

KEENE PUBLIC LIBRARY
BOARD OF TRUSTEES ANNUAL MEETING
Tuesday, August 23, 2022 at 5:30 P.M.

AGENDA

1. Call to order
2. Approval of the August 24, 2021 Annual Meeting minutes (page 2)
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 8)
 - Portfolio Changes (page 11)
 - Trustee Budget (page 12)
 - c. Finance (page 14)
 - 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 20)
 - g. Community Outreach (page 21)
 - h. Long Range Planning Committee (page 22)
 - i. Friends of the Keene Public Library (page 23)
 - j. Horatio Colony Museum (page 25)
 - k. Nominating Committee (page 26)
 - l. Director's Report (page 27)
 - m. Staff Reports
 - Youth Dept. (page 30)
 - Community Services (page 32)
 - Periodicals (page 36)
 - Reference, Interlibrary Loan, Internet (page 37)
 - Technology (page 38)
 - Technical Services (page 40)
 - n. Statistical Reports
 - Library Statistics (page 41)
 - Circulation (page 42)
 - Online Resources (page 44)
 - Acquisitions (page 46)
4. Adjournment

DRAFT MINUTES
KEENE PUBLIC LIBRARY BOARD OF TRUSTEES
ANNUAL MEETING – Aug 24, 2021

The meeting was held in person at Heberton Hall and convened at 5:07 pm. Present were: Jen Alexander, Paul Henkel, Kathleen Packard, Judy Putnam, Bill Stroup, Kathleen Kennedy Burke, Ken Jue, Chuck Redfern, Library Director Marti Fiske, new Assistant Library Director Susan Bloom (on her second day), and Lou Anne Beauregard, Friends Liaison. Carl Jacobs joined the meeting at 5:25. Jane Pitts, Charles Prigge and Bobby Williams were not present.

Yves Gakunde moved that the minutes from the 2020 annual meeting be approved, Chuck Redfern seconded and they passed unanimously.

Jen extended special thanks to all the trustees and staff for their extraordinary effort and work during the past challenging year. Everyone remained flexible, positive and managed to maintain a sense of humor as well.

With the full printed or online version of the annual report in front of us, remarks were limited to some highlights.

Judy remarked that now that the loan to the city has been fully repaid, the books will be more reflective of what is really happening. Ken, outgoing Chair of Finance, praised Judy for all of her work as Treasurer – it is a big job with the additional challenge this year of the joint financial and policy review process which has consumed much of the past 6 months. He complimented Marti as well for her ability to bob and weave and do the good job she has done this year assisting the process.

Jen introduced Ritu Budakoti as our newest board member. She will jump right in as Community Outreach chair. Outgoing this year is Chuck Prigge, whom Marti thanked for his contributions, especially to the short range plan exercise.

Buildings and Grounds highlighted the new warming oven, front porch repair, excess noise problem and HH lighting work addressed this year.

Policy updating continues and we are reminded that the online version will be the definitive one.

The Friends group is experiencing a transition as several long term board members leave. Jan Manwaring will take over as president and former mayor Kendall Lane will step in as Vice President. Lou Anne Beauregard is spearheading the Booksale, which will take place in October on the 15th, 16th & 17th and can't wait to see as big a dent as possible in the 40k books collected, sorted and priced. The MOU committee work will resume in the fall. It is understood that the Wonder Casino sponsorship period raised about 12k, which is being held in a separate FKPL account.

The slate of officers will remain as it was last year – Jen Alexander, President; Bill Stroup, Vice President; Judy Putnam, Treasurer and Kathleen Kennedy Burke, Secretary. Judy Putnam moved to accept the slate, Ken seconded and it passed unanimously.

Marti reviewed her summary annual report and directed our attention to the staff reports and statistics.

The meeting adjourned at 6:11.

Respectfully Submitted, Kathleen Kennedy Burke, Secretary

2021-2022 PRESIDENT'S REPORT

We entered into this year unsure of what concerns or complications the pandemic would serve us, and we end this year with similar uncertainties. Although COVID-19 continues to impact our lives, this year has been a year for learning how to continue in what is beginning to feel like our “new normal”. I am proud to report the Keene Public Library has navigated these uncertain waters with a steadfast dedication to our patrons and greater community.

Despite many challenges, the library staff have remained a flexible, professional team who are committed to serving our patrons. The Keene Public Library is a wonderful library and we owe this not to our collection or our building—but to our staff. On behalf of the Trustees, I would like to thank the staff of the Keene Public Library for their goodwill, kindness, and commitment.

It may not have been an easy year, but it was well managed thanks to Director, Marti Fiske, and Assistant Director, Susan Bloom. Throughout the year, COVID-19 continued to throw curveballs, but thanks to excellent leadership, the Keene Public Library continues to meet our mission in new and creative ways. On behalf of the Trustees, I would like to thank Marti Fiske and Susan Bloom for their experience, fortitude, and integrity.

Our long-term partners have also helped us to continue to bring high quality services to our community. On behalf of the Trustees, I would like to thank the City of Keene and The Friends of the Keene Public Library. Our thanks to the City of Keene for continuing to support our mission, and thank you to the Friends for your many contributions to the library. We are a stronger organization thanks to both of your ongoing support.

We do not know what new twists the pandemic may bring this next year, but I do know the library is well supported and has the resources it needs to best serve our patrons and greater community. I have no doubt that when we work together, we can accomplish much. Together, we will continue to strive for excellence and seek ways to expand our outreach, ultimately fulfilling our mission no matter what this next year may bring.

Sincerely,
Jennifer Alexander

Keene Public Library Trustees

Income and Expenses

July 1, 2021 - June 30, 2022

OPENING BALANCE

\$ 213,399.81

INCOME

Donations for support of the library	\$250.00
Memorial Gifts	525.00
In honor of Sally Miller	100.00
Investment Income	23,569.79
Money Market Income	14.71
Last Installment for Renovation Project	25,000.00 *
Jane Green Fund	2,000.00
Choe Fund	100.00
Grants	
C&S / Lunch Program	1,500.00
NHHumanities	600.00
Thinking Money	1,000.00
Cheshire County Conservation	2,500.00
FKPL/p-card reimbursement	18,085.12
Closing of Renovation Trust Fund	3,724.43 **
NHCF Endowment Distribution	6,960.59
J Lichman Trust Distribution	250.00
Gifts to Lipsky Book Fund	350.00
TOTAL	86,529.64

EXPENSES

Books and Materials	2,596.88
Grant Expenses	
C&S Lunches	1,057.84
Kingsbury Maker Space	1,316.50
NH Humanities	400.00
Small and Rural Libraries	67.46
Thinking Money	646.07

Diversity	998.57
Impact Libraries	379.71
Seeds	2,304.87
Moon,Mars	599.71
Outreach Programming (Inc. Summer Reading	5,177.49
Staff Development	981.02
NHLTA membership	390.00
Lipsky gifts to Restricted Funds	350.00
Renovation Project Expenses	26,701.49
Audio Projects	372.15
Bank Charge	9.00
Repay Loan to City of Keene	185,235.52 ***
P-card payments for Friends	18,049.13
P-card payme	35.99
disputed p-card charge	1.60
Trustee Computer	878.15
Storyboard Project	4,656.00
Signage	115.00
Director's Desk	2,071.09
TOTAL	255,391.24

CLOSING BALANCE

\$44,538.21

NOTES

*We liquidated \$25,000 in mutual funds, this being the last piece of the \$75,000 designated by the Trustees in June, 2018, to pay for projects related to the Renovation.

** Return of funds on closing of Renovation Trust account: In July, 2021, we repaid the City the balance on the loan (\$185,235.52) made for the Renovation Project. After the City processed our payment, there was still \$3,724.43 in the Trust account. This was returned to the Library Trustees as per the terms of the original Renovation Trust Agreement.

***In July we completed repaying the City for the loan it made to the Renovation Project. In December, 2017, the City provided \$1.73 million of bridge funding for the Renovation Project. As pledges to the project came in they were applied to this loan amount. All pledges to the project were paid, the last ones coming in July, 2021. The balance due on the loan was \$185,235.52, which the Trustees had agreed to cover in 2017. This amount was paid to the City in July. The source of the funds was Jane Green's bequest received in October, 2017.

