

**LUCY ROBBINS WELLES LIBRARY
ANNUAL MEETING
SEPTEMBER 16, 2013**

BOARD MEMBERS IN ATTENDANCE

Dennis Doyle, Judy Igielski, Iris Larsson, LeeAnn Manke, Kris Nasinnyk, Maureen O'Connor Lyons, Tony Palermino, Neil Ryan, Diane Stamm, Trudie Walker

STAFF

Lisa Masten, Library Director
Karen Benner, Assistant Library Director
Gail Whitney, Secretary for the Board

CALL TO ORDER

The meeting was called to order by Diane Stamm at 7:07 P.M.

I. PRESIDENT'S WELCOME

Diane Stamm, Vice President of the Library Board of Directors welcomed everyone to the Annual Board of Directors Meeting. She introduced herself as Vice President and indicated that Anna Eddy, President of the Library Board was away on business and couldn't be in attendance this evening. She stated that everyone is excited about this evening's meeting because it is a time to publicly acknowledge our wonderful Library and its many accomplishments and to recognize volunteers who perpetuate the Library and its ideals by giving of their time and talents. She said it is the combination of efforts from the Staff and volunteers who keep the Library current and relevant to the residents even in these very changing and electronic times. She explained that there is also some business to tend to as well; the treasurer's report, the nominating committee's report, and subsequent announcement of the Board's officers for the 2013-2014 year. Diane indicated that the highlight of the evening is Lisa Masten's annual Director's report, and was happy to announce that Lisa was promoted to Director of the Library earlier this year which is a testament to the dedication and hard work that Lisa and her staff put forth to make the Lucy Robbins Welles Library the best Library in the State. Diane asked the members of the Board of Trustees who were in attendance this evening to acknowledge themselves.

II. SECRETARY'S REPORT/COMMUNICATIONS/MINUTES

MOTION: Kris Nasinnyk made a motion to waive the reading of the minutes from the September 10, 2012 meeting, Maureen O'Connor Lyons seconded the motion, all were in favor, and the motion was passed unanimously.

III. TREASURER'S REPORT

Iris Larsson gave the following report: "Each year we turn over our financial records to our accountant during the month of August. They are currently being audited and the non-profit income tax is being prepared at this time. Our investments continue to ride the ups and downs of the stock market, but we are pleased with the advice of our financial advisor and continue to see slow growth in all areas, around 8-10%. It gives me great pleasure to report that through the generous donations to the library, the Legacy Society continues to grow, we are able to purchase memorial books, reupholster furniture, paint where necessary, sponsor the Hanel Concerts each year, and reward the

staff every two years with a “Staff Appreciation Event.” This year will be a catered affair at the Florence Griswold Museum in Old Lyme in early November. We are also looking to update the Lienhard Room on the second floor. On behalf of the Board of Trustees, I would like to thank you all for your continued support.”

IV. LIBRARY DIRECTOR'S REPORT

Newington’s Library continues to be a vital community center providing information, education and cultural enrichment to its patrons, both in-house and virtually through the library’s website, Facebook, Twitter and e-mail notifications. Library staff is committed to providing professional, friendly and excellent customer service. This year more than 220,000 people visited the library, 108,077 people visited the library’s website and our wonderful library volunteers worked 1,327 hours and mended more than 4,600 items

Over the past several years, the library has seen changes in how people are using the library. The emerging technologies and the state of the economy have impacted how the library and its services are utilized. People are still using the library to find good books to read, take out DVDs, and ask reference questions. At the same time, there is also a noticeable increase in the use of library computers, online resources, downloadable eBooks, digital magazines, wireless internet access use and programming of all kinds. Ebook circulation increased 54% from the previous year. Free meeting room space for the public was up another 21%. The hard work of the staff to promote literacy and offer enriching programs to the community was evident with the 10% increase in programming for all ages.

The use of online resources for school work and personal or professional reasons increased not only in-house but more than 515% from remote access. Online resources such as *Reference USA*, *Ancestry.com*, *Grolier*, *Consumer Reports* and *PebbleGo and Bookflix* were extremely popular. Use of the library computers for internet, online databases and Microsoft Office products increased 34%. And more and more people are coming to the library to use its free WiFi.

