Director's Report to the Board of Trustees of Abbott Library
April 28, 2026

Staffing, Volunteers, and Board

- Thanks to Heather's generous contribution of time, our new Chart of Accounts is nearly finalized. We had another productive meeting this month to review Version 2. The next draft will likely be the final iteration.
- As a result of my participation in the NIH research study on public libraries and community health, I reached out to Dartmouth-Hitchcock, and we now have a supply of Narcan (Naloxone) and small 'harm reduction' bags (as part of an emergency supply kit). These bags contain gloves and CPR masks. We can continue to work with Dartmouth-Hitchcock on staff training, and they also provide emergency response (First Aid, CPR, etc.) Specific to Naloxone, they shared online training with us here: https://extension.unh.edu/health-well-being/programs/community-first-responder-program. As it turned out, it was a complete coincidence that the research is being conducted by University of Pennsylvania, where I attended school. My interview was one of 80 with public library directors across the country, and it was a random selection. The 5-year study is in Year 2, and is primarily focused on opioid use.
- I will be submitting our annual report to the New Hampshire State Library this week. This is a federal requirement, and the data is used for a range of grants and programs, as well as by libraries within the State.
- Thank you to the Board and staff for spending the time gathering and providing feedback that informed my one-year performance review.

Patrons

- We are definitely seeing an upswing in foot traffic with the change of seasons, and it's bringing a different energy and buzz to the library. Our new patron registration as of the end of March numbered 58, 38% higher than last March.

Financial

- I have developed a new template for tracking our YTD Budget vs Actuals and I can distribute that at the meeting. As of the end of March, we are within $150 of our YTD budget for operating costs. We appear to be well under budget on personnel and benefit costs, but a) we do know this data could change given the challenges with the OpenGov implementation; and b) we know that the budget fluctuates month-to-month given certain expenses landing later in the year, step increases, etc.
- The Town continues to run dual financial systems, so the January through March figures are coming through the old system (MTS) and there may still be additional journal transactions or changes. Tim, Heather and I are tracking this month-to-month.
- Kyler and I are becoming more practiced at QuickBooks with running reports or finding vendor details when questions come up.

Programming (Children and Adults)

- Attendance at children's programs in March included: Weekly Storytimes (82), Drop-in Play Group (22), Sensory Storytime (16), Larry Daley Drawing Workshop (22), Watercolor Painting (10), Slime Time (24), Yoga (10), Pixel Players Video Games (13), Lego/Imagination Builders (9), Movie Night (6), and Suicide Prevention Training (23).
- Attendance at adult programs in March included: Great Decisions (13 each session), Mah Jongg (77 cumulatively for the month across both styles), African-American Soldiers (9), Investigative Genetic Genealogy (18), Live Free & Hike (22), Nature Journaling (7), and Beach Readers Book Club (5).
- In March 2025, we held 13 programs and had 268 attendees cumulatively (adults and kids). In March 2026, we held 32 programs and had 401attendees.
- Programs coming up next month include: Flower Arranging, Flower Pot Decorating, Teen Acting, One Text/Many Meanings (on the Constitution), Becoming Wolf: The Eastern Coyote, and many recurring favorites from the March lists above for all ages.
- Unfortunately, YCN's schedule (the cable TV channel) filled up rapidly and they have already filled up their programming for May, but we are scheduling a shoot for May that can run in June. We will have guests! We will have Sue and Jan to talk about the Book Sale and Pancake Breakfast.

Infrastructure: Building, Equipment, and Technology

- The spring Preventive Maintenance was completed this month for our generator.
- Our new foot traffic counter is working well. We are confident that we are reporting visitor counts much more accurately than in the past, and next month, we will be able to show a full-month comparison of April 2026 against April 2025. The system also allows us to exclude foot traffic from staff before we are open or after we are closed, bringing it closer to a true figure.
- Our internet was upgraded in late March, and we are on a much faster connection as planned (10-fold increase).
- Our very attractive new website went live days before Bluehost support ended. This means that we saved money and ceased operations with Bluehost before we would have been due for two additional debit card charges. We did have some technological snafus with email delivery and the Koha library software, but those were addressed within 24 hours of our go-live date. The site includes quite a lot of content, including many new features and pages and a brief history of Abbott Library.

