TOWN OF HUDSON
Library Board of Trustees

194 Derry Road • Hudson, New Hampshire 03051 • **Tel**: 603-886-6030 • **Fax**: 603-816-4501

Hudson Library Board of Trustees
Approved Public Meeting Minutes For
April 19, 2023

Present:
Trustee, Mary Guessferd, Chair
Trustee, Florence Nicolas, Vice-Chair
Trustee, Donna Boucher, Treasurer
Trustee, Karen Bohrer, Member-At-Large
Trustee, Erin Henderson, Member-At-Large
Linda Pilla, Library Director
Kara Roy, Selectman's Liaison

Excused: Susan Gould, Alternate Trustee

Call to Order: Trustee Guessferd called the meeting to order at 6:00 p.m. and led the pledge of allegiance.

Public Input: None.

Reports:

Motion by Trustee Nicolas to accept the Public and Non-Public Minutes of March 29, 2023 with amendment. Seconded by Trustee Bohrer. All in favor. Motion passed.

Correspondence: Director Pilla received correspondence from Steve Mandra from VITA. The library prepared 423 returns which was the most in the state. Hudson residents made up 80% of the returns prepared.

Treasurer's Report: Trustee Boucher reported the Trustees made it to the bank to deliver their proper paperwork. The Zylonis fund increased over the month of March.

Acceptance of Donations:

Motion by Trustee Henderson to accept the sum of $150 in memory of Al Rodgers. Seconded by Trustee Nicolas. All in favor. Motion passed.

Liaison's Report: Selectman Roy reported that last Monday there was a ground breaking on the expansion and renovation of the Police Department. It took a long time to get there. They anticipate construction will take about a year. Again, I would like to express my condolences to the Avery family and the Hudson Fire Department. Mr. Avery was a dispatcher in the Town of Hudson and lost his battle with cancer.

Friends Report: The Friends did not meet this month.

Director's Report: See attached**.**

Department Heads' Meeting: Trustee Henderson will attend April 26 meeting at 3:30.

Old Business: None

Pavilion Update: One bid was received and it was substantially more that the Lion's donation. Director Pilla will contact both Robin Rodgers and the Lions to discuss further options.

New Business:

By-laws Review and Update: The Trustees signed the updated By-laws and each received a copy for their records.

Alternate Trustee Appointment: It has been determined by the Trustees that an Alternate Trustee is not required at this time. All Trustees would like to thank Susan Gould for her support and hard work. We appreciate all the support the Friends have given us. They always do such great things for RML.

Job Descriptions: This agenda item will be tabled until next regular meeting. Director Pilla will send the following job descriptions to Trustees: Assistant Director and Assistant Programming Librarian in the Children's Room.

Trustee Comments:

Trustee Henderson: Thank you to Sue for being an amazing Alternate Trustee for the past few years. Additionally, my condolences to the Avery family. The reach of his life was very wide and this is very sad to hear. In general, I am so glad to see all those Children's programs and I love hearing that Wednesday mornings are so crowded. Keep doing the great work in the library and if you haven't been in recently, come and check it out.

Trustee Nicolas: Our library is fantastic. My kids are going to be excited to get to the library since it's their week off.

Trustee Boucher: School vacation is next week. Let's see if we will have summer or winter weather. I'm working on a couple of book groups to attend after the week so I have some reading to do.

Trustee Bohrer: I would like to thank Linda for giving me an excellent orientation to the library. I was introduced to the Stitcher's group. It was amazing to see so many people there working on various crafts. We went to the Children's Room and there was a program going on. I frequently go to the library and it's always busy and the range of ages shown is really a representation of our community and not the majority of public libraries can say that. It's terrific. I'll be there again tomorrow. I'm sure I have a book due.

Trustee Guessferd: I can't really top what all the Trustees have said because they said all the things I believe about the library. Please take advantage of the Museum Passes and time to get out of the house and into the community and the library to enjoy some of the programming. Have a nice vacation.