2012-2103 Highlights:

Personnel: This was another year of some major personnel change in the library. Susan Schneider, a reference librarian was promoted to Circulation Supervisor replacing Ruth Block who retired in June 2012. Sue Bethune, a full-time Reference/Collection Management librarian retired in February 2013 after more than 30 years of dedicated services. The biggest change was that Library Director Donna Miller resigned in April 2013 to become the new director at the Kent Memorial Library in Kent, CT. Assistant Library Director Lisa Masten was appointed the new Library Director in May. The Assistant Director position will be filled in the summer. Finally, Michelle Royer presented a program at the Connecticut Library Association Annual conference in April. She spoke about the children’s programs she and the staff offered to children with special needs.

Technology: New services and new technology were offered to our patrons. The library now offers two eBook services for Newington patrons through the library’s website. In addition to the eBook service *Overdrive*, another eBook service called *Freanding*, was added. With *Freanding*, any book in its catalog can be downloaded so there is no waiting and there can be simultaneous use of a single title. *Zinio*, a new digital magazine service was also added. The library subscribes to 90 digital magazines for Newington patrons including *Newsweek*, *Consumer Reports*, and *O, Oprah Magazine*. Genre specific eReaders, each preloaded with 30+ new bestsellers in a specific genre that include fiction,

non-fiction, women's fiction/romance and non-fiction/biographies were added to circulation. Other new services included free scanning for the public from the library's two color photocopiers, subscription to Atomic Learning, an online learning site and the ability for staff to scan patron barcodes from their smart phones at the Circulation desk.

The Newington Library is part of a 27 library consortium called Library Connection. The consortium voted to change the library's integrated library system (ILS) called SIRSI to a different system called III-Innovative Interfaces, Inc. The new ILS will offer better functionality for staff and more features in the public library catalog for our patrons. The library also received CIP funding for RFID- Radio Frequency Identification, a system that would allow the library to manage the circulation of materials in a more efficient way, offer better inventory management as well as better security of the collection.

There was also a big push for technology programs for the public. Technology programs for the public included: how to download eBooks and eMagazines, iPad basics, and favorite iPad apps, *Tech Troubleshooting with Teens*, *Tech Sandbox* for parents and children to learn about library computer resources and *Lunch and Learn*, a series lunchtime programs that demonstrated online databases that the library purchased. *Book-A-Librarian*, one-on-one assistance from a librarian to help patrons with library technology related questions, was offered as well. And the library continued with hands-on computer classes for the public thanks to funding from Farmington Bank and the Friends of the Library. A total of 46 technology programs were offered to 487 people.

Children's: The children's staff outdid themselves this year with 715 programs to more than 26, 908 children. The children's summer reading program kicked-off with a "wonder of the night time" theme *Dream Big- READ!* Over 1,150 children participated by reading, earning prizes and being entertained by such activities as *Locked in the Library* (a library sleepover), *Flashes of Light*, *Ed's Flea Circus* a pool party, skating party and a scavenger hunt to name a few. *Jester Jim* a magician and juggler and the children's staff finished out the season by working with the schools to hold award assemblies for all who participated. *The Annual John and Adella Sliva Memorial Young People's Literary Series* event welcomed author and illustrator, David Biedrzycki. He delighted 3rd and 4th graders with examples of how he makes illustrations. He then visited the John Wallace Middle School for a presentation and rounded out his visit talking one-on-one and signing copies of his books at the Library. Other highlighted programs include a "Pop Open a Good Book" winter reading program, the 2nd *Annual Take Your Child to the Library Day*, *Sparky's Puppets*, *A Celebration of Dr. Seuss' Birthday*, *Fun with Rhythms*. Staff continued to be active in the community and schools. They participated in weekly visits to preschools and daycares, hosted school visits at the library and attended many school functions such as *Nutmeg Book Talks* and *Battle of the Books*. A wide variety of regular programs including story times, *Construction Club*, *Just a Story & a Song*, *Tales to Tails*, *Play for All* and *Cookbook Club* and many more rounded out the year.

