



**Annual Meeting of the  
Southern New Hampshire Library Cooperative  
Monday, May 8, 2017**

The Southern New Hampshire Library Cooperative held its Annual Meeting on Monday, May 8, 2017, at the Atkinson Kimball Library. (Note: Although it was the Sandown Public Library's turn in the rotation to host the meeting its new director has not yet assumed her position and therefore the Kimball Library agreed to host this year. Sandown will host next year instead.)

Present:

James Cobb, Trustee	Atkinson
Marnie Finn, Trustee	Atkinson
Linda Jette, Trustee	Atkinson
Anna Winsett, Trustee	Atkinson
Wendy Doughty, Alt Trustee	Atkinson

LuAnn Blair	Plaistow
Jane Query	Plaistow
Michelle Sykes	Plaistow

Carol Fournier	Sandown
Tina Owens	Sandown
Adrienne Skora	Sandown
Pete Stock	Sandown

Diane Heer, Director	Atkinson
Cab Vinton, Director	Plaistow
Deb Hoadley, Incoming Director	Sandown
Barbara LaChance, Interim Director	Sandown

Also present were two representatives of the Hampstead Public Library, which is considering membership in the Cooperative.

Emily Reschberger, Trustee	Hampstead
Rosemary Krol, Director	Hampstead

## **Call to Order**

Jim Cobb, Trustee, Kimball Library, called the meeting to order at 7:06 pm following which the attendees introduced themselves. The meeting was then turned over to Diane Heer, Director, Kimball Library.

Director Heer began by welcoming Trustee Reschberger and Director Krol and explaining that they had come to listen and learn about how the cooperative functions and to ask questions. Hampstead Public Library is considering asking the cooperative for permission to join at some time in the future.

## **Approval of Minutes**

The attendees reviewed the minutes of the meeting of May 2, 2016. Two typographical errors on pages 4 and 5, respectively, were pointed out and will be corrected. Sandown trustee Peter Stock made a motion that the minutes, with corrections, be accepted; Kimball Trustee Jim Cobb seconded and the motion passed.

## **Director's Reports**

### **Cab Vinton, Plaistow Public Library – Statistics and Data**

Director Vinton distributed a three-page handout entitled “2015 NH OEP POP’N ESTIMATES.” A copy is attached hereto as “Exhibit A.”

Set forth below are some of the points made by Director Vinton in his discussion of the data provided, which was for the period May 1, 2016, through April 30, 2017.

1. Total circulation among the coop members is 150,000 items.
2. Of the total circulation, there were about 7600 transfers among member libraries.
3. The Kimball Library receives [from the other libraries] more items than it sends out.
4. The Sandown Public Library sends out more items than it receives.
5. Most of the circulating materials tend to be older, *i.e.*, more than six months old.
6. Between 5.0% and 7.5% of all library patrons travel to non-home libraries.
7. Overall circulation is decreasing; an issue apparently affecting most libraries.
8. Some discrepancies may be due to differences in cataloguing.
9. Not all uses of library materials are accounted for in the statistics, *e.g.*, so-called “local use” items which may be utilized in the library but not checked out and therefore not recorded.
10. The overall decline in circulation among the libraries is from 12.1% to 18.8%.

Director Vinton explained that he did not have the opportunity to provide further analysis of the data but answered the questions posed.

### **Diane Heer, Kimball Library – KOHA**

Director Heer distributed a two-page handout entitled “16.0 & 16.11 KPHA Upgrade Updated on April 22, 2017.” (A copy is attached hereto as “Exhibit B.”)

Set forth below are some of the points made by Director Heer in her discussion of the information provided.

1. KOHA is used by academic institutions as well as public libraries.
2. KOHA now allows patrons to put multiple holds on a particular item; a nice feature, especially for book groups.
3. Electronic ordering is now possible in the Acquisitions Module. This will cut down on cataloging. ByWater will waive the \$500 fee for those opting to purchase this feature/service.
4. KOHA is now able to move books from “new” status to general population. Previously this had to be done manually.
5. KOHA has the ability to set the maximum fine for replacement of a lost item. This feature brought about an extended discussion among some of the attendees regarding how the initial cost of each item is recorded. Every item needs to have a cost in order (even a default cost) for this feature to be utilized
6. SMS services via Verizon, Sprint, AT&T and T-Mobile may now be used as an alternative notification tool. This feature needs to be “set up” with each patron and will be part of the new patron form. (See item 10, below.)
7. Other new KOHA features include fee payment methods (other than PayPal): the ability to view movie trailers; password-related issues and parental oversight.
8. Discussion ensued regarding OPAC (On-line Public Access Catalogue.)
9. Barbara LaChance explained that it is undergoing a new design. The work is still in progress and will take a while to complete. The Directors are still reviewing it and will provide additional information.
10. Directors will also undertake to consider the new patron “quick add form.” There should be agreement as to what information will be requested from patrons.