Next meeting is scheduled for May 17, 2023.

[Consideration to enter into Non-Public Session.

Motion by Trustee Bohrer to enter into Non-Public Session at 6:45 p.m., in accordance with RSA91-A:3 II (a), the dismissal, promotion, or compensation of any public employee or the disciplining of such employee, or the investigation of any charges against him or her, unless the employee affected (1) has a right to a public meeting, and (2) requests that the meeting be open, in which case the request shall be granted. Seconded by Trustee Henderson.

Roll Call Vote
Trustee Henderson - Yes
Trustee Boucher – Yes
Trustee Guessferd – Yes
Trustee Bohrer – Yes
Trustee Nicolas – Yes

Returned to Public Session at 8:33 p.m.

Motion by Trustee Nicolas to seal the Non-Public Minutes of April 19, 2023. Seconded by Trustee Bohrer. All in favor. Motion passed

Roll Call Vote
Trustee Henderson - Yes
Trustee Boucher – Yes
Trustee Guessferd – Yes
Trustee Bohrer – Yes
Trustee Nicolas – Yes

Meeting adjourned at 8:34 p.m.

Respectfully submitted,

Terri Cicia
Reporter
Rodgers Memorial Library

Rodgers Memorial Library Director's Report

Activities for March 2023

As has been true in many New England winters, March roared in like a lion and went out like a lamb. The town election was postponed for two weeks due to a huge snowstorm on March 14. The Trustees meeting was similarly postponed. Karen Bohrer was elected to the Library Board of Trustees and Mimi Guessferd was re-elected. Congratulations to both of them! During the Annual Meeting the Board elected their new officers: Mimi Guessferd is the new Chair of the Board, Flo Nicolas is the Vice-Chair and Donna Boucher is the Treasurer. Rodgers Memorial Library is very fortunate to have such a professional and capable group of Trustees to oversee library operations.

Planning for the Summer Reading Program is in full swing. As of the day of writing this report, all programs have been planned and entered on the library calendar. We plan to print a full color brochure for all summer events as we have for the last two years. Patrons really appreciate having the whole summer calendar available to them in one document.

The GMILCS board voted to purchase Aspen Discovery from Bywater Systems. Aspen is a full-featured Discovery System that integrates with eContent and other third-party providers, giving patrons comprehensive access to all of our materials in one place. Aspen combines your library catalog with e-content, digital archives, and enrichment from all major third-party providers. It also improves relevancy and ease of use, provides native reading recommendations, displays all formats of titles within one result (FRBR), and much more. Aspen gives users an improved experience over other Discovery systems with less impact on library budgets.

The closing date for the pavilion project was March 31, 2023. One bid was received. The bid was substantially higher than the budget for the project. Linda will meet with our partners in the next week or so to discuss the next step.

Dr. Jennifer Weil Arns, University of South Carolina School of Library and Information Science, visited the library at the beginning of the month to talk to patrons about their specific experiences with RML. Dr. Arns is the co-author of a paper that discusses the value of the local public library to their local community. We are delighted to have had the opportunity to participate in this project.

Activities for the Library Director in March 2023 included:

Participated in monthly GMILCS Board meeting

Attended GFWC March meeting to discuss RML's AED and the New Hampshire Big Read book, "The Bear."

Led crochet class as part of Adult Programming

Met with the GMILCS Formula Group

Attended NED2 training - NED2 is a programmable robotic arm that will be available for NH libraries to borrow to teach simple robotic programming