**KPL Trustees
Encumbered and Restricted Funds
June 30, 2022**

	Balance 6/30/2021	Changes 2021-2022	Balance 6/30/2022
For Books and Materials	14,306.72		
Memorial Gifts		525.00	
Lichman Trust distribution		250.00	
Other Donations		350.00	
Purchase of books		-2,596.88	12,834.84
For Outreach Programming	6,995.67		
Donations for Outreach Programs			
Eugene Choe (summer)		100.00	
From NHCf Endowment		6,950.69	
Spent on all Outreach Programming		-5,177.49	
For story boards project		-626.00	8,242.87
For Staff Training	6,111.36		
Trustee Budget 21-22		3,500.00	8,480.34
		-1,131.02	

Grants	1,958.45	
Grant Income		
Diversity (May 21)	1,000.00	
NH Humanities	600.00	
C&S lunches	1,500.00	
Thinking Money	1,000.00	
CCConservDist/Monadnock Grows	2,500.00	
Grant Expenses		
Diversity	-998.57	
NH Humanities	-400.00	
C&S lunches	-1,057.84	
Thinking Money	-646.07	
Monadnock Grows	-2,304.87	
Moon, Mars and Beyond	-599.71	
Small and Rural Libraries	-67.46	2,483.93
Reserve for Long Range Planning	5,020.00	
Trustee Budget	750.00	5,770.00
Reserve for Furniture Replacement	3,940.52	
Trustee Budget	500.00	4,440.52
Unrestricted Gifts		
Phil Faulkner Bequest	8,330.44	8,330.44
In Memory of Chris Weeks	4,030.00	0.00

Gifts to Renovation Project for Audio	7,907.11		
spent in July 22		-372.15	
		-3,754.97	3,779.99
\$75,000 Reserved for Renovation Project if needed	11,471.16		
warming oven		-1,895.00	
sheet pans		-234.00	
lighting		-24,572.00	
final installment of \$75		25,000.00	
Closing of Renovation Trust		3,724.43	13,494.59
Reserved for repayment of loan to City	186,820.16	-186,820.16	0.00
From Sale of KPL History	274.31		274.31
Landscaping project	1,139.40		1,139.40
Hanna Fund	1,265.45		1,265.45
Fox Memorial	1,004.00		1,004.00
Millenium Clock	100.00		100.00
Dollars for Doers	153.72		153.72
	260,828.47	-189,034.07	71,794.40
			71,794.40

**Gifts, Grants and Distributions
to the Keene Public Library
2021-2022**

Memorial Gifts

In memory of Gloria Powell

Daniel and Phyllis Stathard	\$50.00
Shannon McDonald	50.00
Phyllis Evans	100.00
Beverly Peters	25.00
Mary Lee Benedict	25.00

In memory of John Topa

Steve Ide	25.00
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In memory of Electra Espiefs

Peter Espiefs	100.00
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In memory of Mary Fay

William and Anne Moyle	100.00
Jason and Erica Frost	50.00

General Donations in Support of the Library

Steve Ide	50.00
Peter Espiefs	200.00

Donations to the Florence Aliber Lipsky Book Fund

Aaron Lipsky	50.00
Nelson and Dorothy Lipsky Saks	300.00

Donation for Lunch Program

C&S Wholesale Grocers	1,500.00
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Grants

NH Humanities	600.00
FINRA (Financial Industry Regulatory Authority) (for Thinking Money program/exhibit)	1,000.00
Cheshire County Conservation District (Gardening program)	2,500.00

Distributions

NH Charitable Foundation/KPL Endowment Fund	6,960.59
Jacob Lichman Trust	250.00

Total 13,935.59

Portfolio Changes
 Keene Public Library Trustees
 June 30, 2021-June 30, 2022

Summary of accounts	6/30/2021	6/24/2022
Account 48-1-2 (Investment Account)		
Mutual Funds	\$431,078.62	\$331,049.40
Cash	2,366.28	2,366.79
Account 86-1-1 (Permanently Restricted Funds Account)		
Mutual Funds	197,520.20	172,550.43
Cash	20,208.62	25,418.11
Account 72-1-5 (Checking Account)		
Cash	213,399.81	48,896.93
Total Value	\$864,573.53	\$580,281.66

**Trustee Budget
Proposal for 2022-2023**

Income

Investment Income***	15,000.00
Donations for materials and equipment (accumulat	10,000.00
NHCF distribution	6,900.00
Gifts and Donations 22-23 (estimated)	1,000.00
Lichman Trust Distribution (2 years)	500.00
FKPL spending + reimburse p-card**	55,000.00
Encumbered from previous year (2021-2022)	
staff development	8,500.00
strategic planning	5,000.00
furniture replacement	4,000.00

Total Income 105,900.00

Expenses

Books, Materials (inc all software), equipment	10,000.00
Trustee supported projects	8,000.00
Lichman Trust Books purchases	500.00
Outreach Programming	6,900.00
Director's Discretionary Fund	2,000.00
FKPL spending + expenses on p-card	55,000.00
NHLTA membership	350.00
Staff development	12,000.00 *
Strategic Planning	5,750.00 *
Furniture Replacement	4,500.00 *
Fine Arts Committee	500.00 *
Miscellaneous	400.00

Total Expenses 105,900.00

Notes

In the recent past we have used investment income to support
 \$3,500 staff development/conferences
 \$750 Long Range/Strtegic Planning reserve
 \$500 furniture replacement reserve
 \$500 Fine Arts Committee
 \$350 NHLTA membership
 (total \$5,600

Items with an * represent what has been encumbered in each category plus the usual budgeted amount, and which may be expended.

**The value of the contribution made by the Friends of KPL totaled \$52,000 in 2021. This is the sum of what they spent for programming and equipment, plus the amount expended by the library staff using a p-card, which was reimbursed to the Trustees account.

***Investment income includes accumulated income in the Restricted Funds account; current dividends and capital gains in the Unrestricted Investment account, and if necessary the sale of some investments.

KEENE PUBLIC LIBRARY FINANCE COMMITTEE
ANNUAL REPORT
August 8, 2022

This has been a transitional year for the library due in part to the declining number of COVID-19 cases in our primary service area. As a result, the State of New Hampshire, City of Keene, and the Keene Public Library relaxed certain COVID-19 restrictions. The hours of service were extended, and the use of library services by patrons began to pick up.

Since the publication of last year's report, the KPL board learned of the passing of Ken Jue, a former Finance Chair and long-time member of the board. Ken's contribution to the city extended far beyond the physical borders of the KPL. In fact, Ken not only participated in several non-profit endeavors, he had been a leader of one of the city's largest non-profit organizations, Monadnock Family Services. Indeed, his wit and intellect will be a notable thread missing in the fabric of our community.

Picking up from last year's message in the Finance Committee's Annual Report, many tasks were completed post construction within the KPL campus. Management and staff focus began to shift to operational challenges and opportunities. For example, the KPL joined the City of Keene's P-Card Payment system. This change resulted in greater accountability, transparency and efficiency in the expenditure and reimbursement our FKPL and general KPL funds.

In July of this fiscal year's first quarter, Judy Putnam, KPL Treasurer notified the Committee and KPL Board members that the repayment to the city for the loan it made to the Renovation Project had been fully completed. The first quarter expenditure for this task was \$185,235.52, which came from the Jane Green's bequest received October, 2017.

Additional Finance Committee tasks included identifying the need to augment funding for the KPL board's Long-term Strategic Plan budget, encumber funds from the Director's Discretionary Fund for exterior patron material lockers. In April of this year, the Director and staff discussed best uses for unexpected income from capital gains income, leading to a request by the Director to acquire blinds for Eppes, Booras, Maker Space, and Youth Office.

The 2020 downturn in the stock market had an effect on all investment portfolios, our portfolio was no exception. Our larger, unrestricted investments account declined about 17%. The smaller fund, restricted to use of income only, declined 14.5%, reflecting our slightly more conservative investment policy in this account.

Finally, the Finance Committee was notified that Jennifer Alexander, Chair-KPL Board had recommended the appointment of Justin Somma as City Library Trustee to the Mayor. This request was made at the behest of Judy Putnam with the hope of gaining Justin's business talents for the benefit of the KPL Finance Committee. We look forward to collaborating with Justin soon.

Respectfully submitted,

Charles "Chuck" Redfern, Trustee & Member, Finance Committee

Overview of Library Finances for Next Fiscal Year 2022-2023

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 2022-2023 is \$1,664,684. The approved Collections budget is \$166,000. Collections includes materials for all audiences in reference, print, AV, 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 to the directive of each trust – books, magazines, library equipment, etc. The figure approved for FY 2022-2023 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. Facility issues are also reviewed by the Trustee’s Building and Grounds committee consists 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 2022-2023 is \$704,631.

City of Keene Annual Operating Budget- Information Technology

The “VirTech” fund in the Information Technology Department budget covers digital subscriptions costs vital for each department. The Library VirTech primarily covers the cost of the Integrated Library System (Circulation, Catalog, Technical Services) at \$32,936.

City of Keene Capital Improvements Projects Budget (CIP).

There are no CIP Library projects for FY 2022-2023.

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 July 2022 is \$91,061.

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 at total of \$52,300 in direct support to the Library for calendar year 2022. They pay for all Library programs, interns in the Maker Space and volunteer recognition. They also supplement funding for equipment, repairs, and maintenance

of equipment. The Friends also 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 the 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 in the New Hampshire Library Trustees Association.

