</b>	<b>FY 14-15</b>	<b>FY 15-16</b>
Juvenile & YA Fiction	56,093	61,446	64,835	61,450	59,491
Juvenile & YA Non-Fiction	16,245	13,842	12,585	12,108	10,645
Juvenile/YA Magazines	944	732	693	568	440
Juvenile/YA Media	25,034	24,105	25,456	27,029	25,950
<b><u>Total Juvenile &amp; YA Materials</u></b>	<b><u>98,316</u></b>	<b><u>100,125</u></b>	<b><u>103,569</u></b>	<b><u>101,155</u></b>	<b><u>96,126</u></b>

The Youth and YA collection totals 56,904 materials. Using a population of 4,725 young people (the 2010 census figures for young people living in Keene) our collection had a per capita circulation rate of 20.34 and turnover rate of 1.68.

## MAKER CORPS

This year, we participated again in the Maker Corps program. Maker Corps is a program of Maker Ed and it is a professional development program that combines online training with hands-on practice to create and provide maker education programming within youth-serving organizations. The Friends of the Keene Public Library provide the funds for us to participate and to hire summer interns to provide special programming and to help us with capacity building. In the summer of 2015, we hired two interns who offered 29 programs to 252 people. Before leaving, these interns provided library staff with a calendar of STEM program ideas. The library was awarded the loan of 10 Birdbrain Finch robots, which allows the library to offer several special programming. We have also started circulating 2 Finch robots and 2 Sphero robots. This summer is our third summer participating in Maker Corps and we have been selected to be evaluated by Maker Ed. Staff and community members are being interviewed and we look forward to a report regarding the reach of Maker Corps in Keene.

## FAMILY PLACE

In November, Jennifer Bone and I attended a special Family Place Libraries training on Long Island, which was our 1<sup>st</sup> step in joining the Family Place Libraries™ national network with resources to help families nurture their children's development and early learning during the critical first years of life. The Family Place Libraries™ model is now in over 400 libraries in 29 states serving thousands of young children and their parents/caregivers.

We received funds from the New Hampshire Charitable Foundation and Family Place Libraries and purchased special materials to provide a welcoming community environment and to help ensure all children enter school ready and able to learn. Our new Family Place offers:

- A specially designed space in the children's area for families with young children to relax, play, share books and meet other families.
- Parent-Child Workshops - a five week series of fun, play-based activities, rich with toys, books, and art activities, for toddlers and their parents and caregivers. The Workshops provide an opportunity for families to spend time together, make friends and talk one-on-one with specialists on various aspects of child development and early literacy. We held our 1<sup>st</sup> series in May.
- Collections of books, toys, music and multimedia materials for babies, toddlers, preschoolers, parents and caregivers.

- Librarians specially trained in child development and family support.

As a Family Place Library, we will partner with local family serving agencies, and professionals to help parents of young children build foundations for early learning. Research has proven that the ways adults respond to and interact with children from birth-to-five years have dramatic effects on the brain, stimulating a child's social, emotional, and intellectual development.

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

## Community Services Annual Report 2015-2016

The Keene Public Library offers free public programs that enrich the cultural fabric of our city. All programs are funded by the Friends of the Keene Public Library or through grants and community donations. In 2015-26, the library presented 1,089 events including author talks, story times, book discussions, craft and DIY workshops, musical performances, book celebrations, author visits, storytimes, film screenings, and many other events that attracted 14,677 people from babies to senior citizens. These numbers represent a 14.39 increase in events and a 5.24 increase in attendance over the year before.