Teens: The teen librarians continued experimenting with types of programs as well as days and times to attract a wider range of teens. 71 programs were offered to an audience of 2,307 an increase of 26%. Teen summer reading *Own the Night* had 141 participants. Popular teen programs included *Teen Volunteer Network*, *Astronomy: A Night with the Stars*, *After Hours Movie Marathons*, *After Hours Gaming Nights*, *Teen Resume Workshop*, *Secrets of the College Application Process* and *Teen Chocolate Fest: A Mother's Day Edition*. In addition, the teen librarians facilitated a book club at the Newington High School and had several book talks at the middle schools. The teen collected was recatalogued and reorganized by genre to make it easier for teens to browse and find books.

Adults: Staff planned and implemented 121 programs to 4,086 adults. Job programs like *Networking to Help Your Job Search* and *Employment Strategies for Those Over 50* were some that were offered. The series programs *Movies & More @ the Library*, *Gardening*, and *Brown Bag It with Books* were very popular. Other highlights included a very successful adult summer reading program with 770 adults reading 6,205 books. Other popular programs were “Pop Open a Good Book” winter reading program, *Why I Left the Amish*, *Connecticut Ghostbusters* and *Youthful Aging Through Meditation* and *Bob’s Musical Montage from MGM*.

Because there is a high expectation that staff be able to instruct patrons on how to use a variety of software and technology, staff was encouraged to pursue professional development opportunities to help them keep abreast of library technology as well the many changes that libraries are facing. Outside programs as well as in-house training were offered. Training will continue to be a priority because the more the staff knows the better they can serve the public. Staff was also encouraged to participate in relevant roundtables and organizations. Bailey Ortiz, the teen librarian became the co-chair for the *Connecticut Library Association Young Adult Roundtable* and Michelle Royer presented a program about the library’s successful programs for families with special needs children at the annual state library conference.

The Library’s 5K road had its most successful year yet with 409 people signing up, the highest registration ever. This Library Board of Trustees fundraiser has become a popular family event. Many adults and their children run in the race together. The core group of volunteers and the local businesses and individuals who sponsor or donate prizes make this race a success. The George C. Hanel Series presented a performance by the musical group CabareT. 130 people enjoyed an afternoon of stage, screen and cabaret favorites.

Friends of the Library: The Friends continued to be an active advocacy and fundraising organization for the library. In addition to a successful membership drive, the Friends had two book sales, a Wine and Cheese Social and several bus trips to help raise additional funds for the library. They finished this year on a high note with a great presentation by local resident and Channel 30 Meteorologist Darren Sweeny at their annual meeting. Without the Friends, many of the programs, museum passes, DVDs/Blu-Rays, and technology the library offers would not be possible.

Building: The leaks from the roof and skylight that had been plaguing the library for a long time were finally fixed using CIP money from the Town’s budget. The computer area in the children’s department was finally opened up again after this work was done. The Community Room that is heavily used was re-carpeted, as with the Children’s Program Room. New shelving was installed in the teen area and new blocks for picture books were added in the children’s area in an attempt to gain more space and reconfigure existing display space. A beautiful dragon mural was painted in the library by local artist,

Challenges: The building is aging and sometimes not so gracefully. An air compressor that blows cool air in the reference and quiet reading area of the library died this past June. Fans were set up in this area to try to alleviate the warm temperatures. The repair was scheduled for later in the summer. The heating and cooling of the building still continues to be unbalanced despite the many efforts to fix it. The Town Facilities department has been very responsive to the many problems but as the building ages new problems crop up. Space is not adequate for library needs. Use of meeting room and study room space is at a premium. The Community Room is no longer adequate for many of the audiences for our program. Staff work space and space to accommodate library technology is not always adequate for the changing needs. Ultimately, more space is needed. Purchasing eBooks by

many of the popular authors continues to be a big challenge for libraries. Some publishers are still refusing to sell eBooks to libraries or if they do they triple the price. This creates many challenges when trying to add this format to the collection within our allotted budgeted. Other challenges are a lack of parking for our patrons, which is not only frustrating for all involved but impacts people's ability to use the library, and the continued theft of books, audiobooks and non-fiction DVDs from the library.

Goals for the coming year include:

- Become fully staffed once again.
- Work with the Library Board on updating the long-range plan, including technology.
- Migrate over to a new Integrated Library System, from SIRSI to Innovative Interfaces, Inc.
- Begin implementation of the RFID system that would improve management and security of library materials.
- Completion of the installation of the new air compressor.
- Continue to pursue funding opportunities to offer innovative programming and new services to the public.
- Continue with staff training and professional development.