Collections

- So far this year, we are seeing a slight downturn in circulation of physical items, but an increase in the use of Hoopla – this could very well be a result of higher demand for certain titles, as this has been a busy winter and spring for many hot titles. There are often shorter waiting periods and fewer holds on Hoopla than in Libby. Audiobooks and e-books through Overdrive (Libby) are also trending down, possibly for the same reason. It is inevitable that our investment in Hoopla will continue to increase.

- We are letting Kanopy wind down and have not deposited into our ticket account for many months. We are doing this in an effort to save funds, and because the vast majority of usage is coming from less than 15 borrowers.

Partners: Town of Sunapee, SCES & SMHS, Abbott Library Foundation, and Friends of Abbott Library

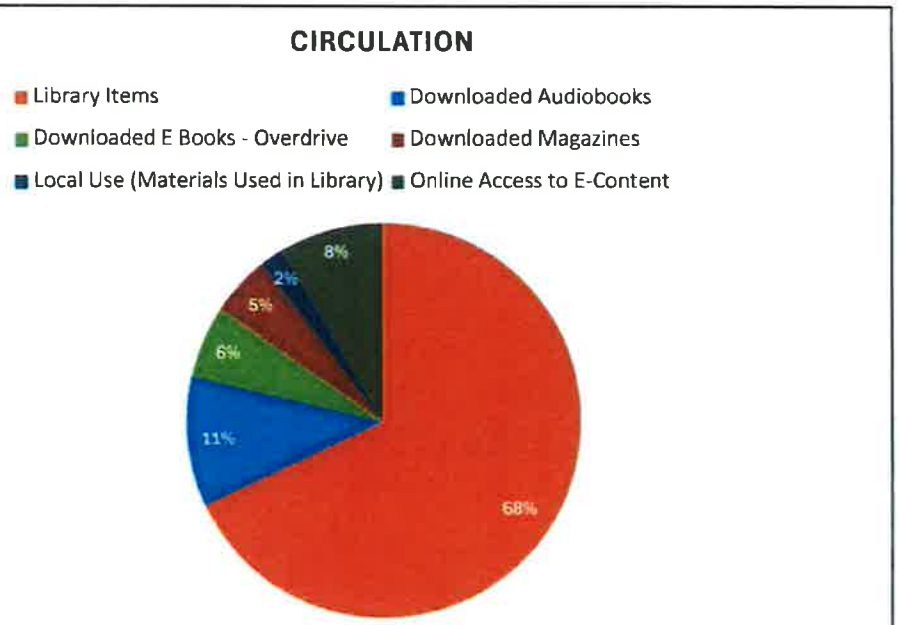
- Abbott Library Foundation held its Board meeting earlier this month, and the organization's annual appeal continues to see inbound donations. The funding of the IT purchases has now been completed, and there are no pending purchases planned at the moment.
- Town Department Heads have a rotating schedule for leading our monthly meeting, and I will be doing my first one in May.
- I worked with the Friends, our own staff, and Emily from Town Hall to complete 4 different advertisements for the annual summer Recreation Department booklet. There will be a full page of our summer events for Unearth a Story (this year's Summer Reading Program theme); in addition, the Pancake Breakfast and Book Sale events are featured within the Fourth of July spread, as well as StoryWalk, the Friends' mini-golf event in October, and two library events will be listed on the page with information about 250th celebrations.
- I'm participating in the Town's monthly 250th Celebration meetings that are being organized by Steve Bourque. I encourage everyone to visit www.centralnhcelebrates.org to see all of the events planned in the region, and check out the Sunapee page for the Historical Society's write-up.
- This year marks another important anniversary – the original Abbott Library building was opened on June 1, 1926, so this is the 100th anniversary of the 'Abbott Library' name and the original building that was home to the library nearly 90 years. We will discuss an appropriate celebration of the occasion with staff and the Sunapee Historical Society.
- Molly and I will be meeting with SCES and SMHS library staff next month to discuss the possibility of jointly using Beanstack, an online platform and tracking tool that encourages kids to read, through recognition and gamification. The platform is often touted as successfully encouraging summer reading program participation.
- We have reached maximum in-person capacity (60) for our Friends' author program with Annie Hartnett later this week. We have started to have people sign up for the waiting list, and we are reminding patrons that a virtual option exists for the program. The Zoom link will be emailed out to patrons this week. As a reminder, Annie's titles include: *Rabbit Cake*, *Unlikely Animals: A Novel*, and her latest novel, *The Road to Tender Hearts*, which is now out in paperback. Morgan Hill will be selling books at this event.
- On behalf of staff and our many volunteers, thank you to the Friends, and in particular Liz Medlin, for coordinating our annual Library Week thank-you lunch for staff and volunteers. We had a good turnout for the 'breakfast for lunch' spread on Friday, April 24th. Arlene's cake is something to behold, and we might be eating this cake for many weeks to come!
- The Friends approved our full spring and summer programming budget at its Board meeting on April 13th. There was a very active agenda, and many projects are in process at this time of year.
- Planning for the Book Sale continues and we are on track. While we still have bookmarks and sidewalk signs to complete, we have the bulk of the promotional work done. The Pancake Breakfast and Book Sale are being promoted jointly on one flyer this year.

