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

Staffing, Volunteers, and Board

- Congratulations to Sue and Emma on their election to our Board, and thank you for serving Sunapee and Abbott Library – and an official welcome to Emma's first full term!
- Our volunteer Heather and I met to revise the Chart of Accounts, and we should hopefully be able to finalize it this coming month.
- As mentioned in last month's report, we conducted a training for staff with the NH Astronomical Society in late February. We all received hands-on instruction on calibrating the telescope.
- Our Library of Things agreement has been updated with a minor legal change and is now actively used. Previously, we had multiple forms for various items, and as the LOT collection grew, this approach became unsustainable. The forms have been consolidated.
- I will be participating in a research study later this month on how public libraries respond to the health needs of their communities. This study is being conducted by a Clinical Research Coordinator with the University of Pennsylvania (my alma mater).
- As I approach my one-year anniversary as Library Director, I just wanted to express continued thanks to the staff, Board, Friends, and Foundation. We have accomplished an enormous amount this year, and we look forward to continuing to improve our processes, collections, programs, and services.

Patrons

- We have started to see material come back as a result of a letter campaign to 'long overdue' patrons. Some of these patrons have also paid for items that hadn't been returned or had been damaged. We will be invoicing those who have been contacted but have not replied. Ruane and Terri are tracking the returns on an ongoing basis.
- We have a new assessment process for determining fees for lost or damaged materials, which is modeled closely on one used at a library where Kyler worked. This takes into account the item format, age, and circulation history; the matrix provides a fairer approach, allowing for a lower charge if an item has delivered value to us over the years, and accounting for the fact that some material will not necessarily be replaced (or we may not be able to replace). The estimated cost of these older items will be much lower in many cases, thus reducing the amount we will charge the patron.
- We have had a considerable uptick in new subscriptions to the Abbotter newsletter, and we will be resuming a schedule of emailing an issue every two weeks. I have been including a link to subscribe each week when we post two promotional pieces on the Town website (and send an email to about 400 residents [for each promotion] who subscribe to the 'Latest News' e-alerts.

Financial

- Our 2025 invoices have been delivered to Town Hall for the auditors, who are on site next week.
- The OpenGov migration (financial system) is still ongoing, and it is possible that the Town will be running MTS and OpenGov in tandem until the process is complete.
- Tim and I collaborated on a new debit card charge request process and form. We will have two Board members sign off on purchases over $100 or those that will commit us to recurring expenditures. Typically, the latter will be technology subscriptions.

Programming (Children and Adults)

- A selection of programs for kids and adults in February included (with attendance listed): Candle Painting (10); Xploration STEM (23 in 2 sessions), Storytime (61 in 4 sessions); Valentine's STEM Challenge (14); Pixel Players (12); Sensory Storytime (8); Frozen Movie & Sing-Along (11); Great Decisions (10/session); Ukraine Today (19); Neuro-Doodling (10); Raising Healthy Kids (5); and Taiwanese/American Mah Jongg (76 total for the month).
- The annual SCES author event on March 13th (with author & illustrator Larry Daley) was very successful with multiple story-time sessions and an after-school drawing workshop.
- As part of her senior project requirement, an SMHS student organized a successful program here on March 17th with more than 20 attendees, including students and teachers. The program was held in conjunction with the non-profit organization Connor's Climb and was an in-depth presentation on the topic of preventing youth suicide and recognizing warning signs. There is an annual requirement for schools in NH to conduct similar training.
- In February 2025, we held 14 programs and had 205 attendees cumulatively (adults and kids). In February 2026, we held 31 programs and had 284 attendees. We are beginning to use evaluations in selected programs to gauge satisfaction, gather future program suggestions, and understand where patrons are seeing our programs advertised.
- Our second Kearsarge Shopper ad this year will appear in early April. We will also fund one directly from our advertising budget as summer approaches, and this ad will focus on all of our summer programming for adults and youth.
- Kyler and I filmed our second monthly installment with YCN. These features will continue to share information monthly. This coverage of adult, teen, and youth programs can be found on cable TV and YouTube, and we will share the links on our Facebook page as soon as they are available each month. Greg from YCN is adding different features each time via filming 'B-roll', including book covers, Legos, board games, and Mah Jongg this month.

Infrastructure: Building, Equipment, and Technology

- This month has been consumed with several major technology projects. Many thanks to the Foundation for funding these major improvements and upgrades. All but one of these projects have now been completed (the internet coverage upgrade).
- Our Linux box server was outdated and no longer supported, and while we could have purchased a new server for more than $5,000, we opted for a much more cost-effective alternative route, which Denis recommended: to purchase a new desktop computer as a stand-in for a server. Our shared

drive, the Director's drive, and a new Assistant Director's drive have been installed on the new server room computer, and files have been moved over.

