Director's Report to the Board of Trustees of Abbott Library
November 18, 2025

Staffing, Volunteers, and Board

- We are planning for a staff holiday celebration and staff meeting on the morning of December 19th, when we will be closed until 1 pm.
- I will be conducting several staff reviews over the next 6 weeks, hoping to get caught up on everyone who is overdue by the end of the year.
- I still have to finalize new forms and policies that will be in place prior to January 1st, in line with the requirements of HB 273. These will be reviewed for approval at our December Board meeting. Thanks to Kyler and Molly who have helped enormously with preparing, revising, and editing new policies and forms.
- We have submitted 2024 financial information to the Charitable Trust Unit of the Department of Justice; I have inquired whether the format in which it was shared is sufficient to meet their requirements.
- We have a December 19th deadline for written material and photos for the 2025 Town of Sunapee Annual Report. We are able to submit financials and statistics in early January to Allyson.
- Rebecca has volunteered to be on the Town's planning committee for the staff holiday function at Dexter's in early 2026.

Financial

- Our presentation went well at the all-day budget session on November 6tt and we received positive compliments from SelectBoard members on Abbott Library's value to the community and longevity.
- We are tracking well to be very close to budget for the 2025 year, and Tim will be sharing figures at the Board meeting in his Report. We will also discuss the many iterations of budget figures we have been working with for 2026.
- The next Advisory Budget Committee meetings are November 17th and December 11th.

Patrons

- We sent our letter to the Attorney General requesting clarification on several points on HB273, and we did receive a supportive response from Representative Hope Damon, but that is the only response received thus far.

- We have received further information and pricing from Unique, who is the predominant collection agency that works with libraries. We are still undecided if we will trial a recovery initiative (ie letters to 'long overdue' patrons), since there would be approximately a $12/patron cost to bear. Before we decide next steps, we would like to have some more reporting done on the numbers of patrons, amounts of money owed, and length of time overdue – there are many factors that impact successful collection – one of the primary ones is recency of debt incurred.

Programming (Children and Adult)

- We will have a transition of art show exhibits just prior to Thanksgiving with Tammi DeFelice's show Power of Nature opening on November 22nd and running into January. We have a special show tentatively on tap for January, which will highlight a staff member's collection.
- Programming Highlights: Ruane's Flower Arranging course was once again a big hit; Kyler did a great job with the Franklin Pierce and Gerrymandering programs and both were very popular and well attended; Molly and Rebecca planned a really successful Halloween party and are continuing to collaborate on programs; Molly's gaming competition, movie nights, and drop-in play groups are all building an audience from one program to the next, with numbers on the rise.
- Molly and Kyler have been actively planning for early 2026 programs. At this stage, the plan is that the Winter Reading program funding request will form part of the January request to the Friends Board for January-March adult/youth programs. The program was funded in 2024 by a grant, and in 2025 by a private patron. We have not confirmed any donor source yet for this year's program.
- The Festival of Trees is scheduled to open at Abbott December 1st.

Infrastructure: Building, Equipment, and Technology

- There are a couple of donors so far who will contribute to new holiday lights on some of the trees at the Safety Services end of our building. We just need to ensure we get the cords and connections situated and wired through a guard cover, so they are not damaged during snow removal.
- Sharon has finished an initial refresh of our website, and is working on a more complete redesign that will update the very outdated WordPress templates we have been using. With the new WordPress offerings, we can be quite flexible and the design can be tailored to be very similar to other library sites we have found and liked.
- We have signed on to a $9/month subscription (month-to-month) with Constant Contact, so that Rebecca can continue to work on new designs for email communications to patrons. We may switch completely from MailChimp if the trial goes well.

- USPS Mail Delivery to the building has been going really well. We are only using it for package shipments, primarily through Amazon. We tend to get the packages later in the day, but we get them sooner this way too, since some packages used to arrive at the Post Office after we had already picked up the initial deliveries in the morning.
- No update on Shakespeare....fingers crossed he returns home soon with a new bedazzled life ahead of him.
- We received the credentials and security information from Precision Software, and Denis is reviewing to ensure we received everything we need. There may be a delay in reporting some statistics such as wireless usage, because we will need to learn how to extract information from our Wireless Access Points.

Collections

- We are part of the Massachusetts Higher Education Consortium (MHEC) for discounts through certain vendors. Many New England public libraries are part of this group. Recently, we learned that we can get our Amazon membership for free. Currently, we received a 'first year free' offer, but this means that our Small Business account with Amazon will continue to be free going forward.
- Amazon has been holding more webinars for the library market; unfortunately, they are not responsive in dealing with account issues – though rare, sometimes we do need to return products (duplicate purchases, damaged book) and we are still working through the best process for handling these credits. They have indicated they will be offering physical processing (applying the book covers, labeling, stamping, etc) services at some point in the near future.
- Molly and Laura, who procure the majority of material for our collection, have done a great job completing their ordering for the year, and have been tracking their spend very closely in line with budget. Both staff, as well as Terri and Kyler, have all been cataloging quickly to keep up, and everyone has also been processing material rapidly to get popular titles on the shelf. All of this means that our patrons will have great choices available for holiday reading in a timely manner.