Led the quarterly all-staff meeting

Attended a STEM grant workshop

Attended the regular bi-monthly Friends of the Library meeting

Programming Report - Tanya Moesel and Rebecca Berezin

PROGRAMMING REPORT SUMMARY	*Events*	*Participants*	*Average*
Adult Programming Totals	**29**	**372**	13
In-person programming	26	229	9
Passive programming	2	127	64
Virtual programming	1	16	16
Outreach	0	0	0
Children's Programming Totals	**40**	**1179**	29
In-person programming	30	673	22
Passive programming	10	506	51
Virtual programming	0	0	0
Outreach	0	0	0
Tween/Teen Programming Totals	**18**	**254**	14
In-person programming	5	50	10
Passive programming	13	204	16
Virtual programming	0	0	0
Outreach	0	0	0
School Outreach Totals	**2**	**40**	20
In-person programming	0	0	0
Passive programming	2	40	20
OVERALL TOTALS	**89**	**1845**	21

ADULT/ALL AGES PROGRAMMING

Dana and the circulation team have been doing an amazing job at adding a variety of book displays. In March they had displays for each of the following subjects: debut novels, outdoor adventure, dogs, and titles that start with prepositions. The fabric arts weekly classes continue to be astoundingly popular. We are very thankful to have Chris, Vicky, and Linda be able to lead these classes! The Dancing Lion Chocolate tasting was a huge hit, and Becca is going to work on doing two more tastings: one for coffee and one for tea. Cookbook Club has gained lots of participants and is always a fun and delicious time. Dana has been spearheading the Duane King Model Expo. We've had lots of interest as well as models dropped off and feel that this is a nice tribute to the late Duane King.

Program # of events	Target Age	Participants (average)	Description
In-Person Programs			**events, Total**
Stitchers Group 5 events	Adults	46 (9 average)	People come in to share their ideas, chat, and work on their current projects. ● 3/3: 9 participants ● 3/10: 7 participants ● 3/17: 8 participants ● 3/24: 9 participants ● 3/31: 13 participants
Dungeons & Donuts 3 events	All ages	18 (9 average)	Patrons of all ages come to the library to play Dungeons & Dragons and eat delicious donuts. ● 3/4: LIBRARY CLOSED ● 3/18: 9 participants ● 3/25: 9 participants
Crochet for Beginners Session 1: 3 events	Adults	23 (8 average)	Linda teaches patrons how to crochet. ● 3/7: 6 participants ● 3/14: LIBRARY CLOSED ● 3/21: 9 participants ● 3/28: 8 participants
Crochet for Beginners Session 2: 3 events	Adults	25 (8 average)	Linda teaches patrons how to crochet. ● 3/7: 9 participants ● 3/14: LIBRARY CLOSED ● 3/21: 9 participants ● 3/28: 7 participants
Evening Book Discussion (3/2)	Adults	7	“Our Nig:or, Sketches from the Life of a Free Black” by Harriet E. Wilson (classic)
Book Bingo for Adults (3/8)	Adults	8	Adults played BINGO with books as the prizes.
Access Wisdom Book Club (3/9)	Adults	2	“The Dance of Anger” by Harriet Lerner (self-help)
True Crime Podcast Club (3/15)	Adults	8	We listened to all eleven episodes of Devil Town.
Guitar Improv Workshop (3/18)	Adults	7	Local musician Neil Santos teaches a workshop on guitar improvisation.
Mystery Lovers Book Club (3/20)	Adults	11	“Under Lock and Skeleton Key” by Gigi Pandian (mystery)
Afternoon Book Group (3/21)	Adults	10	“Grey Bees” by Andrey Kurkov (literary fiction)
Cookbook Club (3/22)	Adults	15	“The Art of the Pie” by Kate McDermott (cookbook) Patrons each

			made a different recipe from the cookbook and brought it in to share.
Dancing Lion Chocolate Tasting (3/22)	Adults	19	Dancing Lion Chocolate employee Yasamin came to the library to do a chocolate tasting combined with a presentation on culture, history, and chocolate.
Candy Poker (3/23)	Adults	6	Patrons played Texas Hold 'Em poker for candy.
Chess Club (3/28)	All ages	8	Patrons came to the library to play chess and meet new opponents.
Sisters in Crime: Mystery Making (3/29)	Adults	16	Four New England mystery writers came to the library to do an interactive improv mystery game.
Passive Programs			**events, people**
Monthly Book Raffle	Adults	104 entries	"Spare" by Prince Harry (memoir)
Adult/Teen Make and Take	Adults/Teens	23	Chris Sweeney prepared 25 shamrock sachet make and takes.
Virtual Programs			**1 Total**
Genealogy Club (virtual) (3/10)	Adults	16	Outside presenter Dave Robison discussed how to deep dive back into research.
Outreach			**Total**
none			