Reporting Period: July 1, 2015-June 30, 2016

### Library Sponsored Events

<u>Age Group</u>	<u>Events</u>	<u>Attendance</u>	<u>Average Attendance per Program</u>
<u>Community Programs – all ages</u>	28	2,920	64.21
<u>Class Visits to KPL– all ages</u>	8	127	19.53
<u>Children’s Programs (birth-tweens)</u>	560	7,175	12.81
<u>Teen Programs</u>	132	973	7.37
<u>Adult Programs</u>	<u>361</u>	<u>3,482</u>	9.64
<b>TOTALS</b>	<b>1,089</b>	<b>14,677</b>	<b>13.471</b>

A few special highlights of the year were our annual Chautauqua program, which brought in two excellent researcher/performers to portray Martin Luther King, Jr. and Malcolm X. To prepare for Chautauqua we offered several special programs including book discussions, films, and lectures. Some especially memorable programs include an exceptional performance of Abolitionist Songs by The Proper Ladies, a Humanities to Go presented called “The Abolitionists of Noyes Academy” given by Dan Billin, a comic/graphic novel writing and drawing workshop presented by Marek Bennett, our second How-to-Festival, several lunchtime series, and an evening adult craft program. The Institute of Museum and Library Services arranged for Eileen Huang, a National Student Poet, to visit us during National Poetry Month and we took Eileen to the Waldorf High School where she spent a day working with students.

Some of the programs that were offered required registration and some did not. But we can report that a total of 326 unique people registered for programs during the 2015-2016 fiscal year. In addition to keeping track of program attendance, we distribute an evaluation form which is both online and in physical form. 46 people responded. We found that 70% are very satisfied with library programs; 20% are somewhat satisfied. Some of the comments received from visitors during 2015-2016 include:

“The library is a lively hub for young and old. The staff is knowledgeable, very helpful and is part of creating community.”

“Really great librarians and staff everyone who works there and volunteers there is very special.”

“I love Keene Public Library. The recent inclusions of breakfast and lunch for those in need is admirable albeit troubling. Thank you for being a community minded organization!”

“The staff keep the library an inviting space for the local youth with some of the best programs and activities. So many across the country don't enjoy the same benefits from their local libraries. Kudos!”

Surveys also included suggestions for improvement. We will take these in account when we plan programs for 2016-2017. Some suggestions included:

“More options for 5-8 year olds”

“Having more activities or a "camp" for kids during school vacation weeks would be fantastic! My son does not like sports camps and would much rather come play, learn and read!”

“Thanks for providing access to NH library overdrive.... how about investing in more books.”

At many of our programs, we give out free books. We estimate that during the period we gave out 2,500 books during our summer reading program, Library Card Sign-Up Month, and All Hallows Read at the Monadnock Pumpkin Festival.

## **GRANT WRITING**

This year we did not submit many grants as we were busy managing projects such as Family Place and Maker Corps. Donna Straitiff wrote and received a grant through the Association of Library Service to Children for a Dia Children's Day/Book Day Celebration focusing of multi-cultural folktales and STEM activities. On April 30, we hosted a day of special science activities, community tables with information about various countries, and a storytelling event presented by Michael Caduto. We also received an Explore Earth grant through the American Library Association. We will work with the Harris Center to provide public programming related to an exhibit we will be hosting Oct. 17, 2018 to Dec 14, 2018. And we received funding from the New Hampshire Charitable Foundation to support our Family Place at the Keene Public Library.

## **OUTREACH AND COMMUNITY COLLABORATIONS**

During the 2015-2016 fiscal year, the library was actively involved with many other Keene community groups and organizations. I meant regularly with Impact Monadnock to develop a set of community goals and a strategic plan to improve the lives of young children and their families.

The library continues a relationship with the Hourglass Players, the Edge Theatre, the Monadnock Area Art Association, Monadnock Family Services, Chesco, the Keene Music Festival, the Waldorf High School, the Keene Senior Center, and the Pi Delta Kappa, Education Honor Society. Several scout groups, Head Start classes, and YMCA camps visited the library for tours and presentations.

Youth Librarian Colleen Swider went to the Footsteps Daycare once a month and offered story programs. She also made presentations at SAU 29's Ready for Kindergarten Program.