- I forwarded the link for the joint volunteer Google form (for the Pancake Breakfast/Book Sale) to Allyson Traeger so that she can share it with the Lake Sunapee Young Professionals Network.

Library Week / Friends' Lunch for Volunteers and Staff

Library Use / Circulation and E-Content	March 2026		YTD 2026	YTD 2025	% Change
Physical Library Items Borrowed	2,778		7,877	8,292	-5%
Downloaded Audiobooks	420		1,206	1,308	-8%
Downloaded E Books - Overdrive	214		716	1,010	-29%
Downloaded Magazines	192		545	664	-18%
Local Use (Materials Used in Library)	37		232	203	14%
Subtotal - Circulation (Physical Items and Libby)	**3,641**		**10,576**	**11,477**	**-8%**
Hoopla	220		660	447	48%
Kanopy & Kanopy Kids	128		313	355	-12%
BookFlix	0		0	19	-100%
EBSCO Novelist and K-8 Plus	8		18	23	-22%
Subtotal - Econtent	**356**		**991**	**844**	**17%**
Total Circulation	3,997		11,567	12,321	10%
Patron Visits	2,878		7,103	6,171	15%
New Cardholder Registrations	18		58	42	38%
Internet Sessions (public computers)	138		347	348	0%
Wireless Usage	444		1,444	1,598	-10%
Website	**March 2026**		**YTD 2026**	**YTD 2025**	**% Change**
Visits	1,846		5,260	4,722	0.11
Unique Visitors	946		2,650	2,673	-0.01
Avg Visits per Day	31				
Programs This Month	**Adult**		**Child**	**2026 Adult YTD**	**2026 Child YTD**
Number of Programs	15		17	42	46
Number of Attendees	164		237	411	638
Meeting Room Usage In Hours	**Activities**		**NH Room**	**Activ YTD 2026**	**NH Room YTD 2026**
	102		71	289	180
Volunteer Hours	**March 2026**		**YTD 2026**		
Shelving Volunteers	21		45		
All Other Volunteers	139		268		
Total Volunteer Hours	160		313		

March 2026	
Circulation	
Library Items	2,778
Downloaded Audiobooks	420
Downloaded E Books - Overdrive	214
Downloaded Magazines	192
Local Use (Materials Used in Library)	37
Online Access to E-Content	356
Total Circulation	3,997
Patron Visits	2,878