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

- Many thanks to the Friends, as they have agreed to purchase additional Mah Jongg sets (for in-library use and circulation). The MJers are thrilled to be able to offer more sets to players. Also, the Friends have agreed to pay our first year's subscription to a new event calendar and meeting room booking system. LibCal has been difficult to use and not very popular with staff, so we are transitioning to a product called Assabet Interactive; once we are trained on the meeting room booking system, it should allow us to open the meeting room booking process up for patrons to do directly.

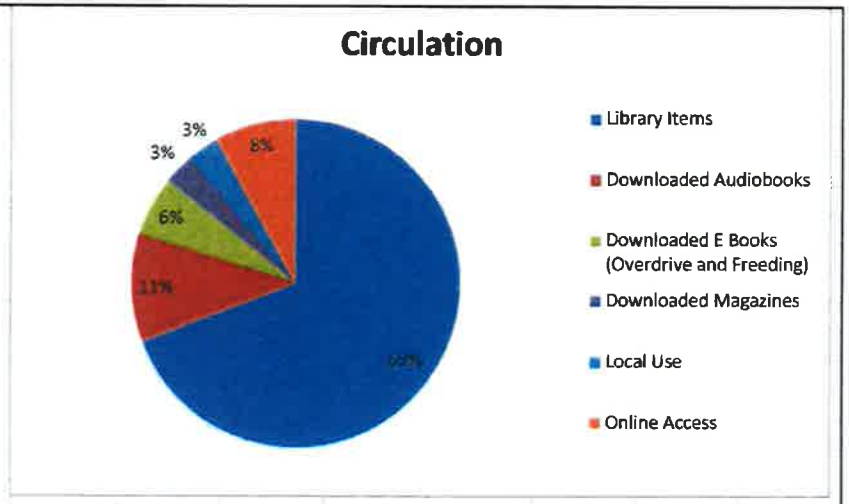
- We will be having a follow-up meeting with SCES and SMHS in early December. We have an indication that the schools will be considering a review of new systems for library operations in the Summer of 2026. At this stage, ByWater has maintained that they will keep the pricing level for the school, even if we are exiting the Library trio. They have been assured that the their systems will continue to run seamlessly without Abbott, and we certainly hope that ByWater adheres to the service level and pricing that they have indicated they will offer.
- Sharon Thielicke has been a great help in creating a new Foundation page/presence within the Abbott Library site. We have also received edits for the Friends' pages from Jan, which Rebecca will be working on soon.
- Early this week, I will be working on edits for the Foundation newsletter and appeal, which will be going out soon.

Happy Thanksgiving everyone!

Library Use:	October 2025		YTD 2025	YTD 2024	% Change
Library Items	2,626		28,233	28,744	-2%
Downloaded Audiobooks	405		4,263	4,302	-1%
Downloaded E Books - Overdrive	227		2,211	2,690	-18%
Downloaded Magazines	120		1,482	1,653	-10%
Local Use	117		834	1,043	-20%
Online Tools Total	303		4,500	8,233	-45%
Breakdown of Online Tools					
Ancestry	0		96	196	-51%
Kanopy (videos)	85		1,054	1,348	-22%
EBSCO	3		148	296	-50%
Mango	5		203	1,196	-83%
New York Times	0		694	3,492	-80%
Hoopla	210		2,149	1,705	26%
BookFlix	0		106	0	0%
ScholasticGo	0		50	0	0%
Total Circulation	3,798		41,523	46,665	-11%
Patron Visits	2,056		22,300	24,502	-9%
New Registrations	10		174	286	-39%
Internet Sessions (public computers)	554		1,743	1,618	8%
Wireless Usage	122		5,155	5,788	-11%
Program Questions	4		240	604	-60%
Regular Reference	62		549	947	-42%
Extended Reference	3		59	89	-34%
Readers' Advisory	18		240	248	-3%
Tech Help	42		381	471	-19%
Extended Tech Help	7		61	109	-44%
Total Reference	136		1,530	2,468	-38%
Website	**October 2025**		**YTD 2025**	**YTD 2024**	**% Change**
Visits	1,520		15,360	17,375	-12%
Unique Visitors	893		8,646		
Avg Visits per Day	49.0				
Programs This Month	**Adult**		**Child**	**2025 Adult YTD**	**2025 Child YTD**
Number of Programs	15		13	94	97
Number of Attendees	181		183	880	2,222
Meeting Room Usage in Hours	**Activities**		**NH Room**	**Activ YTD**	**Conf YTD**
	84.3		59.3	691.0	448.8
Launchpad Checkouts	**October 2025**		**YTD 2025**		
	2		9		
Volunteer Hours	**October 2025**		**YTD 2025**		
	154.0		1,586		
Web Chats	**October 2025**		**YTD 2025**		
	0		10		