CHILDREN'S PROGRAMMING

The children's room is bustling as always. Most of our programs have good attendance. Movers and Shakers toddler storytime is averaging over 70 people each week and we are still leaving people on the waiting list. Attendance for baby storytime has picked up. The Friends of the Library donated a beautiful story rug for Adventurers storytime.

Our staff is gearing up for summer. We've planned programming and presenters. With generous donations from the Friends of the Library we will have another lovely storywalk. This year the book is "All of Us" by Kathryn Erskine. The Friends of the Library also donated water tables for preschool sensory play and money to purchase prizes for the summer reading challenge. We made arrangements to visit all the classes at the Early Learning Center, Hills Garrison School, and Nottingham West Elementary School during their library time. We will read a story and promote summer reading at the library, then we will lead a craft that will be used to decorate the library for the summer.

Program # of events	Target Age	Participants (average)	Description
In-Person Programs			**30 events, 673Total**
Pokemon Club	Grades K-4	23 people	Play the game, trade cards, create themed art. ● 3/1/23 23 People
Homeschool Club	Homeschool Families	4 people	Built with wooden planks.
Adventurers Preschool Storytime Tuesdays @ 10 4 events	3-5 with caregiver	78 people (average 26)	Songs, stories, and an activity with Ms. Tanya. ● 3/7 colors 27 ● 3/14 RainbowsSnow Day ● 3/21 Cities 18 ● 3/28 Sheep 33
Movers & Shakers Wednesdays @ 10 10 events	1-3 with caregiver	370 people (average/day 74) (37 average/class)	Songs, story, bubbles, and movement with Ms. Tanya. ● 3/1 41 32 Total: 73 ● 3/8 37 39 Total: 76 ● 3/15 38 39 Total: 77 ● 3/22 34 37 Total: 71 ● 3/29 36 37 Total: 73
Curious Kids Thursday @ 10 5 events	2-5 with caretaker	98 people (19 average)	Sensory playtime; three centers with various activities ● 3/2 3 Leaf Clover 30 ● 3/9 Pot of Gold 14 ● 3/16 Leprechaun Lookers 10 ● 3/23 Shamrock Wand 28 ● 3/30 Flying Rocketship 16
Fab Lab Thursday @ 6 5 events	Grades K-5	65 people (13 average)	Activities for elementary kids. Some parents like to participate too. ● 3/2 Lego Racers 10 ● 3/9 Ice Volcanoes 25 ● 3/16 Rainbow wall hanging 18 ● 3/23 Basketball Tower 4 ● 3/30 Foil Embossed Trees 8
Songs & Snuggles Friday @ 10 4 events	Birth-1 with caretaker	35 people (7 average)	Songs and playtime ● 3/3 canceled ● 3/10 11 ● 3/17 8 ● 3/24 7 ● 3/31 9

Passive Programs			**10 programs, 506 Total**
Take & Make 6 projects	Preschool & early elementary	388 people	Bagged craft to do at home. • Hedgehog 104 • Rainbow 80 • Leprechaun Hat 100 • Sheep 80 • Leprechaun lookers 10 • Space coloring pages 14
Battle of the Books 4 events	All Ages	118 people	Patrons were invited to vote in a battle to determine the best funny picture book. • Battle #1 40 • Battle #2 31 • Battle #3 23 • Battle #4 24
Virtual Programs			**0 Total**
none			
Outreach			**0 event, 0 Total**
none			

TEEN/TWEEN PROGRAMMING

We continue to get our wonderful teens at the library on a daily basis. The free snacks and beverages we provide go a long way to encouraging teens to talk to library staff. Teens are already showing excitement and interest in joining the Pride committee to help prepare for our June 3rd Pride event. Teens are constantly using the study rooms as well as the table space in the adult reading room for homework prep, while they use the tween section and community room for socialization. April's teen book display was "The Luck of the Bookish" and had all green books. We have stopped serving cocoas but will soon shift to ice pops.