Expenses by Vendor Summary
Abbott Library
March 2026

	Total
Adobe, Inc	19.99
Amazon business	3,872.53
Americans for Prosperity - NH	75.00
Azar International	215.43
Bev Bjorklund	75.00
Bluehost, Inc.	89.88
Brodart Co.	97.49
Canon Solutions America	79.50
Canva	119.40
CBI malware bytes	399.99
Collaborative Summer Library Program	39.95
Colonial Pharmacy	20.70
Comcast	147.47
Cybrarian Corporation	695.00
Dead River Company	634.29
Dell Marketing L.P.	1,049.99
Demco	342.25
Eversource	746.35
Ferland Hi-Tech Solutions	95.00
Glenn Knoblock	453.60
Google Services	4.93
Grace Ritzmann	29.57
Grammarly	144.00
Hannaford	20.16
Hoopla	515.54
Idrive	139.65
Key Communications	255.00
Keyvoice.net	278.82
Kyler Wesner	50.30
Library Journal LLC	289.00
Mailchimp	26.50
MicroMarketing LLC	89.98
Midwest Tape	141.65
NH Municipal	110.00
Powers Generator	402.00
QUENCH USA	65.00
Richards Free Library	525.80
Sharon Thielicke	540.00
Susan Johanson	90.00
Tasco Security	1,402.57
Tech Soup Global	170.00
Thomas Eliassen	75.00
ULINE	399.94
UniFirst Corporation	132.44
USPS	78.00
Payroll and Benefits (tentative)	39,709.60
TOTAL	**$54,954.26**
Non-payroll total to be approved at 4/28 trustees meeting	**15,244.66**

Library Board of Trustees April Meeting Minutes

April 28, 2026
Excused Absences: Bev Bjorklund

Call to Order
Sue called the meeting to order at 5:04 pm

Attendance
Trustees: Jim Harrison, Tim Eliassen, Jon Reed, Susan Johanson, Emma Kay Brown, Nancy Berger

Chair's Remarks

Bev will be away from April 6-May 18

i. Sue will act as chair for the duration
ii. Jim will be away May 4th-19th
iii. Sue, Tim, and Emma will be the on-call board members and check signers

Approval of Minutes

A motion was made by Emma to approve the minutes of the March 24 meeting. Tim seconded the motion. Motion carried.

Treasurer's Report

We still do not have confirmed data from the town for payroll and benefits for any activities this year. Because of this Tim has not entered their tentative figures for this year. The expense data we are looking at to approve is based on data we enter as we pay bills.
We will go back and approve payroll related expenses at a later date.

Approval of Expenses

A motion was made by Tim to approve the Expenditures of Vendors in the Amount of $15,244.66. John seconded the motion. The motion passed unanimously.

Director's Report

-Jeff put a letter out to Byrne Foundation to see if there would be an opportunity to get funds for the switch in ILS (Integrated Library Systems)
-Jeff got a quote today of approximately $4200 for library shades for the program room from Gordon Window Decor in Vermont. Jeff is planning to reach out to another company to get a second opinion.

-Looking for volunteers to help with weekly distributing flyers around the community
-100th anniversary of the library is this year. Jeff is hoping to plan and have an event/celebration of some kind this year.
-Jeff wants to set a date to have a late opening for a staff meeting in the summer. Also he's going to look into the option of having a CPR/First Aid training for staff members.
-Library staff and library volunteers loved the appreciation luncheon! A big thank you to The Friends!

Abbott Library Friends Report
-At the last meeting Jeff talked about publicity for events being combined
-Annie Hartnett presentation and dinner this Thursday, April 30th.
-The friends are getting numbers finalized for the 2025 contributions report

Abbott Library Foundation Report
-Nothing to report at this time

Strategic Plan Reports
-Sue gave a brief update, but more to come in the next few months

Book Sale Report
-Sue showed the Board the finalized flyer for the Pancake Breakfast and Book Sale
-In the middle of May we will start distributing flyers throughout the community
-The online sign up sheet will be ready to send out in a few weeks
-Bev was able to confirm book pickup for after the Book Sale
-Another meeting will be scheduled for the end of May

Chair Report
-Reminder to sign up for the NHLTA Conference
-Trustees Manual will be complete by the summer. Bev and Jon have been working on this.

Public Comment - None

Nonpublic Session
Sue motioned to enter a nonpublic session. Nancy seconded. The motion passed. The nonpublic session started at 5:51 pm

Emma motioned to close the nonpublic session. seconded the motion. Motion passed. The nonpublic session was adjourned at 6:46 pm

Old Business/Other Business

Adjournment

A motion was made by Tim to adjourn the meeting. Nancy seconded the motion. The motion passed. The meeting was adjourned at 6:47 pm

Meeting Minutes submitted by:

Emma Brown

Emma Brown, Secretary

Upcoming Board Meetings:
May 26, 2026
June 23, 2026