October 2025

Circulation		
Library Items		2,626
Downloaded Audiobooks		405
Downloaded E Books (Overdrive and Freeding)		227
Downloaded Magazines		120
Local Use		117
Online Access		303
	Total Circulation	3,798
	Total Reference	136
	Patron Visits	2,056



Abbott Library Public Comment Policy

I. Purpose

The Abbott Library Board of Trustees recognizes the value of public participation in the governance of the library and encourages residents to attend Board meetings. The purpose of public comment is to allow members of the public an opportunity to provide input regarding library-related matters in an orderly, respectful, and efficient manner.

II. Policy

Public comment is an important element of open and transparent governance. The Board welcomes input from community members and seeks to balance this opportunity with the need to conduct its business efficiently and respectfully.

III. Procedures

A. A period for public comment shall be included on the agenda for regular meetings of the Board of Trustees. The Chair shall determine the placement of this item on the agenda.

B. Each member of the public wishing to speak must be recognized by the Chair prior to doing so.

C. Individual comments shall be limited to three (3) minutes, unless the Chair grants additional time.

D. Each individual may address the Board once per meeting during the Public Comment period.

E. Speakers are encouraged to identify themselves by stating their full name and address for the record.

F. Speakers may address the Board from the audience or table, as directed by the Chair.

G. All comments shall be directed to the Board as a whole, not to individual Trustees, staff members, or other attendees.

H. Speakers shall maintain decorum and respect at all times. Personal attacks, abusive language, or disruptive behavior will not be permitted.

I. Speakers shall speak for themselves and not on behalf of others who are not present, unless specific permission is granted by the Chair. Generalized accusations or innuendoes will not be allowed.

J. The Chair reserves the right to rule a speaker out of order and terminate remarks if a speaker fails to remain courteous, exceeds the allotted time, or otherwise disrupts the orderly conduct of the meeting.

K. The Board may choose to acknowledge, defer, or refer matters raised during public comment to a future agenda for consideration. The Board and Chair may elect not to engage in problem-solving, dialogue, or debate during the Public Comment period.

L. Public comments are limited to topics outlined on the agenda for the meeting unless the Chair gives permission for topics not included in the agenda.

IV. Written Comments

Written comments may be submitted to the Library Director or Trustees at any time. Such correspondence will be distributed to all Trustees and entered into the public record, as appropriate.

V. Authority

This policy is established in accordance with RSA 91-A (New Hampshire Right-to-Know Law)

VI. Adoption

Adopted by the Abbott Library Board of Trustees on _____.

Expenses by Vendor Summary
Abbott Library
October 2025

Vendor	Total
Adobe, Inc	19.99
Amazon business	4,391.00
Baker and Taylor	137.19
Canon Solutions America	842.06
Comcast	147.85
Dead River Company	769.81
Demco	100.45
Ebsco	2,125.69
Eversource	820.93
Google Services	392.96
Hoopla	446.00
Jeff Cabral	269.99
John Wilcox	1,090.60
Mailchimp	26.50
MicroMarketing LLC	42.50
Midwest Tape	280.37
NH Municipal	100.00
Precision Software Corporation	63.00
ProQuest	802.30
Pure Solutions	300.00
QUENCH USA	65.00
Scholastic Library Publishing	842.00
USPS	78.00
Wal Mart	35.99
Ziggy's Pizza	65.07
Total non-payroll expenses	**14,255.25**
Payroll and benefits	**33,823.11**
TOTAL	**$48,078.36**