I am very proud of the staff and all they have accomplished during the year. They are a friendly, hard-working group of people whose priority is to offer the best service possible. As the statistics reflect, the way the library is being used is changing as well. We are constantly looking at our services, collections and space to make adjustments as usage changes. We strive to make the library a warm and welcoming place for all, make each interaction whether in the library or remotely a positive one and to keep the library relevant in the community. Thank you to a very supportive Library Board and Town Manager for all of their trust and wisdom. Thank you to the Friends of the Library for their passion for the library and all their fundraising efforts to help the library offer more to our patrons. I look forward to working with the staff and the boards to move the library forward.

ANNUAL CIRCULATION REPORT				
LRW LIBRARY				
FISCAL YEAR 2013				
	2013	2012	Gain/Loss	%Gain/Loss
CIRCULATION				
ADULT	246,194	261,726	-15,532	-5.93%
CHILDREN	122,130	128,428	-6,298	-4.90%
YOUNG ADULT	13,047	14,352	-1,305	-9.09%
VIDEOS	802	3,209	-2,407	-75.01%
DVD'S	98,283	97,835	448	0.46%
Digital Services				
DOWNLOADABLE BOOKS	6,677	4,346	2,331	53.64%
DOWNLOADABLE MAGAZINES#	1,269	0	1,269	
E-READERS	163	158	5	3.16%
Other				
MUSEUM PASSES	978	964	14	1.45%
TOTAL CIRCULATION	381,371	404,506	-23,135	-5.72%
DAYS OPEN/MONTH	323	321	2	0.62%
AVG. DAILY CIRC./MONTH	1,181	1,260	-79	-6.30%

PATRON COUNT	220,086	241,079	-20,993	-8.71%
AVG. PATRON COUNT	681	751	-70	-9.27%
SELF CHECKOUT CIRC^	5,505	10,448	-4,943	-47.31%
LIBRARY CARD REGISTRATIONS	1,657	1,734	-77	-4.44%
TOTAL # CARDHOLDERS	12,016	12,408	-392	-3.16%
CONNECTICARD	105,638	117,224	-11,586	-9.88%
RETURNS	308,104	328,955	-20,851	-6.34%
SUNDAY CIRCULATION	13,642	15,108	-1,466	-9.70%
SUNDAY PATRON COUNT	7,278	7,991	-713	-8.92%
PUBLIC SERVICES				
REFERENCE QUESTIONS - ADULT	40,176	45,693	-5,517	-12.07%
REFERENCE QUESTIONS - CHILD	20,509	21,898	-1,389	-6.34%
TOTAL REFERENCE QUESTIONS	60,685	67,591	-6,906	-10.22%
COMPUTER USE ADULT & TEENS#	50603	36561	14,042	38.41%
COMPUTER USE CHILDREN#	4,423	4,646	-223	-4.80%
TOTAL COMPUTER USE	55,026	41,207	13,819	33.54%
IN-HOUSE DATABASE SEARCHES	123,666	68,625	55,041	80.21%
REMOTE DATABASE SEARCHES	700,995	114,057	586,938	514.60%
WEBSITE VISITS	108,077	90,901	17,176	18.90%
HOLDS ON SHELF PULLED	10,593	10,835	-242	-2.23%
ILL--LOANS	10,790	10,958	-168	-1.53%
ILL--BORROWS	7,984	7,924	60	0.76%
PROGRAMS CHILDRENS	715	774	-59	-7.62%
PROGRAMS CHILDRENS ATTENDANCE	26,908	25,243	1,665	6.60%
PROGRAMS TEEN	71	63	8	12.70%
PROGRAMS TEEN ATTENDANCE	2,307	1,829	478	26.13%
PROGRAMS ADULT	121	139	-18	-12.95%
PROGRAMS ADULT ATTENDANCE	4,086	4,787	-701	-14.64%
NOTARY	118	141	-23	-16.31%
VOLUNTEER HOURS	1,326	1,559	-233	-14.95%
MEETING ROOM USAGE-OUTSIDE GOUPS	223	184	39	21.20%
MEETING ROOM USAGE-INHOUSE	617	629	-12	-1.91%
STUDY ROOM USAGE	2,812	2,532	280	11.06%
COLLECTION INVENTORY				
ITEMS ADDED	13,942	15,910	-1,968	-12.37%
ITEMS DELETED	6,605	8,230	-1,625	-19.74%
TOTAL LIBRARY HOLDINGS	172,716	169,153	3,563	2.11%

#Either a new service or stats were only available for a portion of the year.