Program # of events	Target Age	Participants (average)	Description
In-Person Programs			**10 events, 50 Total**
Teen Anime Club 4 events	Grades 8-12	20 (5 average)	Teens hang out, watch anime, and eat ramen. • 3/7: 5 participants • 3/16: 4 participants • 3/23: 5 participants • 3/30: 6 participants
Teen Cosplay Meetup (3/2)	Grades 8-12	8	Teens dressed up in cosplay, ate pizza, played trivia, and made buttons.

Teen Scene: Glass Art Painting (3/9)	Grades 8-12	7	Teens made anime glass art, a craft that is TikTok trendy.
Teen Scene: Iron Man and Snacks (3/21)	Grades 8-12	2	The original plan was for teens to watch Iron Man and make Spider-man strawberries. However, we ended up going outside to hula hoop and eat strawberries. The teens had a blast!
Tween Mario Kart Tournament (3/1)	Grades 4-8	4	Tweens came to the library to play Mario Kart and win prizes.
Tween Intro to 3D Printing Session 1 (3/31)	Grades 4-8	4	Tweens created 3D designs to print
Tween Intro to 3D Printing Session 2 (3/31)	Grades 4-8	5	Tweens created 3D designs to print
Passive Programs			**204 Total**
Snacks	Teens	54 people (average 14)	Week 1 (3/6 - 3/10): 11 snacks Week 2 (3/13 - 3/17): 7 snacks Week 3 (3/20 - 3/24): 14 snacks Week 4 (3/27 - 3/31): 22 snacks
Cocoa	Teens	47 people (average 16)	Week 1 (3/1 - 3/3): 19 cocoas Week 2 (3/6 - 3/10): 18 cocoas Week 3 (3/13 - 3/17): 10 cocoas
Dino the Therapy Dog (6 events)	All ages	103 people (17 average)	Dino the Saint Bernard greets teens and other patrons at the library. • 3/1: 29 participants • 3/7: 20 participants • 3/8: 10 participants • 3/21: 10 participants • 3/22: 17 participants • 3/29: 17 participants

SCHOOL OUTREACH

Library staff and patrons finished writing pen pal letters to Hills Garrison School students. Second graders are coming to visit for a poetry scavenger hunt the week before April vacation. In May and June, Tanya and Marissa will visit all the elementary schools to promote summer reading. Becca is creating videos and flyers to promote summer reading in the middle and high schools. The middle school will provide an in person promo session for interested students during their flex time.

Program # of events	Grade	Participants (average)	Description
In-Person Programs			**Total**
None			
Passive Programs			**40 Total**

HGS Pen Pal Letters	2	40	Patrons wrote letters back to 2nd grade students.
Virtual Programs			**0 Total**
None			

Reference Report - Mark Stawecki

MUSEUMS

We submitted a PO for the John Hays Fells Estate, which is located in Newbury, New Hampshire. This allows free admission for two adults and accompanying household children under 18.

NE Aquarium leads again with double digits at 17 checkouts out of 22 total reservations. The Museum of Science did fairly well with 11 reservations and 10 checkouts.

Overall, there were 66 reservations and 48 checkouts, a good increase since February.

SOCIAL MEDIA

Rodger That! - Google Analytics shows 151 users for an average viewing duration of about 38 seconds, 166 sessions. The uptick was most likely because one review was added for "The Banshees of Inisherin." COVID information was removed.