2026 Budget

A/c #	Account Name	11/12/25 2026 Budget
341	TELEPHONE	1700
341A	FIRE ALARM	2,000.00
341B	INTERNET ACCESS*	800.00
342A	COMPUTER SUPPORT/HARDWARE**	3,500.00
342B	COPIER LEASE/SUPPLIES	
365	EQUIPMENT REPAIR	18,450.00
	Technology support Services	1,000.00
	TOTAL PROF & TECH	**27,450.00**
410	ELECTRICITY	11,000.00
411	HEAT	5,500.00
412	WATER	900.00
413	SEWER	500.00
430	BLDG. REPAIR & MAINT.	3,500.00
440	OUTSIDE MAINTENANCE	5,700.00
	TOTAL 4 PROPERTY SERV.	**27,100.00**
540	TRAINING/MEETINGS	1,400.00
550	PROGRAMS	1,000.00
555	ADVERTISING	1,400.00
560	MEMBERSHIPS	800.00
	TOTAL 5 OTHER SERVICES	**4,600.00**
610A	MACHINE SUPPLIES	200.00
610C	PROGRAM SUPPLIES	4,500.00
610	GENERAL SUPPLIES	4,500.00
625	POSTAGE	300.00
630	OFFICE EQUIPMENT	750.00
640	BLD. CUSTODIAL SUPPLIES	2,200.00
	TOTAL 6 SUPPLIES	**12,450.00**
62110	ACCOUNTING FEES	
62140	LEGAL FEES	2,500.00
62150	OUTSIDE CONTRACT SERVICES	
62150A	OUTSIDE CLEANING SERVICES	
750	FURNITURE & FIXTURES	500.00
	TOTAL	**3,000.00**
6500	OPERATIONS	
65010	BOOKS, SUBSCRIPTIONS, REF.	
65020	POSTAGE, MAILING SERVICE	
	TOTAL	-
		-
802A	BOOKS	23,100.00
802B	SUBSCRIPTIONS***	2,500.00
802C	NON-PRINT	5,500.00
802F	SOFTWARE*****	500.00
802G	COLLECTION SUPPLIES	1,500.00
802H	E CONTENT*****	13,000.00
	TOTAL 8 OTHER CHARGES	**46,100.00**
	TOTAL NON SALARY EXP.	**120,700.00**
520	**INSURANCE**	**6,704.25**
	SALARIES	
	FULL TIME SALARY	$ 269,053.95
	PART TIME SALARY	$ 116,939.60
	Overtime wages	
	SUB TOTAL:	
	BENEFITS AND TAXES	
	UNUSED SICK TIME	6,213.89
	HEALTH INSURANCE	$ 85,296.82
	DENTAL	
	LIFE & DISABILITY	4,668.00
	MEDICARE	5,552.40
	EMPLOYER FICA	23,741.32
	RETIREMENT CONTRIBUTION	34,578.03
	UNEMPLOYMENT COMPENSATION	
	WORKERS COMPENSATION INS.	536.09
	SUB TOTAL WAGE EXPENSE	385,993.55
	SUB TOTAL BENEFITS AND TAXES	160,586.55
	TOTAL SALARY EXPENSE	**546,580.10**
	TOTAL EXPENSES	**673,984.35**
	Increase over original 2024 buget	5.4%
	increase over default	17.3%
	without general insurance	667,280.10 16.1% over default
	Shannon's number	647,035.81 12.6% over default does not include general insurance

November 18, 2025 6:30 PM
Library Board of Trustees Meeting

Attendees:
Jeff Cabral, Jim Harrison, Tim Eliasson, Susan Johanson, Emma Brown, Jon Reed, Peter Maciaszek (6:37)
Excused Absence: Bev Bjorklund, Nancy Berger

Call to Order by Jim @ 6:34

Chair's Remarks:

Approval of Minutes:
Save for next meeting, we do not have the amended ones on hand

Treasurer's Report:

- Approval of Manifest of Bills Total = $48,078.36; $33,822.81 payroll, $14,255.55 (non payroll)
  - Moved by Tim, Second by Susan, unanimously approved
- Budget Discussion - Tim presented the state of the current budget, see attached.
- 2026 Revised budget presented by Tim, see attached.
  - Jeff recap how the town got to their budget number vs where he and the board got to their number. The town is approximately $20k below the Trustee budget and does not represent what it takes to run the library. Jeff spoke at the ABC committee on 11/17 how the trustees got to the requested budget. Motion to approve the proposed budget of $667,211 by Tim E Second by Susan J No discussion Unanimously approved

- Allyson Stark will take on bill paying duties - Jeff will work with Allyson to get her access and audit the system for old accounts. Tim will work with training Allyson

Director's Report:

- See attached from Jeff C.
- Emma volunteered to help Jeff and Kyler with the Giving Tree
- Shakespeare is being worked on by students at SMHS
- Jeff is working on a solution to replace book labels with something that is readable, the labels are very difficult to read. Jeff is going to ask the Foundation for a donation of new printers that will produce labels that last longer

Chair's Report:

- Status of HB273 - to be reviewed and approved at December meeting a policy for parent's request.
- A memorial contribution for Mindy's mom, Nancy is going to oversee moving forward.
- Review Jon's document attached -

    - Motion by Emma to accept the Abbott Library Public Policy, second by Susan Unanimously Approved Jeff will post on website
- Staff and Trustees are encouraged to go to other libraries to see their community rooms. Kyler will send out a Doodle Poll with options for field trips.
- Jeff reviewed his thoughts on holiday closures. We are all set for 2026 but should review the calendar for 2027

Nonpublic Session - Not Needed

Public Comment - None

Adjournment:
Motion to adjourn by Jim at 7:52, second by Tim. Unanimously approved

Next Meeting:
December 16, 2025