^The self check-out terminal was out of service for much of the year.

V. NOMINATIONS

A. Renewal of Three-Year Terms for Corporation Members

Tony Palermino reported on nominations. Tony indicated that there are three three-year term renewals of the corporate members: Anna Eddy, Diane Stamm, and Tony Palermino. He asked if there were any more nominations from the floor. There were no more nominations, and he asked for a motion to accept the three three-year renewals of the corporate members. All were in favor and the motion to accept these three three-year renewals was unanimously accepted.

B. Nomination of New Officers

Tony presented the nominations for the officers as follows: President-Anna Eddy, Vice-President-Diane Stamm, Secretary-Judy Igielski, and Treasurer-Iris Larsson. He asked if there were any more nominations from the floor. There were no more nominations, and he asked for a motion to accept the officers as presented, all were in favor, and the motion to accept the officers as presented was unanimously accepted.

VI. OLD BUSINESS

There was no old business.

VII. NEW BUSINESS

A. Recognition of Honorees

Kris Nasinnyk recognized Bonnie Solis and presented her with a certificate and a Newington throw.

Judy Igielski recognized Mary Ellen Procko and presented her with a certificate and a Newington throw.

Maureen O'Connor Lyons recognized The Home Depot's Store Manager Matthew Canty with a certificate and framed print of the library.

LeeAnn Manke recognized Anytime Fitness' Owner Aidas Gausas with a certificate and framed print of the library.

VIII. ANNOUNCEMENT AND PRESENTATION OF NEW OFFICERS

Tony Palermino announced that all votes have been cast and the slate of officers as presented earlier was unanimously accepted.

IX. ADJOURNMENT

Dianne Stamm thanked everyone, congratulated the honorees, and told everyone to enjoy the refreshments.

MOTION: Iris Larsson made a motion to adjourn, LeeAnn Manke seconded the motion, all were in favor, and the motion to adjourn was unanimously accepted at 7:50 P.M.

**LUCY ROBBINS WELLES LIBRARY
BOARD OF TRUSTEES MEETING
SEPTEMBER 16, 2013**

BOARD MEMBERS IN ATTENDANCE

Dennis Doyle, Judy Igielski, Iris Larsson, LeeAnn Manke, Maureen O'Connor Lyons, Kris Nasinnyk, Tony Palermino, Neil Ryan, Diane Stamm, Trudie Walker

BOARD MEMBERS ABSENT

Paul Crosswaith, Anna Eddy, Pauline Kruk, Ellen Vessella

STAFF

Lisa Masten, Library Director
Karen Benner, Assistant Library Director
Gail Whitney, Secretary for the Board

TOWN COUNCIL LIAISONS ABSENT

Clarke Castelle
David Nagel

FRIENDS

Philip DesJardins

CALL TO ORDER

The meeting was called to order by Diane Stamm at 6:01 PM.

V. ROLL CALL

VI. SECRETARY'S REPORT/COMMUNICATIONS/MINUTES

Judy reported that a thank you note was received from Joann Morwick for the donation the Library made in her son's memory; Judy passed around the thank you note.

MOTION: Kris Nasinnyk made a motion to accept the minutes of June 10, 2013, LeeAnn Manke seconded the motion, all were in favor, and the motion to accept the minutes of June 10, 2013 was unanimously approved with a 10-0 vote.

III. PUBLIC PARTICIPATION

There was no Public Participation.

IV. TREASURER'S REPORT

Iris reported that the records are at the accountants. She split the donation of \$50 each to two different charities for Anna's nephew. She also sent a \$100 check to the Food Bank.

V. LIBRARY DIRECTOR'S REPORT

Lisa introduced Karen Benner to everyone. Karen started her position as Assistant Library Director on September 9th and has already had a busy week attending meetings.

In other personnel: Amanda Bolliker was hired as the part-time circulation person. Interviews will take place for the part-time reference position (Karen's old position), and for the full-time reference position (Sue Bethune's position).