- All staff computers are now equipped with anti-virus protection and a data backup process. Denis completed this work over two days (March 19th and 20th).
- Even though Abbott Library has a generator, Denis recommends we have multiple UPS devices (Uninterrupted Power Supply). Currently, I have found two, but both are older models. The one for the server room will be more expensive, and each staff computer would ideally have one. This failsafe is required because during power outages, data can become corrupted. These are not urgent requirements, but we will include them in our technology plan.
- We are confident that we can report more accurate wi-fi usage statistics now, after Kyler and I have both worked on the Watchguard platform. Denis recommends that we continue using our current Wireless Access Points, but an update to these (and a change to the Ubiquiti platform) will also be included in our tech plan.
- Our new foot traffic counter has been installed and is operational. We have noticed that, on average, the daily counts recorded are definitely higher. This suggests we have been underreporting foot traffic for some time. We did take down the Amseco/Potter Signal counter, so unfortunately, we can't compare the two systems on a running daily basis.
- Our phone lines have been ported to Key Communications, and we now have an additional inbound line for patrons. We are still attempting to successfully schedule Comcast to come out and upgrade our internet.
- Several of us have been working directly with Sharon on providing content and design input on our new website, as well as consulting on an improved structure for easier navigation. The new site will also better reflect our full range of services and collections. We should be able to go live with this in April.

Collections

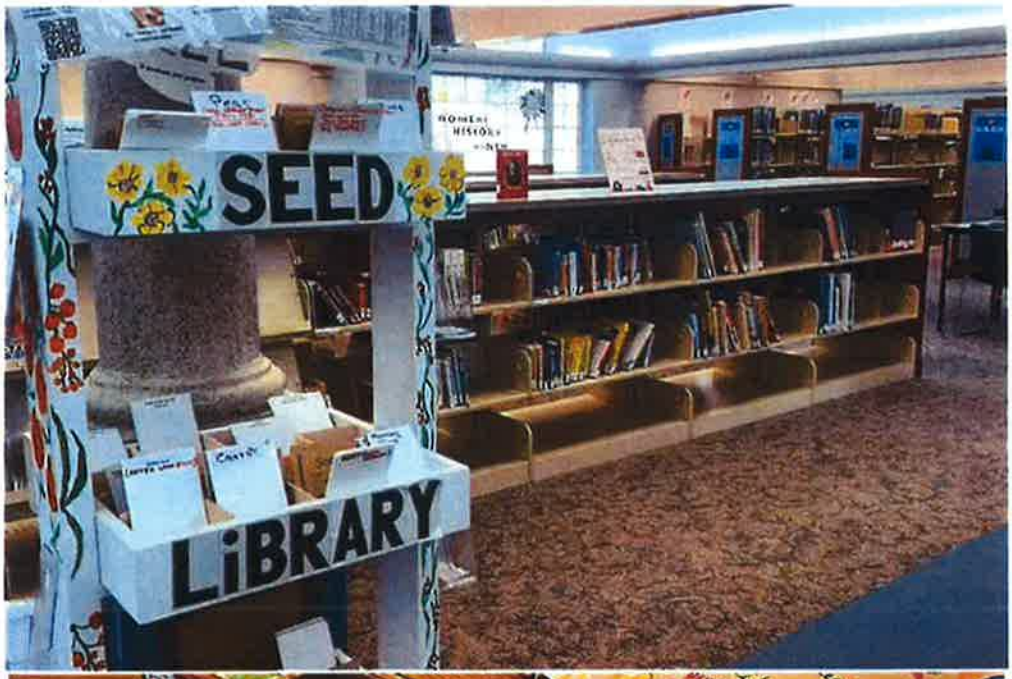
- Laura's annual weeding of our collection is in full swing, and Kyler continues to undertake condition weeding.
- All new label printers have arrived, and Kyler has installed each one.
- Within the next month, hopefully, we will have a new display and check-out system for all Library of Things items, with placeholder cards that include photographs and barcodes.