## **PUBLIC RELATIONS**

During the year, the Community Services Librarian wrote weekly press releases and maintained the front page and the Youth and Teen pages of the library's website. The library has a presence on Facebook, Twitter, Foursquare, Good Reads, Flickr, WordPress, Instagram, Pinterest, LinkedIn, and Tumblr. On June 29, 2016 we had 1,825 Facebook fans and 816 followers. Engagement with our Facebook posts ranged between 800 to 6,000 people seeing our Facebook posts each week. Our average organic reach during the year was 458. These means that on average 458 people were served each of our Facebook In the last year, we paid \$399.92 for 23 paid Facebook campaigns reaching 24,274 people. Our Facebook fans are 75% women and 23% men. Currently, 22% of our fans are women between the ages of 25-34 while 21% of our fans are women between the ages of 35-44; 13% of our fans are women between the ages of 45-54; 8% of our fans are women between the ages of 55-64; 6% of our fans are men between the ages of 25-34, 6% are men between the ages of 35-44, and 5% of our fans are women 65-years-of-age or older.

We 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. We also subscribe to Library Aware, which we use to create and manage our PR campaigns and email publications. Currently, there are 2,672 active subscribers who receive emails through Library Aware. Last year, we used Library Aware to design 552 printed materials including flyers, posters, shelf signage, pamphlets, and bookmarks, 101 E-blasts, 114 website widgets, and 17 Facebook posts. Through Library Aware we sent out 185,492 emails, which had a 17.39% open rate with 2,754 clicks on web links in the emails. The web links in the website widgets were clicked 517 times. Each month, we send out several book related newsletters using Library Aware. Through Library Aware we send out monthly newsletter emails with new and suggested books and other library materials. Last year a total of 336 newsletters were sent to 6,316 emails with an open rate of 23.76% and 11,102 clicks to the library catalog. Library Aware was also used to design the promoted ads, which were broadcast on Cheshire TV.

We are fortunate that the Friends of the Keene Public provided the financial support so that we could place several ads in the Shopper News, an ad in a map printed by uaii.com, and the phone book.

## **LOOKING FORWARD**

The library will again participate in the national library promotion campaign "Outside the Lines." It is a weeklong celebration – Sept. 11-17, 2016 – demonstrating the creativity and innovation happening in libraries.

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

## 2015-2016 Audio-Visual Report

The Adult Audio-Visual collection currently comprises 8.43% of the total library material holdings and is 25.58% of the total library circulation.

784 items were added to the collection this year, with generous donations of DVDs and music CDs from our patrons.

The New Hampshire Downloadable Books are still growing in popularity. 391 of our patrons joined this year, increasing the number of Keene users to 3408, a 12.95% increase. Patrons are adapting to the wide variety of devices that can utilize this service, downloading 19,856 audio and ebooks over the course of the year, an increase of almost 10% over last year. The consortium added a magazine component last year and our patrons downloaded 1073 copies. .

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	589	7033	39704
Books on CD	142	2604	8663
Music CDs	53	1871	3071
Framed Art	0	90	38
TOTAL	784	11,598	51,422

Respectfully submitted

Sheila Williams, AV Librarian

## Reference Statistics Fiscal Year 15 – 16

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	1456	1560	
INFORMATION	1690	1456	
REFERENCE	5148	3926	<u>TOTAL</u>
	8294	6942	15236

## Interlibrary Loan Statistics

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 materials and reference items.

During the past year, the library was able to fill 65.3% of our patron requests for library materials not owned by the library or Keene State. Library patrons requested 2,445 items from other libraries. Of these requests, 1,598 were filled.

The library was able to fill 63.5% of the requests from other libraries to borrow our materials. We received 4,735 requests from other libraries for items in our collection. Of these requests 3,008 were filled.

## Internet & Computer Training Statistics

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 19,530 times. Our 2 laptops circulated 818 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 reference librarians have taught 40 training classes.

John Johnson



## **Technology Report 2015-16**

Library services continue to involve technology in ever-increasing ways. Library staff strives to keep up with the technology landscape through reading and attending workshops, online classes, and webinars. More and more, library patrons look to the Library for assistance with learning about our online services as well as help with their own devices. It is an exciting and challenging time for us all as planning continues in earnest for the library revocation/expansion.

