

CONCORD PUBLIC LIBRARY BOARD OF TRUSTEES

Minutes

Monday, October 3, 2022

6:00 PM

Library Blanchard Room

In Attendance: Jeremy Clemans, Chris Casco, Ray Connor, the Library Director-Todd Fabian, Norm Kinsler, Michelle Marino, Charles O'Leary, Lisa Sands, Ali Sekou

1. J. Clemans calls to order at 6:00 pm

2. Accept Minutes of September 12, 2022, monthly meeting - C. Casco motions to accept; N. Kinsler seconds.

3. Public Comments – None.

4. Library Director's Report and Monthly Update

- Summer Report - A new item in the Children's department is the orange Book Packs - they contain a Playaway device and a book. We also have Wonderbooks which is a book with a built-in listening device attached to the inside. Both can be listened to with headphones.
- Statistics - The Director handed out a two-sided sheet with a snapshot of the library's all-time statistics and statistics for this calendar year from when CPL went live with their current system - daily circ days of the week Sun through Sat. Circulation statistics are broken down hourly and daily. Monday is the most active day, with Tuesday being the second busiest day. Wed and Thurs next with Fri and Sat being the slowest days. The busiest times of day in the library are 10-11 am and 3-4 pm - this is the "power user" time. This data will guide our data when we decide on programming in the future.
- Questions on the Summer Snapshot - J. Clemans asked if the Summer Report could be attached to the meeting meetings so the City Council and the public at large can see what the library has accomplished over the summer. All agree - the report will be attached to this month's minutes.
- R. Connor suggested that one of the Trustees write a letter to The Concord Monitor regarding what went on over the summer. The Director thought that maybe a year-end recap could be done in December, going over what went on during the entire year and presented to the Monitor.
- A. Sekou suggested adding something to the CPL Library website regarding the library's accomplishments. J. Clemans thought of adding facts to the monthly newsletter as well - put the information in both spots to hit different targets depending on how the community receives their library information. This is all part of advocacy - we want people to know about all of the good things that are happening in the library.
- This week the library will do its first in-person program at two different locations with the e-bikes (named Abbot and Downing) at Rollins Park and Keach Park.

- The Director asked the City Manager if we could possibly have a remote option (that was discussed last month) so we could have the potential to have our meetings 100% remote for the benefit of the public who may not be able to attend in person - this option was denied.
- A. Sekou would like to see demographic information on who is checking out resources at the library. The Director replied that due to privacy concerns, the only information that could be shared is how many adult cards and juvenile cards we have in the community and from which wards.
- A. Sekou said Kudos to the Director and their team at the recently held Multicultural Day! It was very successful. The staff showed the public, including those from outside of the Concord community, what the CPL has to offer and found people to be very interested.
- N. Kinsler suggested that perhaps the Foundation could provide a possible scholarship for the \$100 fee for a non-Concord resident to obtain a CPL library card. We could have an application process and it could be need-based. Library programming is available to members outside of the community.
- R. Connor asked about vacation cards - for people who are stopping through town for a short period time - allowing access so they can check out resources while they are in town. J. Clemans suggested a digital visitors card for digital items instead of hard copy items.

5. CPL Foundation Update

- A. Sekou states that the letter is being sent out for the Annual Appeal.
- The Foundation is looking at partnering with other organizations to see what can be done for the library.
- The Foundation is working on promotion and advocacy.
- K. Landsmen resigned from the Foundation due to personal reasons.

6. New Business

- CPL will start Trivia back up at Lithermans.

7. Old Business

- Bulletin Board Policy update – The City’s Legal Department reviewed the policy and made some editing changes. N. Kinsler notes that there is a typo in the first paragraph of the policy and in paragraph number 6. The Director made a note and will make the changes. J. Clemans moves to accept the updated Bulletin Board policy with the two proposed edits. N. Kinsler seconds.
- Penacook hours - Tuesday, 9-2 and Thursday, 12-5. The Penacook Branch is now open a second day each week.
- J. Clemans asked about Concord Reads – The library is looking at some long-term ideas with doing an online presentation vs face-to-face author event.
- L. Sands asked about a Humanities Council partnership. The Director noted that the library has worked with the Humanities Council in the past, but will look into their current offerings for possible collaboration.