The Town has been painting the window trims, the stairwell, the staff room, and put in new ceiling tiles. They will also be painting the public restrooms.

The condenser on the roof died in June and a new one was installed in August. All doors in the Library had new locks installed and staff has been given new keys.

New services in the Library include Freegal which is for downloadable music through Sony. Patron can download three songs per week and keep them forever. Wowbrary will also be available for patrons.

The Children's Room and the Lienhard Room have been rewired for the big screen television that was purchased for the Children's Room.

VI. ASSISTANT LIBRARY DIRECTOR'S REPORT

Karen reported that she is happy to be back in the main office after 12 years. She enjoyed her meeting with the Holy Spirit Ladies Guild this past week.

VII. FRIENDS OF THE LIBRARY

Phil DesJardins reported that the Friends will be at the Waterfall Festival on Saturday, September 21st, the Dessert Ever After program is scheduled for Friday, September 27th, the October 19th bus trip to Keene, New Hampshire for the Pumpkinfest is sold out, the book sale is scheduled for November 15, 16, and 17, and he thanked the Board for their support of all the Friends activities.

VIII. COMMITTEE REPORTS

A. PEP (Planning, Evaluation, Policy)

1. Corporate Member Update

Trudie reported that there is a corporate member position open. She also reported that she will be moving to South Carolina at the end of December.

B. Investment Committee

Neil stated he had no report.

C. House Committee

1. Lienhard Room

Diane reported that she, Lisa, and Lynn have been meeting on the Lienhard Room renovation. Red Thread, a subsidiary of BKM, has submitted a proposal and the House Committee has reviewed the proposal. Diane asked the Board permission to sign the contract once the design proposals have been finished. **MOTION: Maureen O'Connor Lyons made a motion to give the House Committee permission to sign the finished design proposals from Red Thread, Dennis Doyle seconded the motion, all were in favor, and the motion passed unanimously with a 10-0 vote.**

Tony commented that the lighting in the reading room should be brighter.

Diane also commented that the annual fall walk-through will be scheduled soon.

D. Facility and Site

1. Strategic Plan Update

Maureen reported that the Facility and Site Committee had a great meeting in June and has a working draft of the Strategic Plan. She will call a meeting of the committee before the October Board meeting.

E. Fund Development/Legacy Society

Pauline was not in attendance.

F. Budget

Tony had no report.

G. Technology

Paul was not in attendance.

IX. OLD BUSINESS

A. Nominating Committee – Election of Officers

The ballots were distributed to the Library Board members. Tony indicated that he objected to this because the nominating committee was never made aware of the slate of officers and nothing was sent to the nominating committee. The Board discussed this and decided that the slate of officers should be announced in April for discussion at the May meeting, information then sent to the nominating committee who will present the slate of officers at the June meeting. It will be the responsibility of the nominating committee to have this put on the agenda for the April meeting. Iris reiterated statements that she has made with regard to having the officers be corporate members. Tony, Anna, and Diane are all up to be reappointed as corporate members at this evening's Annual meeting.

B. Annual Meeting – Honoree Presentations

Judy will recognize Mary Ellen Procko, Kris will recognize Bonnie Solis, LeeAnn will recognize Anytime Fitness, and Maureen will recognize The Home Depot.

X. **NEW BUSINESS**

A. Holiday Closing, Veterans Day – Monday, November 11, 2013

Veterans Day falls on a Monday this year and the Library will be closed.

B. Holiday Closing, November 28th close at 5:00 PM – day before Thanksgiving

The last couple of years the Library has closed at 5:00 PM on the day before Thanksgiving and this will take place again this year.

C. Representation at the Town Hall Renovations Project Building Meetings

Tony stated that he will attend these meetings. He also suggested that this be an agenda item under Facility and Site.

Diane reminded everyone that the next Board meeting is scheduled for October 16th due to the fact that the Library will be closed for Columbus Day on October 9th. The Staff Appreciation event is scheduled for Friday, November 8th at the Florence Griswold Museum.

XI. **PUBLIC PARTICIPATION**

There was no Public Participation.

XII. **ADJOURNMENT**

MOTION: Kris Nasinnyk made a motion to adjourn, Trudie Walker seconded the motion, all were in favor, and the motion to adjourn was unanimously approved at 7:00 PM with a 10-0 vote.