The budget for FY2022-2023 is \$105,900. \$50,900 of the budget is from sources other than the 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, 2022 is \$580,281.66 versus last year's value of \$864,573.53. Last year \$185,000 was removed from these funds toward repayment of a construction bridge loan to the city.

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, 2022 balance was \$176,600.92. Last year's value as of June 2020 was \$167,317.11.

Annual Report of the Buildings and Grounds Committee

August 2022

Members included Paul Henkel, Carl Jacobs, Scott Martin, Kathleen Packard, Sally Rinehart, Assistant Library Director Susan Bloom and Library Director Marti Fiske

Office relocated - The Director's office was relocated to the Green Room and the prior office was assigned to the Assistant Director. Members of the committee had toured five meeting rooms, the area behind the circulation desk, and the third floor office area which was too remote.

Parking – Med Kopczynski and Chelsea North discussed the trending changes in City parking in November 2021. More use of parking kiosks and parking apps is planned. A kiosk was installed on the Library lawn.

Front Porch Repair. Frank (Pepper) Andersen completed repair of the front porch. S & S Painting Inc. was contracted to paint the porch; S & S donated their time and extended the painting to the windows on each side of the porch.

Heberton Stage Lighting – Carl Jacobs, Marti Fiske and Paul Henkel established a working group. Bill Stroup introduced us to Craig Lindsay of Keene State College who is the Technical Director of Stage Performance. As our paid consultant, Craig Lindsay developed a plan for lighting. The selected equipment is manufactured by ETC Company located in Middleton Wisconsin. The Board approved expenditure of up to \$26,000 and the work was done within that budget. VLS was the contractor. Ells Electric, LLC, was the electrician. Installation was completed in September 2021.

AV Improvements - Nik Morton of the City IT Department has been acting as a consultant in determining audio Visual needs in the Library. The Board voted to purchase an Allen and Heath QU-16C Digital Mixer for up to \$3000. The Allen and Heath QU-16C Digital Mixer was not available and an equivalent one was selected by Nik. Microphones had previously been voted.

QTY	B&H Number	Price	Total Price
3	AUATW2120BI	379.00	1,137.00
ATW-2120bI Wireless Handheld Microphone System (bI: 487.125 to 506.500M Hz)			
1	ALAHQU16C	2,199.99	
Qu-16C Rack mountable Digital Mixer (Chrome Edition) was installed in Cohen Hall.			
2	SHSM58LCBK	109.99	219.98
SM58 Handheld Dynamic Microphone Kit (Black Cable & Windscreen)			
2	SHSM58LC	99.00	198.00
SM58-LC Cardioid Dynamic Microphone			
Total		\$3,754.	

Landscaping - The Committee provided guidance about the relative importance and suggested timing of the soil treatment, trimming of trees and the replacement of the crabapple tree to assist our Facilities Department, the Finance Committee and the Board in determining a course of action.

Frank Grano of Bartlett Tree said the soil treatment around the Thayer Oak is most important to maintaining its health. Subtotal \$3410.

Trimming of the large Pin Oak on Winter Street included removal of a “hanger” over the sidewalk which could have potentially been a hazard to a pedestrian. The Thayer Oak had a few dead branches, and was trimmed to provide better clearance to the building. Other smaller tree trimming was also done. Subtotal cost of tree trimming is \$4810. Total \$8220.

We understood the City Facilities budget could support \$3000 of the above work. The Board agreed to fund up to \$5220 of the cost.

Removal and replacement of the Crabapple Tree with a pink flowering disease resistant Crabapple was not included. Replacement is recommended for the fall.

Suggested vendors for tree plaques were located: 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).

And 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 is \$265. (\$132.50 ea)

Cohen Hall Exit Signs - We discussed the marking of the northwest corner exit from Cohen Hall. Having extra-clear marking of exits could be important because the public enters via an open unrated stairway. In a fire emergency a crowd of 200 people may need to exit through one or both of the two rated fire exit stairways. The rated stairways are unfamiliar to the public. The fire department reviewed and confirmed the need for improved signage which is being installed.

Sharing Box. Roger Weinreich of Good Fortune donated a Sharing Box. It was endorsed by the Board and accepted by the City Council. Maintenance is included. The box was mounted on the exterior brick wall facing Winter Street between the employee entrance and the main entrance. Donations of shelf stable free food and small durable items come from the Keene community. The box is being extensively used.

Lockers – Marti Fiske applied for and received a grant for exterior lockers which enable patrons to pick up books after the Library is closed. The lockers were installed in July.

Submitted by Paul Henkel, Chair

Policy Committee Annual Report

2021-2022

For 2021 - 2022 the members of the committee included: Kathleen Packard, Bill Stroup, Carl Jacobs, Susan Bloom and Marti Fiske.

This was another productive year for the Policy Committee. The largest achievement was deciding on reformatting all the policies into separate PDFs with Library letterhead. In so doing, the policies switched from a numerical system to a naming system. During this process the Committee reviewed each policy while reformatting them, focusing on a few at a time. Last year's policy work that was not brought forward to the full board for approval was reformatted first. The reformatting of all policies is still a work in progress and the website reflects the transition.

Over the course of the year the Committee reviewed and brought forward 11 policies to the full board for approval. Typically before each policy is brought to the board with a final recommendation, multiple library staff members and the city attorney have also reviewed it. The Committee endeavors to reach a unanimous recommendation on all policy work. The goal of the Committee is to review each policy every three to five years.

The following were created/updated and adopted in 2021-2022:

- Animals in the Library
- Behavioral Expectations
- Borrowing Policy
- Bulletin Boards Policy
- Internet Acceptable Use Policy
- Mobile Hotspots Policy
- Non-Monetary Gift Policy
- Notary Services Policy
- Services of the Library Policy
- Social Media Policy
- Unattended Vulnerable Persons Policy

In addition to reformatting the remaining policies next year; the Committee plans to work on the creation of a new Collection development policy. This will include a section describing the Library's Keene-Link arrangements with other organizations. The Use of Space policy will also have a final recommendation.

Respectfully submitted,

Kathleen Packard, Chair

FINE ARTS COMMITTEE – Annual Report, Aug 2022

Although the grip of Covid had loosened a bit during this period, it continued to impact the committee, specifically its ability to meet with a quorum. Between regular scheduling challenges, exposures, actual cases and quarantines, the group met only twice (in Oct and May). The library itself was continuing to meet the challenges of remaining open and creatively adjusting to the needs of the community, so new initiatives and projects for this committee were on hold.

At the two meetings we did hold, we discussed art work insurance, offered input to the policy committee on non-monetary gift and form guidelines, and looked forward to future outreach to the Keene High School Art Dept to exhibit some of the NH Scholastic Art Contest pieces in the spring. The committee would love to take advantage of our new space, the atrium in particular, and generate library traffic and art enrichment.

Kathleen Kennedy Burke is now the chair of this committee, with Judy Putnam and Jane Pitts also serving. Carl Jacobs, although outgoing has indicated his interest in perhaps attending some of our meetings and remaining involved.

The committee will resume meeting on the first Wed of alternate months at 10 AM starting in September on the 7, Nov 02, Jan 04, Mar 01, and May 03 .

COMMUNITY OUTREACH COMMITTEE

The Community Outreach Committee reorganized and met few times this year. At this time, we have three KPL board members and one library representative as committee members.

This year, the Community Outreach Committee meeting agenda was mostly informed by the 2021-2022 Strategic plan. Committee members were able to identify some of the strengths, areas of improvement and collaborative community projects for the Outreach committee to undertake and work on, in near future.

The Library initiatives with programming, outreach for children and presence at the community event booths, had been fantastic. We are happy to report that the library had a very active and successful year with their outreach work for children, young adults, and adults. Details are covered in the Youth Services Annual Report and Community Services Annual Report.

Ritu Budakoti
Chair, Community Outreach Committee

LONG RANGE PLANNING COMMITTEE

Committee Members: Jennifer Alexander, Kathleen Kennedy Burke, Chuck Redfern, Yves Gakunde and Marti Fiske.

During the 2021-2022 year, the strategic plan which was created during 2020-2021 was implemented, and it has been successful. The library has done much to meet the 3 goals outlined in the plan.

- Examples of action taken to address the first goal of the strategic plan (*Marketing/Communication: Internal and External: The library will prioritize effective communication internally and externally, relaying timely, useful, and appealing information*) includes: increased cross training across departments; increased communications to patrons inclusive of redesigned, paper-based informational literature and an increased social media presence; increase in the number of press releases; and strengthened relationships with community-based organizations.
- Examples of action taken to address the second goal of the strategic plan (*Optimizing Our Assets: Library staff and board will be empowered to create informed analysis of internal and external processes and procedures. Streamlining and updating departmental and organizational processes to reflect present day library services will positively improve patron experiences*) includes: continued review and updating of our policies; review and updating of procedure manuals; extensive use of outdoor spaces during the summer months; creation of new efficiencies to improve workflow in a number of departments; and review of software to improve acquisition of materials.
- Examples of action taken to address the third goal of the strategic plan (*Increase and Ensure Inclusivity For All: Keene Public Library will ensure that services and information is accessible and inclusive for all*) includes: the establishment of ordering guidelines to increase materials for underrepresented and marginalized populations; review of Youth Fiction, Youth Nonfiction and Adult Fiction orders to reflect diversity in 30% of orders; data collection on the diversity of “other” recent collection purchases; increased representation of diverse authors and subjects in special temporary displays; and providing meals during the summer months.