8. Next Meeting on November 7, 2022.

9. C. Casco motions to adjourn 6:50 pm; A. Sekou seconds.

All time Stats



2022 January to September

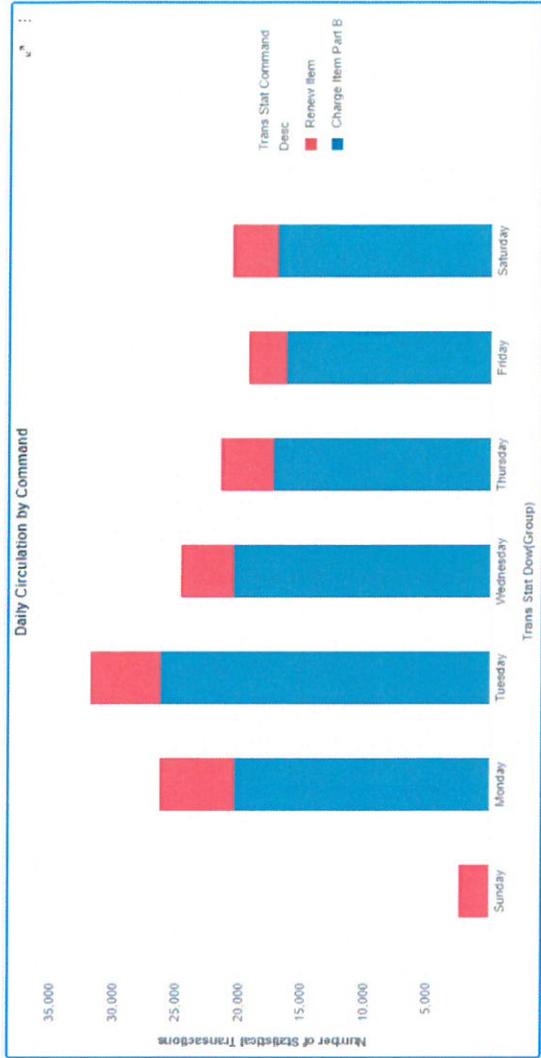
Circulation Commands Reported

Trans Stat Station: MAIN

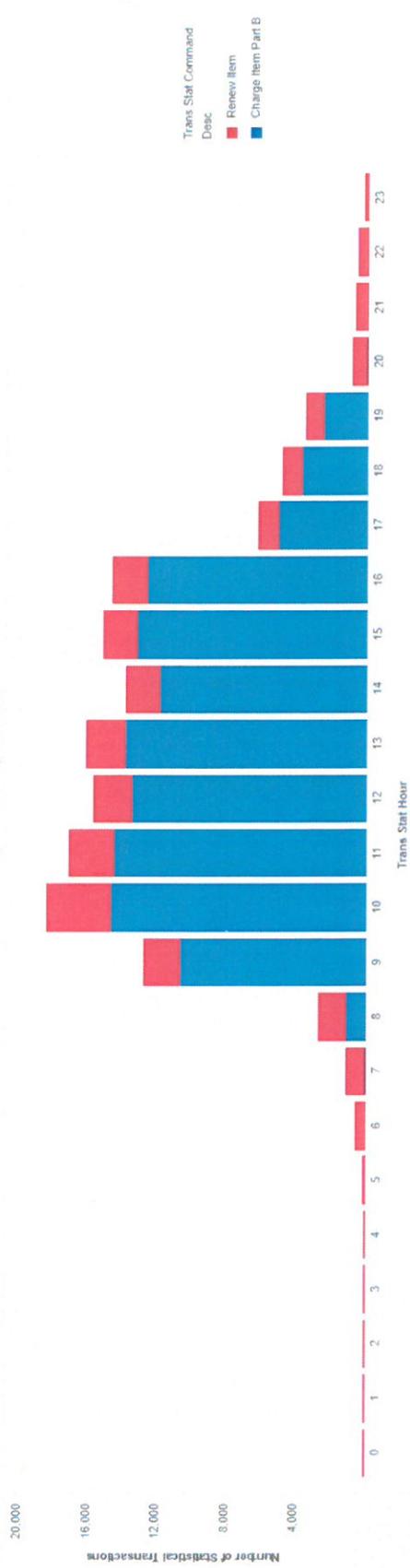
Trans Stat Station	Trans Stat Down(Group)	Trans Stat Command	Renew Item
MAIN	27	27	27
	28	28	28
	1,832	1,832	1,832
	2,338	2,338	2,338
	26,206	26,206	26,206
	31,725	31,725	31,725
	24,590	24,590	24,590
	21,528	21,528	21,528
	19,307	19,307	19,307
	20,667	20,667	20,667
	2	2	2
	6	6	6

Daily Circulation by Library

Trans Stat Down(Group)	Number of Statistical Transactions
Thursday	27
Friday	28
Saturday	1,832
Sunday	2,338
Monday	26,206
Tuesday	31,725
Wednesday	24,590
Thursday	21,528
Friday	19,307
Saturday	20,667
Sunday	2
Monday	6



Hourly Circulation by Command



Summer Review 2022

Outreach/Programming

140 teens and adults participated in our Summer Reading Bookopoly program. Forty people attended the Summer Reading Wrap Party where tickets were drawn for prizes. We had eight patrons who won prizes, which were \$25 gift cards to local businesses.

279 in June, 320 in July, 108 in August; a total of 707 patrons enjoyed our Live Music with the Library Summer Concert Series. The June concert was outside the library, patrons of all ages played beanbag toss, sung, danced, and make chalk art creations. The July concert at Eagle Square was during our heat advisory, so staff were armed with free ice-cold water for concert goers. At all of the concerts, staff passed out herb seed CPL bookmarks and raffled off a CPL backpack cooler. We received a lot of feedback from patrons saying they really enjoyed the varied locations of the concerts.

