**Director's Report to the Board of Trustees of Abbott Library**
**February 24, 2026**

Staffing, Volunteers, and Board

- The Town Report (digital version) can now be seen on Sunapee's website, and printed copies are due to arrive before Town Meeting.
- Our volunteer Heather and I are meeting this week to revise our Chart of Accounts in Quickbooks. We have some changes planned that will improve budget tracking for Kyler, Molly, and Laura, and will allow technological support services to be in one category; the latter change will help future budget planning.
- Several Board members and I attended the Deliberative Session on February 3rd, and the full operating budget (Article 12) was sent to the ballot intact.
- Some of our staff will be attending training (held in-house) on Friday, February 27th with Bob Friedland and an individual from the NH Astronomical Society. This training has been run with other libraries in the area, and the purpose is to ensure we are up-to-speed with the basics of operating the telescope. This will improve our ability to answer patron questions.
- Our new Circulation Policy received legal approval (with a very minor change), and now, our new Library of Things agreement form (for patrons checking out LOT items) will go to the lawyer for approval as well.
- You will notice the stats appear differently this month for the new year. Several things have changed, insofar as certain services are no longer offered, yet the key operational stats remain.

Patrons

- Not necessarily the first time, but we have had questions from patrons recently on two topics: allowing credit card payments (we know we have missed out on donations as well as non-resident card sign-ups by not having a facility for transactions); and also whether Abbott Library would sell tote bags again. We are following up with Friends on the latter topic, and are considering options for the former.

Financial

- We have received a survey and checklist from the Town's auditors, and they will be in town in March to start the 2025 Audit process.
- We are still a bit unclear on when January's financial reporting for the Town will be finalized, and when Open Gov will be fully operational for the Finance Department. We have attempted to follow up with Shannon and Chris.
- We processed the annual payment for Google in early February, and updated the debit card. All recurring transactions (monthly and annual) were updated online with the new card information.

Programming (Children and Adult)

- Winter Reading ended on February 13th. Many prizes and stickers were given out, and all the kids participating were excited to return daily and weekly and tell Miss Molly all about their winter reading adventures.
- We had a great turnout for several January programs for adults and kids (22 for The Common Loon, 29 for Yoga for Adults – across 3 sessions, 12 for Flower Arranging, 31 for the Comet program with McAuliffe-Shepard, 63 for Leaping Lizards, 11 for Yoga for Kids, and 32 for two sessions of Laser Tag). An additional 105 kids attended (cumulatively): Weekly Storytime, Pixel Players video game tournaments, World Record Challenge, movie day, and Lego/Imagination Builders.
- In January 2025, we held 15 programs and had 254 attendees cumulatively (adults and kids). In January 2026, we held 25 programs and had 364 attendees.
- Kyler and I were interviewed by YCN for our first monthly installment of sharing Abbott Library Programming. Greg from Yankee Chronicle confirmed that the channel content now airs on cable on NCTV Channel 8 (Newport Community TV on Xfinity). Our piece can be seen Thursdays at 12 pm and 7 pm in the first week of March (and then that content gets moved to 12:30 and 7:30 on Thursdays during the second week of the month). The content is also available on YCN's site.
- Alex and Barbara, along with a couple of regular players/volunteers, are coordinating the third Mah Jongg Invitational for Sunapee. The event will be held March 16th at 11:30 am. The Invitational is held in partnership with Sunapee Rec. Rec purchased the tables to be used at the Livery for the last event back in October. Due to space limitations, this one is also being held at the Livery; Rec covers the venue rental and provides food. The Invitationals have drawn players from all corners of New Hampshire. The Friends will benefit from the proceeds, once raffle prizes have been reimbursed to the purchasers.

Infrastructure: Building, Equipment, and Technology

- Thanks to the Foundation for approving our purchase of a new foot traffic counter. This is underway, and the company is just trying to locate a vendor who can install it for us. The hardware has arrived in house, and the data cables will be run by Key Communications on February 27th.
- We will have a second phone line soon and improved internet capability (in terms of speed). Our internet speed has been very problematic lately, and the Comcast/Xfinity equipment has not been updated for many years (as far as we know). The product option we have from Xfinity is called 'Deluxe 50' – meaning it is 50 Mbps for downstream, and it was introduced at a time (about 2008) when this speed was 'high-end' or 'Deluxe'. Because we're going to save funds by porting the phone numbers over to Key (to introduce the second phone line), our Xfinity bundle has to change, and this is long overdue. We will be moving to a 300 MB / Static IP service which will cost approximately $170/month. Our phone charges with Key will be about $90/month. This will mean an additional $1100/year expense approximately (combined for phone and internet), but it really must be done.
- We have had a complicated issue occur with our website this month, one that even puzzled our website designer. We are running out of space with our Bluehost plan, and rather than upgrade