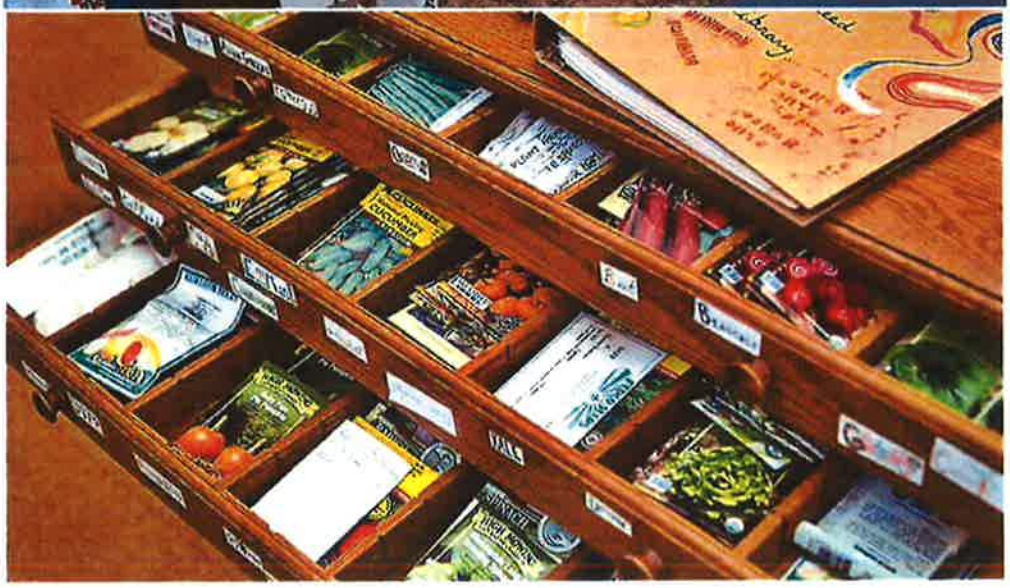
Partners: Town of Sunapee, SCES & SMHS, Abbott Library Foundation, and Friends of Abbott Library

- We are still awaiting an update from the Town on the CivicPlus Social Media Archiving.
- We will be pleased to welcome popular author Annie Hartnett on April 30th for the Friends' annual author program. Annie's titles include: *Rabbit Cake*, *Unlikely Animals: A Novel*, and her latest novel, *The Road to Tender Hearts*, which comes out in paperback next month. Morgan Hill will be selling books at this event, and will also sell books at Kyler's author program on April 11th (Jennifer Duby, a debut author from Enfield, will be here to discuss her novel, *Belle*).
- There will be a joint meeting with a few members of the Friends and our Board this week, to further discuss plans, tasks, and advertising for the Pancake Breakfast and Book Sale.

Spring Equinox is here! Is it time for Abbott Library to have a Seed Library like this one?

(Pictures courtesy of Sequoyah Regional Library System, Georgia, and Hammonton Seed Library, New Jersey)

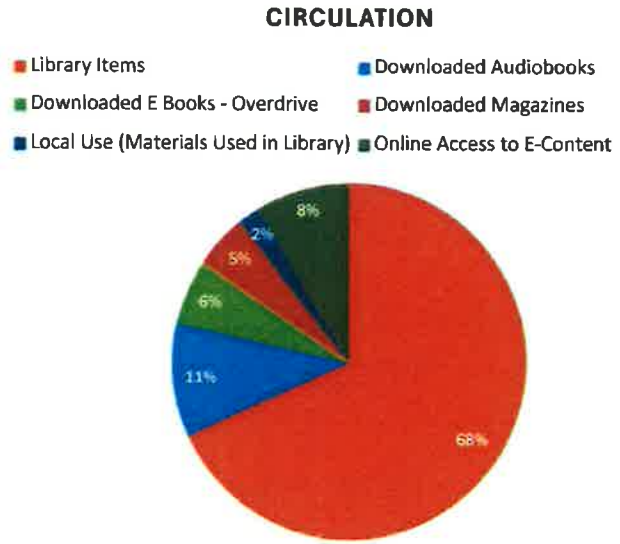




Library Use / Circulation and E-Content	February 2026		YTD 2026	YTD 2025	% Change
Physical Library Items Borrowed	2,480		5,099	5,080	0%
Downloaded Audiobooks	386		786	879	-11%
Downloaded E Books - Overdrive	213		502	422	19%
Downloaded Magazines	180		353	433	-18%
Local Use (Materials Used in Library)	71		195	89	119%
Subtotal - Circulation (Physical Items and Libby)	**3,330**		**6,935**	**6,903**	**0%**
Hoopla	206		440	416	6%
Kanopy & Kanopy Kids	102		185	179	3%
BookFlix	0		0	19	-100%
EBSCO Novelist and K-8 Plus	5		10	100	-90%
Subtotal - Econtent	**313**		**635**	**714**	**-11%**
Total Circulation	3,643		7,570	7,617	-11%
Patron Visits	2,077		4,225	4,058	4%
New Cardholder Registrations	15		40	19	111%
Internet Sessions (public computers)	100		209	222	-6%
Wireless Usage	375		1,037	1,064	-3%
Website	**February 2026**		**YTD 2026**	**YTD 2025**	**% Change**
Visits	1,662		3,414	3,214	0.06
Unique Visitors	818		1,704	1,872	-0.09
Avg Visits per Day	59		59		
Programs This Month	**Adult**		**Child**	**2026 Adult YTD**	**2026 Child YTD**
Number of Programs	14		17	27	29
Number of Attendees	132		152	247	401
Meeting Room Usage in Hours	**Activities**		**NH Room**	**Activ YTD 2026**	**NH Room YTD 2026**
	91		58	187	109
Volunteer Hours	**February 2026**		**YTD 2026**		
Shelving Volunteers	20		44		
All Other Volunteers	95		224		
Total Volunteer Hours	115		268		