YouTube - We have 69 subscribers, two more than last month. We are experiencing neither making significant gains nor losses. There were 692 views total, watch time 12.1 hours. One new upload: A video filmed by HCTV promoting monthly events.

Facebook - Total followers were 1,640. Very slight fluctuations. There were 31 posts. The post with the most Engagement at 519 was a thank you post to the Friends of Benson Park for donating memorabilia to display. Facebook defines engagement as "the number of times people engaged with your post through reactions, comments, shares, views and clicks."

Twitter - Twitter uses a Last 28 Days summary, which was accessed on April 5th. We have 575 followers, two less than last month. This number is holding fairly steady. 301 Profile Visits; 26 tweets total, eight more than last month; The top tweet with 102 impressions was a wish for a happy Ramadan

Instagram - 252 followers, ten more than last month; Five posts in March; 417 accounts were reached, 80 engaged.

TikTok - We currently have 58 followers, 12 more than last month. This gets less use than the other platforms since posts are made in video format, which takes a bit more effort especially for announcements.

Mark compared our social media platforms with those of other GMILCS libraries and found only one other library used TikTok. This does not seem to be a must-use platform for libraries. He discussed this with Linda, who was okay with it getting less attention for content than the other platforms.

GENEALOGY - The event was virtual for "Deep Diving Back into Your Research" by Dave Robison. 16 people attended, half of last month but a normal turnout for virtual.

OTHER - Mark attended a workshop on Princh for administrators. It included an overview of the control panel and different ways patrons can print. Mark also edited a special promo video of staff members to music using clips and their interests.

A patron paid a compliment to Tanya on Facebook. Mark made a note of this in hopes of eventually getting enough patron compliments to advertise the positive impact we have on the community.

Information Technology & Technical Services Report: Victoria Sandin

Google Search

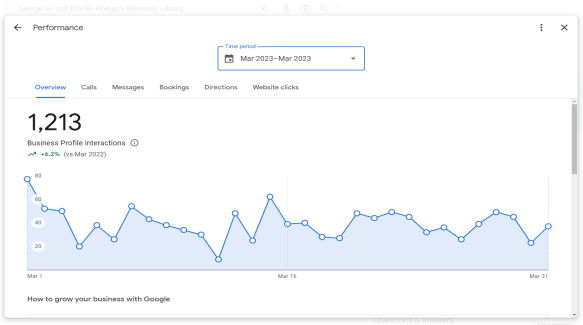
- From Google Business: Performance.
- NOTE: Google Business has changed how it delivers and displays its data. See information below, which includes an explanation of each category.
    - Interactions are when people
        - Call,
        - Message,
        - Book a space,
        - Ask for directions and more from our Business Profile on Google.

Unfortunately, the **Business Profile Interactions** (BPI) graph above cannot display the numbers in a static list format. You would need to sign into our Google Business account to view how many users located information on a given day by hovering your mouse over that day.

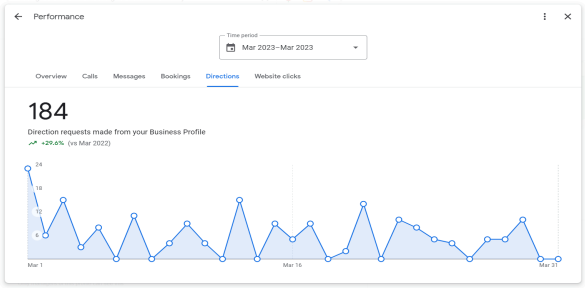
Rodgers's BPI interactions comparison to last year at this time:

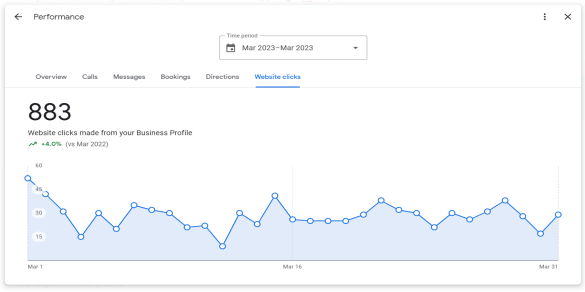
BPI (Overall)**: +6.2%**
Calls: -3.3%
Directions: +29.6%
Website clicks: +4.0%
Analysis: The library had an unusually high number of calls, most on snowy days, probably inquiring whether or not the library was open. Directions are down for the month,

Business Profile Interactions:

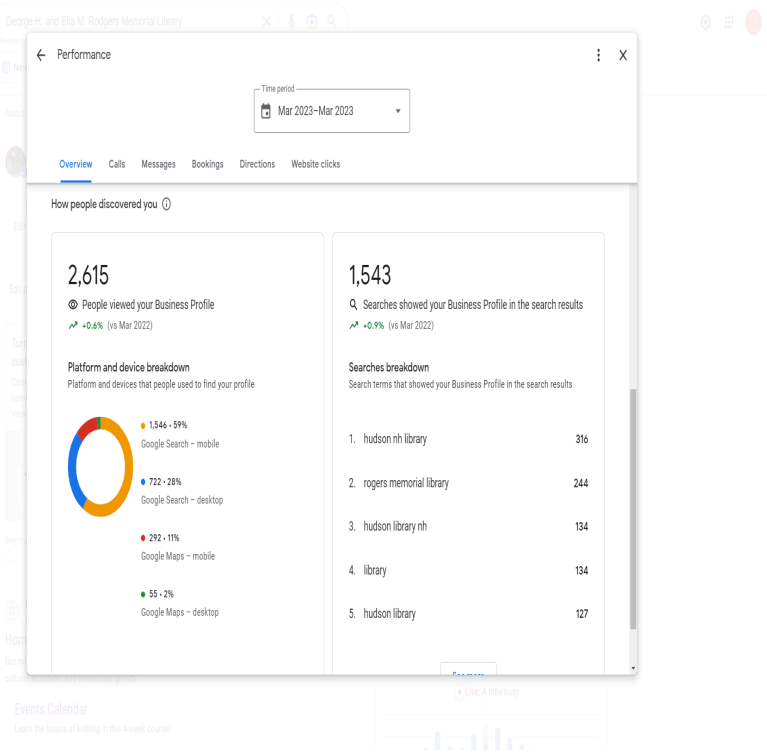








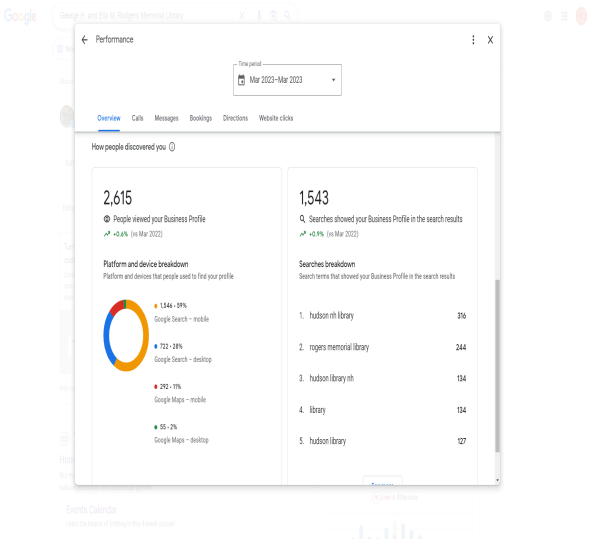
Business Profile Views *(see next page for description of Views and Searches)*



Business Profile Searches

Views show how many people saw our Business Profile on Google Search or Maps. Views are up +0.6% from this time last year.