### **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 Library website is the gateway to these valuable information sources and services, and we continue to look for ways to promote these valuable resources to our patrons. One new initiative has been to put more information about online resources which complement print resources right on the shelves where patrons can find it as they're browsing books on languages, technology, and auto repair. Our front page widget continues to feature a variety of online resources and services.
- Usage of the New Hampshire Downloadable Book Consortium continues to increase, with patrons checking out 9,665 electronic books over the last year and 10,191 audiobooks. The Consortium's digital magazine collection has grown to include over 60 titles, with Keene patrons checking out more than 1000 issues in the last year.
- This year saw 235,336 page views of our website—an increase of almost 10,000 views over last year. Statistics show visitors to the website from around the world and from nearly every imaginable kind of device.
- As the popularity of mobile devices grows, so do visits to our website from those devices, and we continually work to make the information on our site more mobile-friendly. 2015-16 saw 23,326 visits to our mobile site from a variety of devices. The overwhelming majority of users of our mobile app are on Android devices and iPhones.
- Our public wireless network continues to be heavily used, by patrons with laptops, tablets, smart phones, and other devices.

### **TRAINING & INSTRUCTION**

- We continue to offer one-on-one public computer training classes and had 40 sessions last year. More and more people are looking for "on demand" training rather than scheduled classes, and call or come in with questions.
- The Digital Services librarian continued to offer ebook training classes and "drop-in" sessions in January where people could come for help with new gadgets. In addition, she had 77 instruction appointments, and helped approximately 80 patrons with drop-in technology-related questions. The Youth Department offered another 57 computer and technology workshops on topics such as 3D printing, computer coding, robotics, circuits, and e-sewing to 129 people.
- Library staff continue to enter training goals when completing their annual self-evaluation. Increasingly, these are technology related and Cary Jardine, the Digital Services librarian, is

assisting Susan Hansmeier, the circulation supervisor, with providing technology training to circulation staff (navigating the digital book website, basic computer assistance, familiarity with technologies available to patrons, etc.).

- Library staff meet 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 Co-op, the Urban Libraries group, CHILIS, YALS (Young Adult Librarians), READS (Reference and Adult Services), and the Information Technology Groups of NHLA.
- Staff members attended the Computers in Libraries conference and the American Library Association conferences.
- Library staff participated in many online webinars on a variety of topics and took online classes through Lynda.com which offers a large selection of technology training classes.

## **HARDWARE/SOFTWARE**

- The library has 50 computers, with 28 of those being for public use. Three staff computers have been replaced with Microsoft Surface tablets. Most of the computers are on a 5-year replacement cycle (4 laptops and the 3 Surface tablets are on a 3-year replacement cycle). We continue to use Centurion's Smart Shield software to "lock down" the public computers.
- We have begun replacing the full size public computer towers with HP Minis.

## **LOOKING FORWARD**

- Staff members and committees continue to consider what new technology services and equipment might be included in the Annex expansion. These include more assistive technologies, more instruction space, and spaces where patrons can use their own electronic devices/computers individually as well as in groups.
- Currently all of the computers in the library except the Surface tablets are using Windows 7 (the tablets use Windows 8). One staff laptop has been upgraded to Windows 10, which helps with instruction for patrons using Windows 10.
- Investigations are ongoing with Keene State College about a "next generation" library system to replace Innovative Interfaces' Millennium product.

## **Technical Services Annual Report 2015-2016**

This year, the staff in technical services cataloged and processed 6759 new items and withdrew 5256 items from the collection. We also added catalog records for new electronic audiobooks, ebooks, and full-text journals.

In support of the statewide interlibrary loan system, we regularly send files of titles that have been added and withdrawn from our collection to the State Library for the statewide union catalog.

We continue to add series number information to the catalog and to the spines of items for adult, juvenile, and young adult fiction. This has been extremely popular with patrons and well worth the effort involved.

We moved to a more robust book ordering system with our main jobber, Baker & Taylor, and have streamlined our ordering process.

We connect regularly with our colleagues in Technical Services at Keene State College so that the catalog runs smoothly in both institutions.