(when we already spend quite a bit with Bluehost), Sharon and I attempted to figure out how to remove large files and old sites. Somehow, removing an old site that had no connection – or so we thought – to our current site, brought our current site down completely. Bluehost was able to restore from a back-up (for a $49 charge), but Sharon recommends we start anew, and build our new site completely separately. We will likely do this in Dreamhost, which is a hosting service with which Sharon is familiar. We only pay monthly with Bluehost (and a small annual fee), so we will not be losing any money by doing this. We will likely save money as we have quite a few add-ons with Bluehost that we aren't even sure if we need (things that have been added over time by previous staff).

Collections

- We have a new addition to our range of digital resources. Through our partnership with regional libraries, we have had New York Times and New York Times Cooking, and we also just introduced New York Times Games!
- We have a new art show up from local artist Elaine Cox – make sure you come in and check it out between now and mid-March! Elaine is a painter whose work blends traditional folk art with a strong representational approach, capturing the distinct landscapes, birds, and animals of New England. Working primarily in acrylics, her paintings are noted for their detailed depictions of the region's natural beauty. Her pieces have been featured in various local and regional exhibitions, including shows at the New London Hospital and the Sunapee Livery's 250th anniversary celebration.

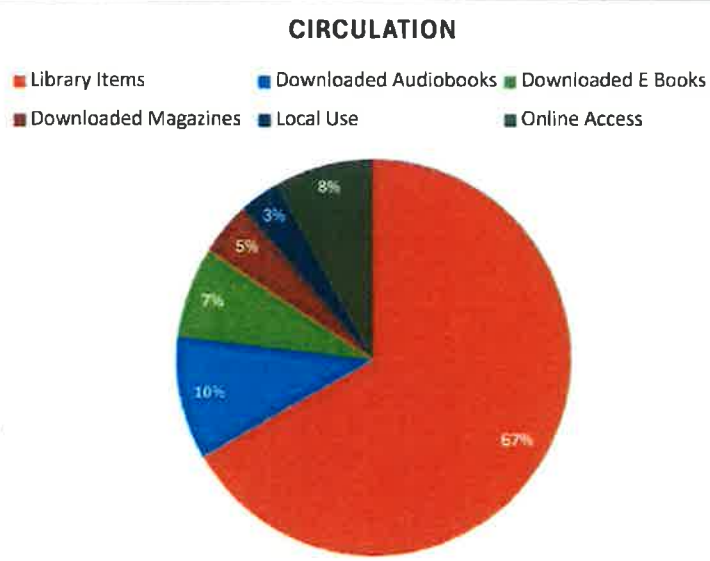
Partners: Town of Sunapee, SCES & SMHS, Abbott Library Foundation and Friends of Abbott Library

- We now have a flyer on our doors with neutral information about voting and Town Meeting, reminding those to vote on March 10th.
- I attended a 250th Anniversary (1776-2026) planning meeting with several Department Heads (and Steve McGrath) to discuss events and fundraising for the 4th of July as well as 250th events in general. Kyler and Molly have about 5 celebration programs lined up so far (over the course of the year).
- We have had great feedback from patrons to our first ad in the Shopper (for 2026).
- We have not had a further update from the Town on the CivicPlus Social Media Archiving, other than to receive confirmation that each department would be responsible for the expense.

**Time for Snow Trivia...Ever heard of snow rollers? I hadn't!**
**They look a bit like hay bales, and are a rare occurrence made possible with particular wind conditions and snow consistency.**