It was originally thought the existing strategic plan would be in place for 1 year with the intention of adopting a new plan for the 2022-2023 year; but the work outlined in the 2021-2022 strategic plan is vast and comprehensive, and will be continued into the 2022-2023 year.

During 2022-2023, the Long Range Planning Committee will seek to hire a facilitator and use the Harwood Institute methodology to seek input from the community to better refine the strategic plan goals. It is expected that input from this process will ask us to revise the current plan and an updated strategic plan will be brought to the Trustees for approval later in the year.

Jennifer Alexander
Chair, Long Range Planning

Friends of Keene Public Library President's Annual Report 2021-22

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 will be our 39th Annual Book Sale this year, and we predict that it will be successful. As I speak briefly about the activities in the year 2021-2022 another very busy year emerged for the Friends.

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. Purchases for the library included four TVs, laminator kit, lighting and sound equipment, tables and chairs for Heberton Hall, a podium and a tent for outside programs. We provide support for the mobile hot spot, which is used for outreach programming, Facebook PR and occasional published advertisements. 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

With the re-opening of the Library and in-person services normalizing, the need for reconnecting to our volunteers became important. In the fall the Friends hosted an afternoon tea party to welcome back folks who had stepped back from volunteer opportunities due to Covid concerns.

Then this spring the Friends partnered with the Keene Community Kitchen, the Keene Senior Center, Hundred Nights, and Monadnock RSVP to hold a Volunteer Fair on May 17th. The purpose was to help non-profit agencies meet and recruit new volunteers. There were twenty other organizations that joined us, and the feedback was positive. The Friends had 11 people sign up to help sort books and work on the Book Sale in the fall. 10 of those individuals are now helping us.

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 19th year, reaching close to 1,100 children in 15 schools in Keene and surrounding area schools.

Another exciting development this year has been work on the development of the new website for the Friends. We all want to thank Paul Ledell for heading up this effort and also the guidance and wisdom of Chuck Mabilia from the Board of Directors for Hundred Nights. Both have led the Board through the process of creating this site. The site should be up and running soon, and will feature links to the Library website.

Membership & Board Contributions:

This year the Friends have worked on bringing the Board of Directors to full capacity. We thank former Directors Dave Meader, Mike Chelstowski, Michelle Fuller and Lou-Anne Beauregard for their dedication and assistance as they completed their terms. Also thanks to former director Jennifer English who has been willing to help with some marketing efforts.

We have been saddened by the death of one of our own, Kathleen Chertok. Kathy was a dedicated Library and Friends supporter. At the time of her death she served as Vice President, Secretary and Book Sale Chair. Our hearts go out to her husband Peter and we thank him for his continued efforts for the Friends. We have been blessed with many donations in her name.

Special thanks to Director Paul Ledell for his work in setting up the request for funding from the Wonder Casino. This year 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 her work with the museum pass program as she maintains contacts with the organizations to keep this service available to the Library.

Many thanks to our members and volunteers without whom our book sale would not be possible. At this time there are about 30 men and women who sort books for the fall sale. A long-time volunteer, Mary Fay, died this year and our deepest sympathy is extended to her family. Finally in 2021 we received 78 donations that totaled \$8,585. an increase of 8.7% over the 2020 total of \$7,835.

In order to maximize the efficiency of the work of the Board of Directors, we have developed the following committees; finance, membership and newsletter, book sale, governance and marketing. The goal in the coming year is to have all these committees active.

The Friends welcome new board members Claire and Jack Coey and Kathryn Harper who will begin to develop goals for the Membership and Newsletter Committee.

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. It has been my privilege to serve as President this year. I am extremely grateful to work with this hard-working, dedicated group of people. I thank you: Marilyn Gemmell, Paul Ledell and Sally Rinehart for your time and dedication to this Board and our mission. Special thanks to Vice President Kendall Lane who chairs the Governance Committee and former President Jill Cielinski who stepped up to be our Secretary.

Finally, it has been 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 Keene Public Library Annual Report 2022

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 house dates to 1806 when there were about 100 homes in Keene.

Sofia Thornblad is the Executive Director of the Museum. 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, William (Bill) Stroup. Paul Bocko of Antioch University New England manages the nature preserve.

The Museum has collaborated with the Library on some programming throughout the years including

Book Talk held August 11 @ 6:00 pm at **Horatio Colony House Museum**

Get ready for the Keene Chautauqua by examining the life of Booker T. Washington, a formerly enslaved person turned educator, as seen through the lens of his biography, selected by the Modern Library as one of the best nonfiction books of all time. Copies of “Up From Slavery” can be picked up at the Keene Public Library, Project Gutenberg <https://www.gutenberg.org/ebooks/2376>, or purchased online. This book discussion will take place at the Horatio Colony House Museum.

Upcoming events:

Fantastical Fairy Houses September 17 @ 10:00 am - 12:00 pm

You never know what you will find amongst the roots, rocks, and the hollows of trees. Is that a door I see? Is that a little shelter with a stone pathway? These are wonderful places to make a nice home for our magical friends. Fairies, gnomes, and forest friends all need a place to rest and you can help! Come explore the Preserve, bring your imagination, and create a special spot for them to enjoy. Participants will build fairy houses...

Mushroom Foraging October 8 @ 10:00 am - 12:00 pm

Horatio Colony Nature Preserve, 35 Daniels Hill Road, Keene, NH

Mushrooms abound in the preserve during the fall. Our local forests contain a wide diversity of species and varieties. Some are edible and all are vital to our local ecology. John Benjamin will lead us on a mushroom hunt through the preserve, and point out unique mushroom species along the way. We will identify and gather mushrooms and learn about their many health and ecological benefits. This program is fun and informational for all! Meet at the Preserve parking lot.

Frost Moon Hike November 5 @ 6:00 pm - 9:00 pm

November's full moon is called the “Frost Moon”. While the moon will be brightest on November 8, we will take a weekend opportunity to hike to the top of West Hill to take in the moonlit landscape. The forest is a different place at night. Nighttime sounds and moonlight casts a magical spell on the forest and all that live there. We will practice using our senses on a night hike and play some nature-based games during the walk.

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

KPL Board of Trustees
Nominating Committee Report

The nominating 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

Note: Bill Stroup expects to serve as President for at least two years. At this time, there is no one available to commit to being VP and then President. In the coming year, Jen will serve as VP as we address the issue of VP/future president of the Trustees.

Respectfully submitted,

Judith Putnam, Chair, Nominating Committee

Keene Public Library
Library Director's Report 2021-2022

TO THE TRUSTEES OF THE KEENE PUBLIC LIBRARY, THE 147TH ANNUAL REPORT IS HEREWITH SUBMITTED:

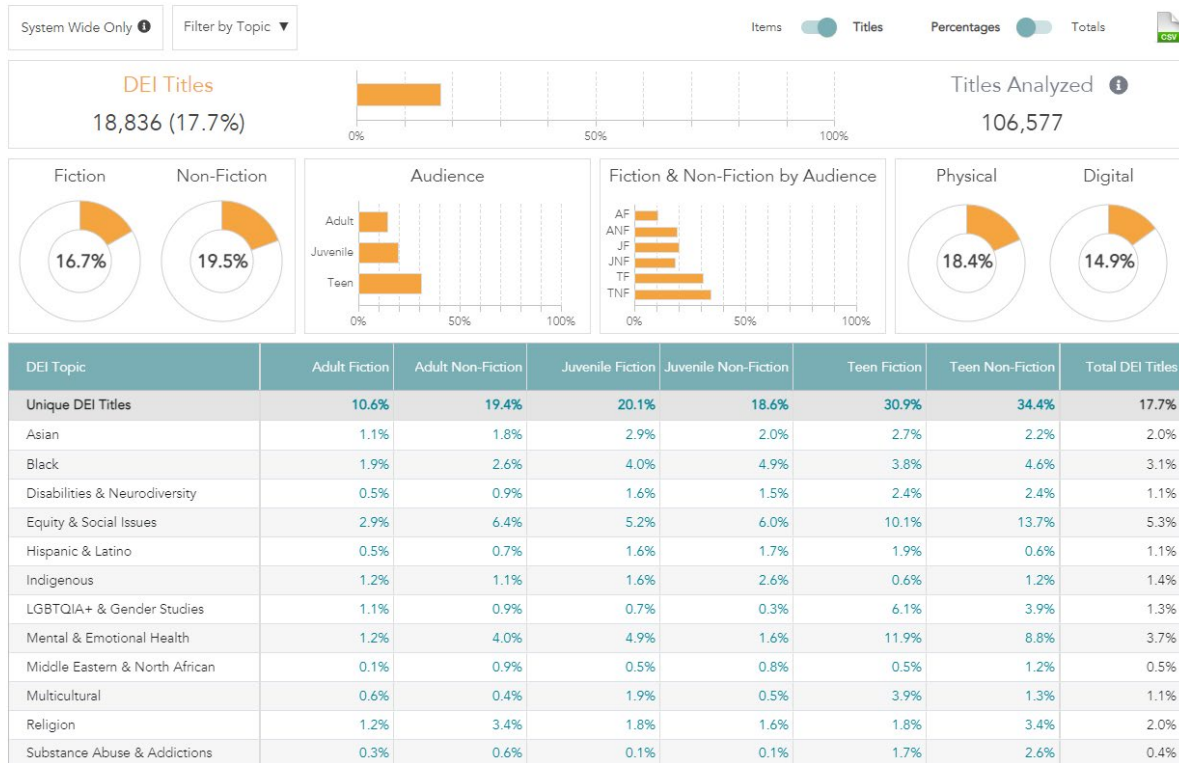
Library services stabilized in FY22 as the COVID pandemic continued. This past year the Library maintained uninterrupted, normal hours. All services returned in the autumn of 2021, when meeting rooms were reopened and in-person programs restarted. A select few programs remained virtual only or in-person programs with a remote option. As of the start of the summer reading program in June 2022, it appears that program offerings and attendance are returning to their pre-pandemic levels. This is quite an improvement over the previous year when the Library went through four service changes, ranging from curbside only, to a maximum of 29 hours per week of public access in the building, and all programs were virtual.

The Friends of the Library, in addition to the Library Trustees, have continued their major support of Library operations. Over the last fiscal year, the Friends provided over \$64,000 in funding. They provided the vast majority of funding Library programs, with nearly \$21,000. The Friends also paid almost \$25,000 in equipment and equipment maintenance, provided the Museum Pass Program, supplemented collection purchases and funded Makerspace interns. The Library staff would not be able to provide quality services without funding from the Friends.

In FY22, the Library received \$44,496 in grants through the American Rescue Plan Act to relieve pandemic related costs and increase Library access. A grant managed by the New Hampshire State Library provided \$34,496 for a 20-unit exterior smart locker system, and three Owl camera/microphone/ speaker units and their associated peripheral supplies. A grant managed by the American Library Association provided \$10,000 that purchased audio-visual equipment to improve to Heberton Hall and allow live streaming of programs. It will also fund the return of Keene Chautauqua after a two-year hiatus.

The Library staff continued work on the strategic plan that includes ensuring that services and information is accessible and inclusive for all. For the last two years, purchases of new collection materials aimed to reach a minimum of 30% diversity. Thanks to the Trustees, the Library has a one-year subscription to a Diversity, Equity and Inclusion analysis software to review library collections. The software enables staff to take a snap shot of current holdings, in all formats, and evaluate authors and subjects across ten categories, including race, ability and health, LGBTQIA and gender studies, religion, equity and social issues. Over the next year, staff will be able to see specifically which categories need improvement and adjust their buying. The first quarterly report showed that our teen collections were the most diverse (nonfiction 34.4%, fiction 30.9%), juvenile is next most (nonfiction 18.6%, fiction 20.1%) and the adult collection needed the most improvement (nonfiction 19.4% and fiction 10.6%). With a collection of over 130,000 items, full diversification of the collections may take several years. Short-term subscriptions to such software every few years will help us stay on track.

Diversity, Equity and Inclusion (DEI)



Other work on the strategic plan included

- The installation of a sharing box and a grant that allowed the distribution of shelf stable meals to help visitors with food insecurity.
- Library office hours for five area non-profit social services providers. Their area of focus are in drug misuse and alcohol misuse, homelessness, mental health and preschool and family support.
- Joining the Unite Us platform for making human and social services referrals.
- Continued updating Library policies and the creation of several new policies to guide staff.

The work of the Library staff would not be possible without 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.

The following staff changes occurred within the 2021-2022 fiscal year.

Comings:

Susan Bloom: Assistant Library Director

Sage Gould: Aide (Programs)

Lisa Hoffman: Aide (Circulation)
Lydia Hurly: Aide (Circulation)
Eliza Komisar: Aide (Youth)
Nicole McCrillis: Librarian I (Youth)
Sophie Ou: Page
Toshiko Ruffle: Aide (Circulation)

Goings:

Emma Charles: Page
Amanda Dell: Aide (Youth)
Charlie Lewis: AV Librarian I
Jennifer Momaney: Librarian I (Youth)
Todd Neimi: Aide (Circulation)
Ryan O’Hora: Aide (Circulation)

New Duties:

Katelyn McStravick: Librarian I (Reference)
Hillary Washburn: Librarian I (substitute)

In Memoriam:

Nancy Baldwin (staff member 1963-1999), June 25, 2022

Respectfully,
Marti Fiske, Library Director

Youth Services Annual Report 2021-22

PROGRAMMING

We offered a variety of programming in the fiscal year 2021-2022. We started the year by providing our programs virtually. We also provided Make and Take kits. Eventually, we transitioned to offering in-person programs outside and continued to provide virtual opportunities.

Program Target Age	# of Events	Attendance	Average Attendance per Program
Preschool	23	418	18
Infant/Toddlers	19	472	25
School Age/Tweens	88	1,296	15
Teens	<u>168</u>	<u>446</u>	<u>3</u>
TOTALS	298	2,632	9

By the late spring, families were ready for more in-person programming. In May, we began to offer a Family Place Parent-Child Workshop series of five educational playtimes for caregivers and children. These playtimes involve community organizations to answer questions regarding child development and other areas of concern. These events were well attended, so we began to offer even more in-person programs during the early summer. We are so pleased to report that families have attended in great numbers. This is wonderful news because we feel that during COVID, we have had to put some of our services to our youngest patrons on hold.

SUMMER READING PROGRAMS

Overall there was a 67% increase in participation during the 2021 Summer Reading Program compared to the 2020 program. During the summer of 2021, we returned to in-person programming, but all of our programs took place outside in our courtyard. We provided summer meals in the Heberton Hall foyer; patrons either took meals home to eat or ate meals in the courtyard or atrium.

SUMMER READING 2021 Reading Colors Your World

Registrants

Adults	67
Teens	55
Children	199
Babies and Preschoolers	<u>22</u>
TOTAL	343

We transitioned to a new software platform to manage reading programs in 2022. The 2022 Summer Reading program began with a tremendous start on June 17. By June 30, 2022, 420 people had signed up for “Oceans of Possibilities.” Of those 420 people, 125 were listed as active members who had already read over 1,000 hours and books. They had also written and submitted 37 book reviews. More information on community involvement will be available soon.

YOUTH COLLECTIONS

We 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. Currently, we have a per capita circulation rate of 9.78. The circulation of youth and YA materials is 45% of the total library circulation. The total circulation in the fiscal year 2021-2022 saw a 33% increase over circulation 2020-2021.

DATA FROM KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- July 2021 - June 2022

	FY15-16	FY16-17	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22
Juvenile & YA Fic	59,491	51,706	48,913	44,126	34,973	29,928	37,238
Juvenile & YA NF	10,645	9,009	7,785	7,652	6,147	5,082	5,865
Juvenile/YA Magazines	440	435	289	184	103	70	95
Juvenile/YA Media	25,950	24,050	21,637	16,667	11,404	5,063	10,073
<u>Total</u>	<u>96,526</u>	<u>85,200</u>	<u>78,624</u>	<u>68,629</u>	<u>52,627</u>	<u>40,143</u>	<u>53,271</u>
<u>Juvenile & YA Materials</u>							

LIBRARY CARDS

Currently, 44% of Keene young people hold current Keene Public Library cards. At the beginning of the school year, Colleen Swider provides library card applications to every Keene teacher to distribute to their classrooms. We have done this outreach activity for several years, accounting for at least 200 new and renewed library cards each year. However, we continue to lose card holders. This year’s total number of youth card holders is -2.8 fewer than the fiscal year 2020-2021.

LITTLER MAKERS

During the summer of 2021, Amy Kraemer led a team of youth librarians who developed and offered a five-week Little Makers session in the courtyard. This final year of the project has mainly involved working on a project toolkit, which will be available to libraries across the country and in presenting at conferences and webinars.

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. Jay Fee, our Teen Librarian, also regularly visits schools to talk with librarians, teachers, and students.