Finally, we are beginning to plan for reorganizing work spaces and stack areas for the library renovation/expansion project.

Respectfully submitted,

Jennifer Bone

**KEENE PUBLIC LIBRARY**  
**July 2015 - June 2016**  
**Statistical Report**

*Population Served* 23,419

*Total number of active borrowers*

Cards as of 6/30/16 18,101

Adult resident cards 11,239

Adult non-resident cards 1,686

Youth resident cards 3,790

Youth non-resident cards 796

Business/Organizations 134

KPL Outreach 32

Staff & Other Libraries 424

*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 2015 - June 2016 - 1,249

*Total weekly library staff hours :* 653

FTE (full time employees) : 8

(part time equivalent) : 9

Total FTE : 17

*Average weekly volunteer hours :* 7.2

*Meeting Room Use :* (includes Heberton Hall, Trustees Room, Green Room, Price Room, Auditorium, and Kay Fox Room)

CITY MEETINGS (Includes other departmental use besides Library for staff and public events  
51 Events with 592 Participants

LIBRARY STAFF and TRUSTEES USAGE  
174 Events with 1132 Participants

TUTORING SESSIONS  
373 Events with 631 Participants

OUTSIDE COMMUNITY GROUPS AND ORGANIZATIONS UTILIZING SPACE  
568 Events with 8708 Participants  
157 unique outside organizations served

TOTAL USE BY COMMUNITY 941 Events with 9340 Participants

**KEENE PUBLIC LIBRARY CIRCULATION STATISTICS July 2015 - June 2016**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
<b>BOOKS</b>													
<b>Adult</b>													
fiction	4689	4483	3967	3782	3346	3612	3610	3685	3820	3683	3874	4145	46696
nonfiction	2546	2217	2136	2158	1956	2149	2323	2156	2265	2107	1971	2282	26266
CD	841	783	741	763	719	716	677	672	702	706	605	738	8663
<b>Youth</b>													
fiction	5476	4857	4627	4259	3741	3545	3912	4280	4587	3999	3077	4660	51020
nonfiction	910	703	855	1014	806	674	981	942	996	955	762	742	10340
CD/cassette/playaway	365	142	181	178	170	204	194	220	194	219	170	249	2486
<b>Young Adult</b>													
fiction	1046	997	801	663	744	616	570	686	527	425	666	730	8471
nonfiction	34	22	29	33	24	21	25	22	23	23	21	28	305
CD/playaway	0	0	0	11	8	8	8	8	14	5	11	10	83
<b>MAGAZINES</b>													
<b>Adult</b>													
Adult	328	296	305	350	246	235	311	272	258	334	315	316	3566
Youth	42	40	43	34	34	27	13	33	38	15	25	27	371
Young Adult	14	5	5	4	6	5	2	1	4	8	11	4	69
<b>MUSIC</b>													
<b>Adult</b>													
Adult	252	274	288	287	228	309	281	190	296	192	218	202	3017
Youth	58	88	32	98	25	37	23	60	80	87	14	27	629
<b>DVDs/VHS/Launchpads/Playaway Views</b>													
<b>Adult</b>													
Adult	3018	3110	3296	3392	3099	3593	3351	3434	3712	3394	3122	3183	39704
Youth	1281	1247	1173	1373	1340	1369	1181	1323	1209	1213	1021	1264	14994
Young Adult	442	357	432	353	413	493	453	513	494	515	411	488	5364
<b>ELECTRONIC RESOURCES</b>													
<b>Ebooks</b>													
Ebooks	847	808	718	752	718	789	923	865	860	796	807	782	9665
Downloadable audio bks	928	840	771	790	746	788	978	902	885	879	873	811	10191
<b>OTHER</b>													
<b>Laptops</b>													
Laptops	52	90	85	66	44	64	89	103	103	62	47	32	837
<b>Equipment</b>													
Equipment	6	1	2	2	1	3	2	3	3	3	1	0	27
<b>Interlibrary loan</b>													
Interlibrary loan	118	126	98	127	66	93	74	120	120	113	105	109	1269
<b>Museum passes</b>													
Museum passes	137	119	46	60	65	59	77	108	84	95	57	76	983
<b>Renewals</b>													
Renewals	2738	2638	2531	2546	2451	2659	2114	2500	2986	2615	2612	2694	31084
<b>Gaming</b>													
Gaming	138	143	210	236	234	219	180	238	200	234	135	227	2394
<b>TOTAL</b>	<b>26306</b>	<b>24386</b>	<b>23372</b>	<b>23331</b>	<b>21230</b>	<b>22287</b>	<b>22352</b>	<b>23336</b>	<b>24460</b>	<b>22677</b>	<b>20931</b>	<b>23826</b>	<b>278494</b>