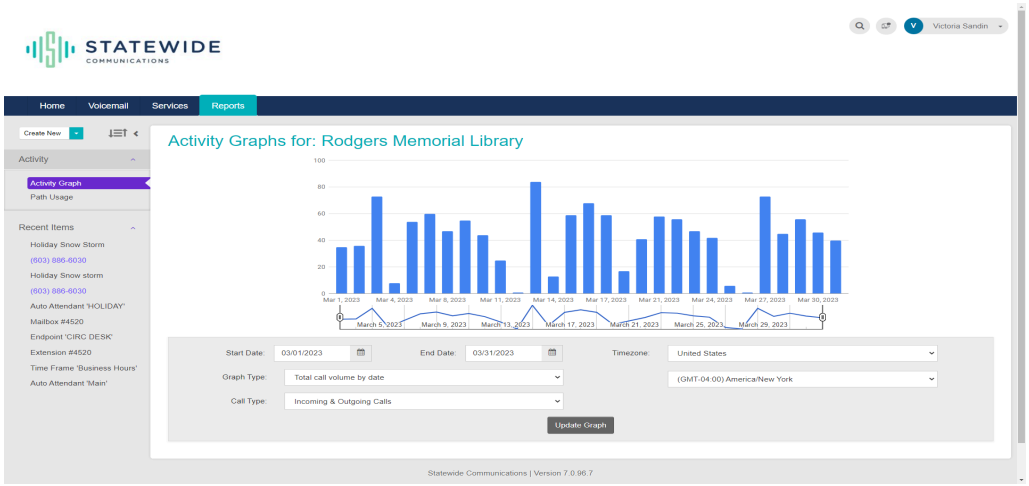
Searches show the terms people used that returned our profile in the results. Searches are up +0.9% from this time last year.



Website

- There were **26 changes** to the website in March.

Telephone Calls



- Incoming - **842**
- Outgoing **- 409**
- **Total - 1,251**

Technology Tickets

- We responded to **22 requests for IT help** from staff

Library H3lp (chat program)

- **9 chats** using the website Chat app.

Additional Tasks

- Tech services will be working on changing the graphic novel records - about 2,000 - the majority of them can be changed fairly quickly, but others we will need to request records from OCLC.
- Chris and Vicky both applied for OCLC certification through the state and passed. Once the membership fee has been paid, Chris and Vicky will obtain their certification numbers and will receive training from Angela Brown at Amherst Library.

April Projects

- Begin work on Summer Events 2023 brochure.
- Argue the case for using an online password manager.
- Keep the library functioning while Linda is away on vacation the first 2 weeks in April.

Technical Services

- Better World Books: **104**
- Changes to GMILCS items: **1535**
- Mending: **116**
- Withdrawals: **344**

Circulation Department - Dana Benner

Circulation:

- Adult circulation for March was **2,874.** Up **15%**
- Young Adult circulation for March was **361.** Up **25%**
- Children circulation for March was **3,912.** Up **28%**
- Tween circulation for March was **350.** Up **32%**
- **Total Circulation: 5,988**.
- Foot Traffic was 7,497**,** up 42%.
- We issued **82** new patron cards in March. Total active patrons stand at 2,435
- We had **6** patrons utilizing our Books by Mail program.

Downloadable eAudiobooks, eBooks, and ePeriodicals

	March	February	Percent Change
eAudiobooks	**964**	**770**	**25%**
eBooks	**588**	**518**	**14%**
ePeriodicals	**96**	**102**	**-6%**

Notary Service(s): unavailable
Hours: The library was open **248** hours during March. We were closed for 12 hours on March 14 due to snow

Interlibrary Loan

COMPARISON BETWEEN	March 2023	February 2023	Percent Change

March 2023 and February 2023				
Materials requested by Hudson patrons	Requested	186	162	15%
	Filled	125	100	25%
	Percent filled	49%	38%	
Materials lent by RML to other libraries	Requested	88	80	10%
	Filled	81	56	47%
	Percent filled	9%	43%	

Respectfully submitted,

Linda Pilla
Library Director