| Library Use / Circulation and E-Content | January 2026 | | YTD 2026 | YTD 2025 | % Change |
|---|---|---|---|---|---|
| Physical Library Items Borrowed | 2,619 | | 2,619 | 2,754 | -5% |
| Downloaded Audiobooks | 400 | | 400 | 439 | -9% |
| Downloaded E Books - Overdrive | 289 | | 289 | 224 | 29% |
| Downloaded Magazines | 173 | | 173 | 211 | -18% |
| Local Use (items looked at within library) | 124 | | 124 | 63 | 97% |
| **Subtotal - Circulation (Physical Items and Libby)** | **3,605** | | **3,605** | **3,691** | **-2%** |
| Hoopla | 234 | | 234 | 216 | 8% |
| Kanopy & Kanopy Kids | 83 | | 83 | 99 | -16% |
| BookFlix | 0 | | 0 | 10 | -100% |
| EBSCO Novelist and K-8 Plus | 5 | | 5 | 19 | -74% |
| **Subtotal - Econtent** | **322** | | **322** | **344** | **-6%** |
| **Total Circulation** | 3,927 | | 3,927 | 4,035 | -9% |
| | | | | | |
| Patron Visits | 2,148 | | 2,148 | 2,215 | -3% |
| New Cardholder Registrations | 25 | | 25 | 13 | 92% |
| Internet Sessions (public computers) | 109 | | 109 | 131 | -17% |
| Wireless Usage | 500 | | 500 | 554 | -10% |
| | | | | | |
| **Website** | **January 2026** | | **YTD 2026** | **YTD 2025** | **% Change** |
| Visits | 1,752 | | 1,752 | 1,615 | 0.08 |
| Unique Visitors | 886 | | 886 | 1,237 | -0.28 |
| Avg Visits per Day | 57 | | 57 | 52 | |
| | | | | | |
| **Programs This Month** | **Adult** | | **Child** | **2026 Adult YTD** | **2026 Child YTD** |
| Number of Programs | 13 | | 12 | 13 | 12 |
| Number of Attendees | 115 | | 249 | 115 | 249 |
| | | | | | |
| **Meeting Room Usage in Hours** | **Activities** | | **NH Room** | **Activ YTD 2026** | **NH Room YTD 2026** |
| | 96 | | 51 | 96 | 51 |
| | | | | | |
| **Volunteer Hours** | **January 2026** | | **YTD 2026** | | |
| Shelving Volunteers | 24 | | 24 | | |
| All Other Volunteers | 129 | | 129 | | |
| **Total Volunteer Hours** | 153 | | 153 | | |

| January 2026 | |
|---|---|
| | |
| | |
| | |
| **Circulation** | |
| Library Items | 2,619 |
| Downloaded Audiobooks | 400 |
| Downloaded E Books | 289 |
| Downloaded Magazines | 173 |
| Local Use | 124 |
| Online Access | 322 |
| **Total Circulation** | 3,927 |
| | |
| **Patron Visits** | 2,148 |



# Expenses by Vendor Summary
## Abbott Library
### January 2026

| Vendor | Total |
|---|---|
| Adobe, Inc | 19.99 |
| Amazon business | 2,467.92 |
| Canon Solutions America | 682.56 |
| Comcast | 147.47 |
| Eversource | 766.85 |
| Ferland Hi-Tech Solutions | 1,092.50 |
| Google Services | 387.56 |
| Hoopla | 514.15 |
| Mailchimp | 26.50 |
| Midwest Tape | 17.24 |
| New Hampshire Library Association | 170.00 |
| QUENCH USA | 65.00 |
| Richards Free Library | 658.61 |
| UniFirst Corporation | 126.74 |
| WT.COX Information Services | 1,175.30 |
| **TOTAL** | **$8,318.39** |

# Statement of Activity
## Abbott Library
### January 2026

| Distribution account | Total | 1 mo budget |
|---|---|---|
| Income | | |
| **Gross Profit** | | |
| Expenses | | |
| 3 Prof. & Tech Services | | |
| 341B Internet and Web Services | 447.87 | |
| 341 Telephone | 107.15 | |
| 342A Computer Support/Hardware | 1,092.50 | |
| **Total for 3 Prof. & Tech Services** | **$1,647.52** | 2,248.00 |
| 4 Facilities | | |
| 410 Electricity | 766.85 | |
| 430 Bldg Repair & Maintenance | 126.74 | |
| **Total for 4 Facilities** | **$893.59** | 2,219.00 |
| 5 Other Services | | |
| 555 Advertising | 26.50 | |
| 560 Membership | 170.00 | |
| **Total for 5 Other Services** | **$196.50** | 377.00 |
| 6 Supplies | | |
| 610-C Program Supplies | 348.83 | |
| 610 General Supplies | 312.10 | |
| 630 Office Equipment | 747.56 | |
| 640 Custodial Supplies | 72.92 | |
| **Total for 6 Supplies** | **$1,481.41** | 1,020.00 |
| 8 Library Materials | | |
| 802-A Books | 1,498.88 | |
| 802-B Subscriptions | 1,175.30 | |
| 802-C Non-Print | 252.43 | |
| 802-H E-Content | 1,172.76 | |
| **Total for 8 Library Materials** | **$4,099.37** | 3,775.00 |
| **Total for Expenses** | **$8,318.39** | |
| | | |
| **one month of proposed budget** | **9,885.75** | |

05:00

Abbott Library
Board of Trustees
Meeting: February 24 2026
Minutes

**Attendance**
Trustees:
Bev Bjorklund, Tim Eliassen, Sue Johanson, Nancy Berger, Peter Maciaszek
Excused absences: Jim Harrison, Jon Reed, Emma Brown
Director:
Jeff Cabral

**Call to Order**
Chair Bev called the Meeting to order at 5:03 pm.

**Chair's Remarks**
Bev urged Board members to consider candidates to fill Board positions that will be opening as current members' terms expire. One strategy suggested that was deemed favorable was posting an announcement in The Shopper to congratulate newly elected Board members and invite residents to apply to be an alternate for the two open positions and one opening in August, 2026.