<b>COMPARATIVE CIRCULATION STATISTICS</b>			
<b>July 2013 - June 2016</b>			
	<u>7/13-6/14</u>	<u>7/14-6/15</u>	<u>7/15-6/16</u>
Adult Fiction	49,005	46,822	46,696
Adult Non-Fiction	31,044	28,661	26,266
<b><u>Total Adult Book</u></b>	<b><u>80,049</u></b>	<b><u>75,483</u></b>	<b><u>72,962</u></b>
Juvenile & YA Fiction	64,835	61,450	59,491
Juvenile & YA Non-Fiction	12,585	12,108	10,645
<b><u>Total Juvenile &amp; YA Book</u></b>	<b><u>77,420</u></b>	<b><u>73,558</u></b>	<b><u>70,136</u></b>
<b><u>TOTAL BOOK</u></b>	<b><u>157,469</u></b>	<b><u>149,041</u></b>	<b><u>143,098</u></b>
Adult Magazines	4,562	4,050	3,566
Juvenile & YA Magazines	693	568	440
<b><u>TOTAL MAGAZINES</u></b>	<b><u>5,255</u></b>	<b><u>4,618</u></b>	<b><u>4,006</u></b>
Adult Books on CD, Cass. & Playaway	10,653	9,977	8,663
Juvenile & YA Books on CD, Cass, &	2,819	2,732	2,569
Adult DVDs & Videos	46,151	43,968	39,704
Juv. & YA DVDs, Videos & Playaway Views	21,290	22,356	20,358
Adult Music CDs & Cassettes	4,837	3,957	3,017
Juvenile & YA Music CDs & Cassettes	739	550	629
<b><u>TOTAL AV</u></b>	<b><u>86,489</u></b>	<b><u>83,540</u></b>	<b><u>74,940</u></b>
Renewals	36,404	32,767	31,084
Museum Passes	940	923	983
Laptops	998	1,122	837
Interlibrary Loan	1,266	1,346	1,269
Equipment & Gaming	642	1,391	2,421
<b><u>TOTAL OTHER</u></b>	<b><u>40,250</u></b>	<b><u>37,549</u></b>	<b><u>36,594</u></b>
Downloadable Audiobooks	6,910	8,517	10,191
Downloadable Ebooks	7,315	9,572	9,665
<b><u>TOTAL DOWNLOADABLES</u></b>	<b><u>14,225</u></b>	<b><u>18,089</u></b>	<b><u>19,856</u></b>
<b><u>GRAND TOTAL CIRCULATION</u></b>	<b><u>303,688</u></b>	<b><u>292,837</u></b>	<b><u>278,494</u></b>

## Summary of database statistics July 1, 2015 – June 30, 2016

**Ancestry.com** 19,196 unique searches



### Database Activity Summary

Time Frame - Jul 2015 to Jun 2016				
Client 7569 - KEENE PUBLIC LIBRARY				
Searches	Database	Citation Image	Text	Total
19196	Ancestry Library Edition all databases	1434	11583	13017
<b>19196</b>	<b>Grand Total</b>	<b>1434</b>	<b>11583</b>	<b>13017</b>
<b>19196</b>	<b>Total Unique Searches (Search Button Pressed)</b>			