Respectfully submitted,

Gail Zachariah, Head of Engagement and Youth Services

Community Services Annual Report 2021-2022

PROGRAMS AND ENGAGEMENT

All Keene Public Library programs are funded through the generous support of the Friends of the Keene Public Library, grants, and community donations. We were fortunate to provide a total of 825 programs to 6,314 people during the fiscal year 2021-2022. This is significantly more than the 477 programs offered to 7,187 people in the fiscal year 2020-2021.

Library Sponsored Events, July 1, 2021-June 30, 2022

Age Group	Events	Attendance	Average Attendance per Program
Community Meals – all ages	50	1,243	25
Children’s Programs (birth-tweens)	130	2,186	17
Teen Programs	446	168	3
<u>Adult Programs</u>	<u>198</u>	<u>2,717</u>	<u>14</u>
TOTALS	825	6,314	8

Breakdown of Programs by Type

Program Focus	Events	Attendance	Average Attendance per Program
Activity Programs	141	1,702	12
Anime	23	61	3
Art, Music, Dance, and Films	79	840	11
Book Clubs	25	103	4
Business Programs	1	12	12
Class Visits and Library Tours	13	264	20
Community Engagement/Special Events	9	392	44
Community Meals	49	1,253	28
Community Outreach	8	389	26
Computers	1	1	1
Conversations	41	382	9
Exhibits	3	2,160	720
Financial Literacy	1	5	5
Gaming	80	365	5
Gardening	6	174	29
Grab and Go Kits	11	217	20
Health and Wellness	22	69	3
Homework Help	5	15	3
Jobs and Careers	2	Unknown	
Lectures and Workshops	6	169	28
Little Makers/STEM	5	79	16
Maker Programs	44	89	2
The Natural World	2	26	13
Storytimes	29	382	13
Writing Programs	31	261	8

Some of our most popular and well-attended programs were garden talks, community conversations, a series of birding programs, and co-sponsored programs with the Edge Ensemble. We have continued the Spice Club Make and Take program. Currently, there are 58 club members.

GRANTS

This year, we spent most of our grant activity on grants management. We are in the final year of the IMLS Little Makers project. We received an ALA Humanities ARPA grant for \$10,000, which provided funds to improve our AV in Heberton and the auditorium. It also provided funds for an August 2022 Chautauqua. We also received a grant to host a StarNet exhibit, Mars, Moon, and Beyond. We will host the exhibition at the beginning of 2023. Part of the award included staff training in Colorado for two staff members.

OUTREACH AND COMMUNITY COLLABORATIONS

During the year, we have had regular and ongoing collaborations with the Historical Society of Cheshire County, Horatio Colony House Museum, Keene State College, Antioch College, Cheshire County Conservation District, Monadnock Farm and Community Coalition, the Community Kitchen, Keene Senior Center, the Small Business Association, the Master Gardeners, Keene YMCA, Keene Recreation Department, Keene International Festival, Keene Community Ed's English Language Learners, and Ready for Kindergarten. We also work with all of the local schools and several churches,

We made a few in-person outreach visits. We visited the ELL classes and participated in two Juneteenth celebrations, Earth Day, Keene Youth Fair, and the Keene Community Connections event.

MAKER PROGRAMS

The Makerspace opened up in December 2021. During this time, use has ebbed and flowed as we are still reintroducing the Makerspace to the community. In all, we talked to 331 people during open hours, and we assisted with 144 makes.

Using Niche Academy, Jay Fee and Amy Kreamer developed 12 online tutorials for Makerspace tools and equipment. Over the course of the year, there were 4,668 views of these tutorials. The most popular tutorial is "Introducing the Kingsbury Makerspace," which averages 193 views each month. The next most popular tutorials are ones on Tinkercade and the Prusa 3 and Tinkercard. Both of these tutorials average 85 views a month. The fourth most popular tutorial is one of the Epilog Laser Engraver, which receives 46 views a month.

SEED AND TOOL LIBRARY

Gardening continues to be on the rise. There are 497 members in the Seed and Tool Library; 137 of these members joined the library this year. Approximately 910 seed packets were distributed. At the beginning of the growing season, we fulfilled our seed requests using the Google form. People then picked up their seeds in the library. But by May, most people were coming into the library to select their seeds, and few people used the online form.

During the fiscal year, 39 tools were checked out. Our most popular tools are the Seed Starting kits, Seed Sprouting kit, broadfork, D handle shovel, extendable fork/hoe combo, hand trowels, telescoping loper, and a pro-lite shovel.

DOOR COUNT

We now have counters on all of the entrances to the Keene Public Library. However, once again, there were some short periods when our door counters were inoperable. Our busiest hour is between noon and 1 p.m. The busiest day was Tuesday.

Keene Public Library Report - Traffic Compare Two Periods

Period 1: 7/2/2020 to 6/30/2021

Period 2: 7/1/2021 to 6/30/2022

Location	Period 1	Period 2	Gain/Loss
Main Entrance	52,317	61,424	17%
Atrium North	355	3,875	992%
Atrium South	276	3,356	1,116%
Herberton Hall	3,833	9,914	159%
Total	56,781	78,569	37%

SOCIAL MEDIA

Last year, our Facebook page with the highest reach announced our summer meals program.

Content

Sort by: Reach



Sun Jun 19, 4:00pm
Lunch is on us! Save time a...
Post
Reach 4,775



Fri Mar 4, 7:03pm
Getting Started with Bird W...
Reach 4,578



Aug 22, 2021
Spice It Up Club Meeting: S...
Reach 3,927



Thu Jan 20, 8:05pm
Create a Sustainable Yard
Reach 3,589



Nov 4, 2021
Noon Year's Eve Family Bub...
Reach 3,319



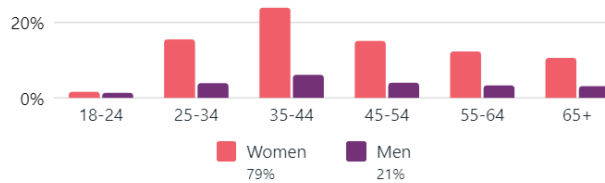
Tue Apr 12, 8:54am
Garden Planning Workshop
Reach 3,187

Audience

Facebook Page likes

3,650

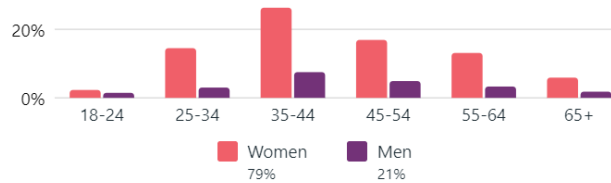
Age & gender



Instagram followers

1,182

Age & gender



We have 252 Pinterest followers. We have 1,092 Twitter followers.

PR AND PUBLIC RELATIONS

We subscribe to Library Aware, where we create and manage our PR campaigns, including flyers, m] bookmarks, social media, and email blasts.

Congratulations! From 07/01/21 through 06/30/22 you reached

120,932 Total Users

through email and widgets...

8,516 Clicks

Total # of times links were clicked

213 Social Posts

Total items posted to social media

466 Print Items

Total print items created

Library Aware Communication Summary: 07/01/21 - 06/30/22

Print Items 466	Two-sided - Flyers 8	Twitter Posts 27
Bookmark - 2-page 8	Two-sided - Posters 3	Twitter Clicks 297
Bookmark - 3-page 0	E-blast Unique Opens 36,875	Newsletter Issues Sent 294
Bookmark - 4-page 5	E-blast Open Rate 30.49%	Newsletter Unique Opens 9,254
Brochures - Bifold 7	E-blast Unique Views 387	Newsletter Open Rate 46.71%
Brochures - Trifold 6	E-blast View Rate 0.32%	Newsletter Unique Views 71
Flyers - Books 78	E-blast Total Clicks 5110	Newsletter View Rate 0.36%
Flyers - Events 97	E-blast Emails Sent 121,130	Newsletter Total Clicks 1,,968
Flyers - Half 10	E-blast Bounces 198	Newsletter Emails Sent 1,817
Flyers - Quarter 27	E-blast Unsubscribes 98	Newsletter Bounces 6
Posters (11x17) 37	Facebook Posts 186	Newsletter Unsubscribes 5
Shelf Talkers 180	Facebook Clicks 3,109	

Our Library Aware subscriber list has 3,866 filtered active subscribers. 91.9% of those that receive emails read them on desktops.

Wowbrary sends out weekly emails and social media posts of new library materials. Currently, there are 94 people enrolled to receive these weekly emails.

Wowbrary Emails	Wowbrary Web Pages Viewed	Clickthroughs to Library Catalog (Borrow Button)
4,804	8,500	846

We are fortunate that the Friends of the Keene Public provided financial support to place ads on Facebook and in the Shopper News and radio announcements.

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

Periodical Statistics

2020-2021

During the year July 2021-June 2022, we held 161 Magazines encompassing Adult, Teen and Youth Departments. This was a very slight increase in available titles from last year. Seven titles were either discontinued or made unavailable to purchase except through direct subscriptions. Periodical circulation remained steady throughout the year as well as regular browsing by patrons in the library.