Bev will be away for the April meeting and Jim, Co-chair, will preside.

**Approval of Meeting Minutes**
A motion was made by Bev to approve the January 26 meeting minutes. Sue seconded the motion. The motion passed unanimously.

**Treasurer's Report**
The Expenditures by Vendors Report was submitted by Tim, Treasurer, to the Board in advance of the Meeting via email. Tim explained that again there are no salary or benefits included in his report. Tim and Jeff have been requesting this information from the Town Tim made a motion to approve payment of the January expenses in the amount of $8,318.39. Bev seconded the motion. The motion passed unanimously.

**Foundation's Report**
Purchase and set up is underway for the new foot traffic counter that the Foundation recently approved to fund. The company is searching for a vendor to install it. The hardware is onsite and data cables will be run by Key Communications at the end of the month. This new system will greatly improve the capacity to have accurate data on a continuing basis.

**Friends' Report**

The scheduled meeting of the Friends was cancelled and rescheduled to April. Sue is planning to attend to represent the Trustees and to promote the Book Sale to be held on July 4, 2026.

**Director's Report**

Jeff is working with New Hampshire Audio Video (NHAV) from Springfield, NH to trouble shoot and implement improvements to various aspects of the Library's audio visual systems including doing an inventory and labeling of various cables and wires. The owner and another staff person were at the Library today to work on issues. Various improvements resulted and updates were made or are planned. Jeff said they were super helpful.

Jeff has been exploring improvements and updates for the IT system hardware and software to better support the Library's needs and improve function.

Jeff discussed going forward with ideas for use of funds donated in memory of patron Sue Gottling's deceased husband, an active supporter of the Abbott Library for many years. The front runner is the addition of a pavilion on the Library's property to use for concerts, story time, yoga, small group programs, etc.
Jeff will be working with Mrs. Gottling and her family to move forward with using the donated funds in a manner that appeals to the family and serves the Library and its patrons.

Jeff shared data on the numbers of programs offered and respective attendance. In January 2025 there were 15 programs attended by 254 patrons. The numbers for January 2026 were 25 programs, a 67% increase, attended by 364 patrons, a 43% increase. This is attributed to the fact that the Library was f*ully staffed* in 2026 whereas some positions were vacant in 2025. The Board was pleased that the budget supported moving forward with filling the positions, and that the Director's and staff's efforts to recruit, hire, and orient new staff resulted in this significant increase of SERVICE TO THE COMMUNITY.

**Chair's Report**

Strategic Plan
Bev reported that she and Jon have been working on updating and improving the Board of Trustees' Operations Manual. Upon completion it will be placed on the Board's Goggle Drive. A hard copy may be available at the Library though having it digital is imperative.

Policies
The Circulation Policy has been approved and integrated into the Library's Policy Collection which is accessible on the Library's website.
The remaining item for legal counsel to deliberate on and respond to is the Library Of Things procedures and form for signing out items and informing the patron loaning an item(s) that they are responsible to pay for damaged and/or lost items.

Director's Evaluation
Bev discussed the process of preparing the annual review/evaluation of Jeff, the Library Director. She shared the primary performance areas that the review will consider. She asked for

all Board Members to give their input on Jeff's involvement and accomplishments in the primary performance areas to her by March 13. She will share a copy of the primary performance areas with Jeff soon so he can reflect on his performance and be prepared for discussion during the evaluation. She will also be asking for staff input.

**Book Sale**
Sue presented a lay out of her timeline for the various components of planning, activating, and ultimately executing the sale in July. She will be presenting at the next Friends' Meeting which should generate volunteers needed to assist throughout the process. Sue's continued leadership and endless efforts are commendable and result in a significant amount of revenue to sustain and improved operations and programs.

**Non-Public Session:** None

**Public Comment:** None

**Adjournment**
A motion was made by Bev to adjourn the meeting. Sue seconded the motion. The motion passed unanimously. The meeting was adjourned at 6:30 pm.

Respectfully submitted by:
Nancy E Berger
Nancy E. Berger, Secretary

**Next Meetings**
March 24, 2026 at 5:00 pm
April 28, 2026 at 5:00 pm