**Britannica** (discontinued) 161 sessions; 91 documents retrieved

**Chilton's** 44 'hit count'

#### EBSCOHost

Academic Search Complete	674 searches; 644 record views
Business Source Complete	380 searches; 91 record views
Consumer Health	6 searches; 4 record views
ERIC	287 searches; 18 record views
Funk & Wagnalls	253 searches; 22 record views
GreenFile	301 searches; 25 record views
HealthSource Complete	337 searches; 21 record views
LISTA	387 searches; 103 record views
MAS Ultra	261 searches; 18 record views
MasterFile	2007 searches; 1857 record views
MiddleSearch	807 searches; 207 record views
Newspaper Source	595 searches; 77 record views
Primary Search	417 searches; 5 record views
Professional Dev	239 searches; 8 record views
Regional Business Nws	382 searches; 9 record views
TopicSearch	483 searches; 35 record views

**Foundation Directory** 13 searches

**Gale Virtual Reference** 11 searches, 18 record views

**Learning Express** 67 sessions; 1083 page hits

**Legal Forms (Gale)** 13 forms

**Mango Languages** 1139 total sessions; 684 mobile sessions

**MorningStar** 61 searches; 98 record views

**New York Times (PQ)** 27 sessions; 107 searches

**NYT (Nov '15-June 2016)**

1636 on-site sessions

27 off-site

Month	Total No. of On-site Sessions	Total No. of off-site Passes taken to-date
November	168	27
December	218	
January	183	
February	189	
March	263	
April	226	
May	193	
June	196	

**OverDrive (NH Downloadable Books Consortium)**

Ebooks checked out 9665  
 Audiobooks checked out 10,191  
 Magazines checked out 1073

**Safari Tech Books Online** 55 searches; 771 record views**TumbleBooks** 1239 book views**TumbleBook Cloud** 52 book views**TumbleBook Cloud Jr.** 200 book views**AudioBook Cloud** 2025 book views**Tutor.com** 65 live sessions; 7 Skills Center Usage**ValueLine** 4120 total logins (3931 remote, 199 IP)  
20,926 page views**Website**

235,336 pageviews

46,161 users

**Mobile site**

16,929 users 23,326 visits

Android 19964

iPad 141

iPhone 19482

Mac 57

Windows 572



<b>ACQUISITION STATISTICS</b>				
<b>2015-2016</b>				
	<u>6/30/2015</u>	<u>ADDED</u>	<u>WITHDRAWN</u>	<u>6/30/2016</u>
<b><u>BOOKS</u></b>				
Adult	68,421	2,602	2,798	68,225
Juvenile	43,760	1,987	1,866	43,881
Young Adult	6,267	755	36	6,986
Pamphlets	220	0	0	220
Paperbacks	1,255	87	178	1,164
<b>TOTAL</b>	<b>119,923</b>	<b>5,431</b>	<b>4,878</b>	<b>120,476</b>
<b><u>AUDIO VISUAL</u></b>				
<b>ADULT</b>				
DVDs	7,466	589	127	7,928
Books on CD	2,678	142	18	2,802
Music CDs	1,722	53	36	1,739
Framed Art	91	0	1	90
<b>Totals</b>	<b>11,957</b>	<b>784</b>	<b>182</b>	<b>12,559</b>
<b>YOUTH</b>				
DVDs	2,412	158	54	2,516
Video Cassettes	151			151
Books on CD	914	18	24	908
Books on Cassette	15	0	0	15
Music CDs	468	3	6	465
Puzzles	89	0	20	69
Video Games	155	195	10	340
Playaways	226	57	2	281
Playaway Views	59	0	2	57
<b>Totals</b>	<b>4,489</b>	<b>431</b>	<b>118</b>	<b>4,802</b>
<b>YA</b>				
DVDs	941	101	8	1,034
Books on CD	183	3	3	183
Playaways	76	9	0	85
<b>Totals</b>	<b>1,200</b>	<b>113</b>	<b>11</b>	<b>1,302</b>
<b>Grand Total</b>	<b>137,569</b>	<b>6,759</b>	<b>5,189</b>	<b>139,139</b>
247 Periodicals				
7 Newspapers				