There are 7 newspapers, which are held for a period of 1 week with the exception of the Keene Sentinel that is held in microfiche and hard copy perpetually.

Respectfully Submitted

Colleen Swider

**REFERENCE STATISTICS
2021 – 22**

Twice a year, library staff kept track of the number and type of questions asked at the service desks for a two-week period. The types of questions tracked are Directional, Information, and Reference. This sampling, extrapolated out over a year, yielded:

DIRECTIONAL	6318
INFORMATION	9230
REFERENCE	12844
	<hr/>
	28392

John Johnson

**INTERLIBRARY LOAN STATISTICS
2021 - 22**

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 90.6% of our patron requests for library materials not owned by the library or Keene State. Library patrons requested 1,403 items from other libraries. Of these requests, 1,272 were filled.

The library was able to fill 85.4% of the requests from other libraries to borrow our materials. We received 1,760 requests from other libraries for items in our collection. Of these requests 1,503 were filled.

John Johnson

**INTERNET STATISTICS
2021 – 22**

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 devices. From July of 2021 until June of 2022, the library's internet computers were used 5,664 times. Our two laptops circulated 35 times.

John Johnson

Technology Report 2021-22

Public Computers

In July 2021 the Library started operating on expanded hours after being open for very limited hours (or not at all) due to the COVID-19 pandemic. We continued to offer 5 public computers in the adult area in order to continue to maintain some distance between the computer stations. Prior to the pandemic closure we had 9 computer stations in the adult area but had begun to observe a decrease in their usage. We attributed this to more patrons having their own laptops, tablets, and smart phones. Even with the lessening of the COVID-19 threat and our expanded hours, 5 computers for the adult area has been able to meet demand for the most part.

To alleviate occasional congestion, we introduced an “express” computer station for patrons who know they only need a few minutes to quickly check email or print one document. This station has a 15-minute time limit. The reduced number of computers has also cut down on the time required for updating maintenance.

Cassie, the print & computer management software we first implemented in 2020, continues to be an important tool for managing computer sessions especially when we have computer stations with differing time limits (like the 15-minute Express station), and available hours (like the Teen computers, which are not available for use until 3 pm when the Teen area is staffed). Cassie has allowed us to set up computers with many different usage parameters that were not possible before we started to use the software. And patrons can log in anonymously; we no longer require IDs for computer sign-up or keep names or any other kind of identifiable statistics about the public’s computer use.

The print management piece of Cassie and Princh, our mobile printing service, have eliminated the substantial losses incurred by the library from unpaid printing. Patrons now have to pay in advance when printing from public computers or personal devices.

Online Resources

The State library stopped its support of the EBSCOHost suite of online magazines and indexes, and based on relatively low usage statistics we decided it was too expensive to continue paying for it on our own. So far there has not been much feedback from patrons on the loss of this resource so we don’t think it’s much missed!

We routinely monitor usage statistics for all of our online resources so that we can make informed decisions about the best use of funds. We have discontinued the relatively new online resource called World Travel, which we acquired last year with its companion resource, World Food. World Travel saw significantly less usage than World Food, a database of recipes and food culture information covering 174 countries.

We have subscribed to Heritage Quest, an online genealogy database. This is not as comprehensive a resource as Ancestry.com but it has the benefit of being available to patrons from outside the library, which Ancestry.com is not.

Even with the on-site limitation, Ancestry.com continues to be one of our most heavily used online resources. Other very popular online resources continue to be Kanopy (streaming video); Mango (language learning); Value Line (investment information); BrainFuse Job Help (employment assistance); and the OverDrive ebooks, audiobooks, and magazines.

Hotspots & Other Technology

Hotspot circulation continues to increase; in 2021/22 our individual hotspots circulated 100 times.

We added 8 webcams to our collection for checkout; they only circulated a total of 4 times but they are a new item for us and patrons haven't quite discovered them yet.

We also purchased 3 "Meeting Owls" for hybrid meetings in our meeting rooms. The Owl is a 360-degree camera, mic, and speaker system which makes speaking and listening much easier for both in-person and online attendees.

Submitted by Cary Jardine, Digital Resources Librarian

Technical Services Annual Report 2021 - 2022

During the Fiscal Year 2021 – 2022 the Technical Services Team experienced some staffing changes. Susan Bloom started as the Assistant Director in August 2021 and became responsible for technical services operations. Charlie Lewis, the adult fiction and audio visual selector, accepted a full-time position in Arizona in October 2021. The position was held open pending a request for a full-time Collection Development Librarian II in the new budget cycle. The City did approve a 32 hour qualified part Librarian II position. Jenna Henderson, the library’s cataloger, was promoted on July 1, 2022 to be the Collection Development Librarian II. Susan Bloom performed the adult fiction and audio visual Collection Development role through June 30, 2022. Library Aide Lydia Hurley was promoted to the cataloger position in August 2022.

Cindy Brewster continued in her role as Technical Services Library Aide making sure all the materials were processed and on the shelves with the correct markings. Cindy’s attention to detail makes it possible for staff to shelve materials and for patrons to easily find books and DVDs. Cindy also provided a variety of book displays throughout the year.

Cary Jardine, the Digital Services Librarian, provided support in multiple areas. These include support of Sierra, the Integrated Library System (ILS), patron technical support, and the purchase of Advantage titles in the OverDrive marketplace. Cary is the primary contact for staff technical support and works closely with the City’s IT department to keep computers updated and working for the public. Cary supports the Library’s website and has been actively involved in the upcoming website redesign. Cary is the contact for online database vendors and provides monthly statistics in a number of areas.

This past year the Library created efficiencies at the circulation desk with new due date notification slips for patrons who prefer physical reminders. We now offer patron initiated holds for items that are on order and all patron initiated holds are automatically assigned to the next available copy. The Library upgraded the catalog search tool to Encore which provides a modern interface and improved search results.

The Collection Development Team now has access to the Baker & Taylor Diversity, Equity, and Inclusion analysis software which provides detailed data which will help the Library develop a diverse and inclusive collection.

The Technical Services is learning how to use the Acquisitions Module in the ILS which we hope will improve the reporting of expenditures and encumbrances across all types of library materials and give real-time information on the percentage of budget remaining.

Submitted by Susan Bloom, Assistant Library Director

KEENE PUBLIC LIBRARY
July 2021 - June 2022
Statistical Report

Population Served	23,047
Total number of active borrowers Cards as of 6/30/21	13,258
Adult resident cards	8,468
Adult non-resident cards	1,247
Youth resident cards	2,475
Youth non-resident cards	581
Business/Organizations	130
KPL Outreach	22
Staff & Other Libraries	396

Normal Hours of Service:	Monday	10 a.m. – 6 p.m,
	Tuesday–Thursday	10 a.m. – 8 p.m.
	Friday	10 a.m. – 6 p.m.
	Saturday (September – May)	10 a.m. – 3 p.m.

Meeting Room Usage 2021-2022

CITY Staff Department Use (Other than Library Personnel)	27 Events	450 Participants
LIBRARY STAFF, TRUSTEES AND FRIENDS	178 Events	1,096 Participants
TOTAL OUTSIDE GROUPS AND ORGANIZATIONS	151 Events	1,479 Participants
COLLABORATION ROOM OCCUPANTS	230 Events	421 Participants

The past fiscal year 2021-2022 saw finally a slow return to pre-pandemic usage of the meeting space at the library. There were 31 unique outside organizations using space after a slow start last fall but certainly an increase from the single outside use during 2020-2021. This is half the number of groups that used space in the first year after our renovation. And generally the number of events and participants is at about half of what it was during that first post renovation year. The biggest increase was the staff use of space with greatly increased weekly meetings and planning sessions.

Once again, the Henkel collaboration room was heavily used and greatly appreciated by patrons.

The City use of our event spaces has also increased and we have found that the library has become a showplace and point of pride for the community. Which is why we have had several important gatherings here including a 3 day state wide City Manager meeting, Governor’s Executive council meeting and the 2 day Radically Rural forum.