The library held two Opinion Writing Workshop programs this summer in partnership with the Concord Monitor, with twenty-nine people attending the first and twenty attending the second.

Staff also partnered with the Concord YMCA and Concord Parks and Recreation for book discussions. The Parks and Rec program starts with a guided hike on a city trail, the group then discusses the chosen book at a resting area at the top of the trail, before descending. There will be more book talks in partnership with both organizations in the fall.

Staff participated in several outreach events throughout the city this summer. At Market Days, staff provided storytimes, temporary tattoos, library information, and swag on the State House Lawn. At National Night Out, staff helped hand out free books and herb seed bookmarks, gave out temporary tattoos to kids, and talked to people about the library and library programming. Staff again attended the Multicultural Festival. They signed up and renewed library cards for forty patrons at the event. They also handed out information on our resources and CPL herb seed bookmarks. Staff also provided a rock painting craft for kids at the event. Staff also attended several back-to-school nights at local elementary schools to sign the whole family up for library cards and provide them with information on our resources.

Special Collections and Reference

Reference staff assisted Concord TV in their documentary on the Community Players with research and digital archival material. Staff also completed thirteen research requests for Concord Historical Society over the summer. We received three more requests for true-crime podcasts for research regarding cold cases in Concord.

Staff and volunteers scanned nine binders from the 1970s-1990s on the Women's Golf Association at Beaver Meadow. These were not only used in Concord TV's documentary on Beaver Meadow, but will soon be made available digitally for patrons to research.

Technology:

Over the summer months, Chromebooks were replaced at both the Main Library and Heights Branch. The new devices have received positive feedback from patrons and staff. We also added two new MAC computers in the Teen Zone that feature software for multimedia editing and creation. The IT department has received an order of computers to replace our adult PCs for the public at the main library, these will be deployed in the near future.

Looking forward to the fall months, department heads and supervisors will begin testing and training on the use of BlueCloud Circulation. This is the web-based version of our staff client, designed to be easier to use and maintain. We plan to roll out the new online module to the rest of the staff during the winter months, with trainings being planned for the MLK Jr. in service day.

The eBike Bookmobiles have been a major focus of our summer as well. We worked closely with our vendors on delivery, vinyl wrapping, final assembly, etc. Unfortunately, there were many delays, but we are extremely close to being able to launch the program. In addition to bringing books, craft kits, and important community and library information, we'll be bringing a wireless hotspot and iPad to bookmobile events so that patrons can register for cards, borrow materials, and receive demonstrations of our online resources.

Youth Services

The summer reading program was extremely popular this year. This summer we put on 55 active programs for kids birth through teen, led a family/all-ages program, and prepared/distributed 520 Take and Make kits. We had 295 kids register on paper and 81 register online. They earned 113 Concord Kids Read book bags and were pleased to see that many kids were still using the bags they worked for last summer. Kids earned 696 patches this summer--each patch represented 5 hours of reading. Compared with summer 2021, we gave away fewer tote bags (mainly because we had a strong group of returning patron participants who were using their bags from last year), but gave away more than double the number of patches. Both circulation and visits to the Children's Room were up from last year. The reintroduction of toys and interactive games in the department in summer 2022, led to increased and longer visits by patrons.

- This summer we had two new library technicians training and working in the department and we transitioned a 28-hour employee to a full-time staff member. As part of this, we redistributed our programming and collection development workloads as well as regular department duties.

- During the summer we actively began planning the fall (Sept./Oct.)/back-to-school calendar of events, which is quite full.
- We gave away 147 books at National Night Out—almost all within the first hour and a half, and prepared over 300 more books for giveaways associated with the upcoming Book Bikemobile program.
- We worked with the SAU8 Family Center to host a program for families at the Heights Branch and also attended their Back-to-School evening at Keach Park where we met hundreds of people—parents and children—mostly immigrants and new-to-Concord families.

Technical Services:

In June/July/August we cataloged 3,188 items and ordered 1,489 items. For those three months, we've requested 361 items through ILL and 761 items have been requested from us.

During the month of June, the department was very busy with end of the year purchasing and processing. We wrapped up the fiscal year in early July and successfully rolled over our ILS to FY23. After our rollover, we updated our collection development funds and began processing orders for the new fiscal year. One new collection of note is our "Library of Things." A variety of musical instruments, helpful gadgets and tools (i.e. metal detector, vehicle code reader, etc.), games, and other non-traditional items are included in the collection. The collection gives patrons a chance to borrow and try out an item, before they buy it, or to use the item for a short-term project without needing to buy it for themselves. Technical services will be cataloging and processing the "Library of Things" collection, along with new collections of Wonderbooks and Lit Kits.

Finally, Technical Services staff have been refining and contributing to library procedures, participating on hiring panels, engaging in library programming, and filling in on public service desks, throughout the busy summer months. It has been a challenging stretch to staff the main library and branches while also offering robust summer reading programming. The staff has performed admirably during this time.