February 2026

Circulation		
Library Items		2,480
Downloaded Audiobooks		386
Downloaded E Books - Overdrive		213
Downloaded Magazines		180
Local Use (Materials Used in Library)		71
Online Access to E-Content		313
	Total Circulation	3,643
	Patron Visits	2,077



Abbott Library

Expenses by Vendor Summary

February 2026

	Total
Adobe, Inc	19.99
Amazon business	2,746.74
American Library Association	200.85
Bluehost, Inc.	49.00
Canon Solutions America	68.35
Comcast	147.47
Dead River Company	1,068.39
Dreamhost	61.83
Eversource	774.34
Ferland Hi-Tech Solutions	475.00
Foreign Policy Association	120.60
Google Services	4,013.05
Henniker Historical Society	50.00
Hoopla	473.27
Jeff Cabral	18.06
Lake Sunapee Electrical	900.00
Mailchimp	26.50
MicroMarketing LLC	95.97
Midwest Tape	16.49
NH Audio & Video	423.32
QUENCH USA	65.00
UniFirst Corporation	132.44
Not specified	40,161.04
TOTAL	**$52,107.70**

Library Board of Trustees March Meeting Minutes

March 24, 2026
Excused Absences: n/a

Call to Order
Bev called the meeting to order at 5:03 pm

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

Election of Officers
Board members nominated the slate of offices for 2026 - 2027. The respective nominees agreed to serve. Bev moved to approve the slate of officers for the next year, 2026 to 2027. Jon seconded the motion. The motion passed unanimously. Congratulations to the elected officers. Chair - Bev Bjorklund, Vice Chair - Susan Johanson, Treasurer - Thomas Eliassen, Secretary - Emma Kay Brown.

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. Susan and Emma will be the on-call board members; will need to be the check signers

Approval of Minutes

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

Treasurer's Report

A motion was made by Tim to approve the Expenditures of Vendors in the Amount of $7,702.81. Jon seconded the motion. The motion passed unanimously.

New procedure was set up for authorizing debit card expenses with Jeff and Kyler's help - A form that trustees will sign for expenses over $100 or recurring expenses.

Director's Report

-New chair stacker for program chairs

-Reimbursing mileage for posting library programs around the community
-Jeff commented on the need to update the Town's website with the names of newly elected trustees.
-Lots of programs are coming up. The Library will be placing ads in the Kearsarge Shopper including ones for the Summer Reading Programs.
-New 'foot traffic counter' was installed mid March to improve accuracy of patron usage.

Abbott Library Friends Report

Working with Sue on BSPB
See Book Sale Report section below

Abbott Library Foundation Report

No report; scheduled later in month
Next meeting Wednesday, April 1
$21,882 were last year's Foundation contributions

Strategic Plan Reports

Bev reported that her and Jon will have the Trustees' Handbook ready by June

Book Sale Report

Next meeting will be on April 13th at 6 pm

Recap of Book Sale Meeting on the March 17th
-Solidified the schedule and broke down the schedule for time slots that volunteers can sign up for
-Jon is working on volunteer sign-up sheet
-Bev and Sue on publicity and advertising
-The new ad will have both the Pancake Breakfast and Book Sale in one ad
-Flyers and volunteer sign-up sheet will be available in May

Chair's Report

-Reminder to sign up for NHLTA Conference
-Bev reported that the Friends have met and Sue will report on that later in the meeting.

Public Comment - None

Nonpublic Session

Bev motioned to enter a nonpublic session. Jim seconded. The motion passed. The nonpublic session started at 6:17 pm

Bev motioned to close the nonpublic session. Emma seconded the motion. Motion passed. The nonpublic session was adjourned at 7:56 pm

Adjournment

A motion was made by Bev to adjourn the meeting. Jon seconded the motion. The motion passed. The meeting was adjourned at 8:07 pm

Meeting Minutes submitted by:

Emma Kay Brown

Emma K. Brown, Secretary

Next Board Meetings:

April 28, 2026 (Bev, excused absence)
May 26, 2026