Respectfully submitted

Colleen Swider
 Outreach Librarian

KEENE PUBLIC LIBRARY CIRCULATION STATISTICS -- July 2021 - June 2022

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
Adult													
fiction	3411	3411	3029	2809	2833	2836	2907	2634	2828	2847	2747	3200	35492
nonfiction	1249	1235	1101	1122	982	962	1083	962	1121	1139	951	1077	12984
books on CD	207	196	188	164	153	173	169	137	207	186	179	161	2120
magazines	207	191	146	167	146	167	137	87	97	169	99	144	1757
music	56	27	74	85	94	84	39	32	50	90	44	43	718
DVDs	1364	1353	1288	1209	1347	1225	1347	1077	1314	1345	1134	977	14980
Youth													
fiction	3687	3147	2317	2324	2429	2308	2260	2352	3090	2714	2291	3449	32368
nonfiction	515	468	410	422	536	335	478	412	596	620	469	428	5689
books on CD/playaway	214	138	85	92	74	83	87	71	83	103	72	156	1258
magazines	9	3	4	1	1	7	0	7	17	8	4	13	74
music	13	32	51	55	4	9	20	3	25	17	27	14	270
DVDs/launch/play-view	627	713	433	581	511	469	543	502	637	691	701	803	7211
gaming	53	65	41	44	54	48	33	37	65	44	47	62	593
Young Adult													
fiction	757	765	428	304	302	335	239	326	322	297	288	507	4870
nonfiction	9	27	15	8	8	6	9	21	12	16	9	36	176
CD/playaway	4	3	6	1	12	2	1	9	4	9	6	3	60
magazines	7	1	0	0	0	2	0	0	7	4	0	0	21
DVDs	325	220	291	231	172	108	133	139	146	100	88	138	2091
gaming	3	11	7	31	8	8	13	18	25	11	11	32	178
electronic books	1352	1281	1237	1277	1244	1277	1380	1189	1365	1292	1318	1264	15476
downloadable audio bks	1813	1770	1706	1772	1586	1689	1881	1671	1918	1840	2003	2097	21746
downloadable magazines	88	151	155	148	155	145	173	221	181	155	175	117	1864
streaming videos	350	304	268	266	234	226	356	270	261	312	298	280	3425
laptops	0	0	0	0	0	0	1	0	0	5	9	20	35
equipment	9	5	9	9	15	12	11	21	28	38	17	37	211
interlibrary loan	99	108	77	66	80	60	71	101	93	85	98	102	1040
museum passes	136	104	53	59	59	31	32	95	87	127	60	78	921
renewals	1468	1406	1273	1185	1151	1057	1025	1045	1154	1067	1063	1108	14002
TOTAL	18032	17135	14692	14432	14190	13664	14428	13439	15733	15331	14208	16346	181630

COMPARATIVE CIRCULATION STATISTICS			
July 2019 - June 2022			
	<u>7/19-6/20</u>	<u>7/20-6/21</u>	<u>7/21-6/22</u>
Adult Fiction	31,510	28,420	35,492
Adult Non-Fiction	14,295	10,521	12,984
<u>Total Adult Book</u>	<u>45,805</u>	<u>38,941</u>	<u>48,476</u>
Juvenile & YA Fiction	34,973	30,928	37,238
Juvenile & YA Non-Fiction	6,147	5,082	5,865
<u>Total Juvenile & YA Book</u>	<u>41,120</u>	<u>36,010</u>	<u>43,103</u>
<u>TOTAL BOOK</u>	<u>86,925</u>	<u>74,951</u>	<u>91,579</u>
Adult Magazines	2,221	731	1,757
Juvenile & YA Magazines	103	70	291
<u>TOTAL MAGAZINES</u>	<u>2,324</u>	<u>801</u>	<u>2,048</u>
Adult Books on CD	3,566	1,782	2,120
Juvenile & YA Books on CD & Playaway	1,272	975	1,318
Adult DVDs	24,378	12,803	14,980
Juv. & YA DVDs, Videos & Playaway Views	9,871	4,569	9,302
Adult Music CDs	1,058	398	718
Juvenile & YA Music CDs	260	185	270
<u>TOTAL AV</u>	<u>40,405</u>	<u>20,712</u>	<u>28,708</u>
Renewals	20,211	21,111	14,002
Museum Passes	1,183	328	921
Laptops	183	1	35
Interlibrary Loan	811	518	1,040
Equipment & Gaming	947	403	982
<u>TOTAL OTHER</u>	<u>23,335</u>	<u>22,361</u>	<u>16,980</u>
Downloadable Audiobooks	19,939	19,728	21,746
Downloadable Ebooks	15,540	16,789	15,476
<u>TOTAL DOWNLOADABLES</u>	<u>35,479</u>	<u>36,517</u>	<u>37,222</u>
<u>GRAND TOTAL CIRCULATION</u>	<u>188,468</u>	<u>155,342</u>	<u>176,537</u>

**ONLINE RESOURCE STATISTICS AND USAGE
JULY 1, 2021 – JUNE 30, 2022**

- Ancestry.com**

Time Frame - Jul 2021 to Jun 2022				
Client 7569 - KEENE PUBLIC LIBRARY				
Searches	Database	Citation Image	Text	Total
10464	Ancestry Library Edition all databases	4053	3743	7796
10464	Grand Total	4053	3743	7796

- AtoZ World Food (new) May – June 2021 only:** 42 sessions, 412 pages viewed
AtoZ World Travel Discontinued
- Biblioboard (independently published ebooks)** 117 record views, 35 title requests
- BookFlix (interactive, fictional video storybooks paired with related nonfiction eBooks)**
136 sessions; 190 documents retrieved
- BrainFuse JobNow/HelpNow**

Keene Public Library HelpNow Reporting period: -- Reporting period -- [Filter](#)

Keene Public Library HelpNow Report Period: 07/01/2021 - 06/30/2022

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USAGE SUMMARY	
Total Usage (Homework Help, Skills Building, Writing Lab, Test Center Visits, and Database Usage)	1,102
Database Usage	1,020
Homework Help, Skills Building, Writing Lab, and Test Prep Sessions	82
Homework Help/ Skills Building Sessions	63
Average Length of Tutoring Session (minutes)	347
Test Center Visits	5
Writing Lab Submissions	14
Unique Visits	179
ALC Visits	3

Keene Public Library JobNow Reporting period: -- Reporting period -- [Filter](#)

Keene Public Library JobNow Report Period: 07/01/2021 - 06/30/2022

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USAGE SUMMARY	
Total Usage (resume lab, interview coaching, and database resources)	5
Database Usage	5
Number of coaching sessions	0
Resume Submissions	0
Total Unique Visits (site visits, including coaching resume lab, and access to database resources)	4

- **EBSCO ebooks** 18 ebook accesses
- **EBSCOHost** Discontinued in June 2021
- **Flipster magazines (10 full text titles)** 39 searches; 3 item requests
- **Heritage Quest** (new 2022) 66 searches
- **Kanopy (streaming videos)** 16,525 unique visitor sessions; 3425 videos played
- **Mango Languages** 883 sessions [Two most popular languages: Spanish (394 sessions); Japanese (83 sessions)]
- **New York Times** 315 searches, 163 item requests
- **Novelist Plus (readers' advisory)** 1747 searches; 1614 item investigations
- **OverDrive (NH Digital Books Consortium)**
 - Ebook checkouts: 15476
 - Audiobook checkouts: 21746
 - Magazine checkouts: 1864 (98% increase over last year)
 - Advantage copy checkouts (Keene patrons only): 6819 (ebooks and audiobooks) 29% increase over last year
- **TumbleBooks**
 - Audiobook Cloud book views 311
 - Tumble Book Library book views 423
 - Tumble Math book views 11
- **Universal Class**
 - 27 new registrations; 50 new courses started; 735 videos watched; 151 log ins; 677 lessons viewed
- **Value Line**
 - 2665 log ins; 33487 searches; 18105 downloads
- **Website statistics**
 - 142,966 page views
- **Library app: LibraryAnywhere**
 - 162 users; 213 visits

2021-22 ACQUISITION & HOLDINGS STATISTICS		
New items added 7/01/2021 - 6/30/2022		
BOOKS (PRINT)	ITEMS ADDED	TOTAL HOLDINGS
Adult	2305	56234
Youth	1837	41772
Young Adult	355	8852
TOTAL	4497	106858
ADULT AUDIOVISUAL	ITEMS ADDED	TOTAL HOLDINGS
DVDS	127	7793
Books on CD	53	2330
Music CDs	10	1422
Adult playaways	7	51
TOTAL	197	11596
YOUTH AUDIOVISUAL	ITEMS ADDED	TOTAL HOLDINGS
DVDS	65	2457
Books on CD	1	515
Music CDs	0	284
Puzzles	16	120
Video games	29	190
Playaways	75	744
Playaway views	8	108
Storytelling kits	4	65
Launch pads	4	46
TOTAL	202	4529
YOUNG ADULT AUDIOVISUAL	ITEMS ADDED	TOTAL HOLDINGS
DVDS	29	1235
Books on CD	0	178
Playaways	0	94
Videogames	48	146
TOTAL	77	1653

MISCELLANEOUS	ITEMS ADDED	TOTAL HOLDINGS
Garden tools	10	80
Mobile hotspots	4	12
Webcams	0	8
Video Camera Camcorder	1	1
Digital film scanner	1	1
QuicKutz collection	1	1
Seed starter kits	5	22
Sewing machine	1	1
Disney Toniebox	1	1
Meeting Owl Kits	3	3
TOTAL	27	130
Books	4497	106858
AudioVisual	476	17778
Miscellaneous	27	130
TOTAL PHYSICAL ITEMS ADDED	5000	124766