Director Vinton then explained a new KOHA address product he thinks is particularly useful. It will improve the accuracy of addresses entered into the patron catalog. The product will identify incorrect address information and not allow it to be entered. Director Vinton is working with a developer at ByWater Solutions on adding this to Koha.

Other items mentioned in connection with KOHA: The Directors work together and distribute responsibilities and tasks, each of which is identified in a “ticket.” All of the Directors are able to see the ticket issues and the response action taken.

One of the co-owners of ByWater, the company that provides and services KOHA, calls the individual Directors each year to make sure they are satisfied with the system and its processes.

### **Update on Policies & Procedures**

Owing to the transition to a new Director, Sandown did not provide an update. The new Director, Deb Hoadley, assumes her position on June 1, 2017. Welcome, Deb!

### **Review of Current By-Laws**

Sandown Trustee Tina Owens explained that she had read the by-laws and had some questions regarding public versus non-public hearings. The discussion was not prolonged because the by-laws had been inadvertently omitted from the package of handouts. [By consensus,] they will be shared electronically for review and any issues that are identified may be discussed at a future date.

### **Old Business/New Business**

The remaining matters that were discussed were not identified as either old or new but are set forth herein having been undertaken in a general discussion.

First, Director Heer addressed the visitors from the Hampstead Public Library, asking whether they had any particular questions and whether the meeting had provided them with sufficient information as to the cooperative and how it operates. Hampstead Trustee Reschberger said that it had. She mentioned that Hampstead had 6,300 patrons. She also stated that Hampstead had considered the possible cost savings inherent in joining the cooperative but explained that there were many things to be considered and discussed before a decision could be made. Sandown Trustee Tina Owens pointed out that the next time the cooperative could undertake a vote on admitting Hampstead would be at its next annual meeting in May 2018. Trustee Reschberger and Director Krol said that that timing was entirely appropriate and would not pose any difficulty for them.

Sandown Trustee Tina Owens asked whether the recently completed project, which focused on veterans of the Vietnam War had been a success. The project involved reading a book, "The Things They Carried" by Tim O'Brien, as well as numerous presentations and speakers to stimulate discussion. Director Heer responded that she thought that overall it had been a success. Most attendees seemed to agree. Numerous libraries, in addition to those in the cooperative, had participated. Over 50 presentations had been planned and scheduled. And while there could have been better attendance at some, the program had been well-received and was deemed a success. Director Heer pointed out that such a large project requires a lot of work and a great deal of collaboration.

### **Date of Next Meeting**

The Next Annual Meeting of the Southern New Hampshire Library Cooperative will be on Monday, May 7, 2018, at the Sandown Public Library.

Sandown Trustee Tina Owens made a motion that the meeting be adjourned; Sandown Trustee Adrienne Skora seconded and the motion passed. The meeting was adjourned at 8:39 pm.

Respectfully submitted,

Anna Winsett  
Secretary, Kimball Library Board of Trustees  
Minute Taker

## 16.05 & 16.11 Koha Upgrade

### Updated on April 22, 2017

#### New features:

- **Ability to place multiple item holds on a given record per patron.**
  - Allows a patron to request more than one copy of a book. This is a good feature for private book groups or DVD series. Each library can limit the total holds through their circulation rules.
  -
- **Add a new Patron through the quick add form.**
  - Coop libraries would need to agree on the information requested from our patrons. All libraries will have to agree on the form.
  -
- **Edifact ordering functionality in the Acquisitions Module.**
  - Electronic ordering through vendors (Baker & Taylor, Ingram, Play-Away, Midwest Tapes).
- **Automatic item modification by age.**
  - Materials will automatically move from “new” status to regular status. Example: “New Book” will move to “Book” status after 180 (6 months) days and will also change the shelving location. Cron job must be set up through ByWater to get this started.
- **Ability to set the maximum fine for an item to its replacement price.**
  - If replacement price is used we will need to make sure we have a price for all items in catalog.
- **Send SMS notices as an alternative to email.**
  - SMS services via Verizon, Sprint, AT&T, T-Mobile
- **Ability to pay fees and fines from the OPAC via PayPal.**
  - Patrons must have a PayPal account to do this.
- **Movie trailers can be viewed in the record on the OPAC using HTML5.**
  - Catalogers would add information to the 856 field in the MARC record.
- **OPAC forgot password link**
  - (Patron must have an email address in the patron record to receive an email with password link). Link will be available for two days.
- **Relative’s checkout feature –**
  - Gives parents the ability to view children’s accounts. \*\*Not sure if this will be allowed with NH privacy laws.\*\*
- **Anonymize checkout history –**
  - Are able to track last patron use history.

- **Novelist can now be seen on the staff side not just the OPAC.**
- **New staff permissions have been added to the permissions levels.**  
Example: staff can run reports but can't modify report.

#### **Future upgrades to Koha**

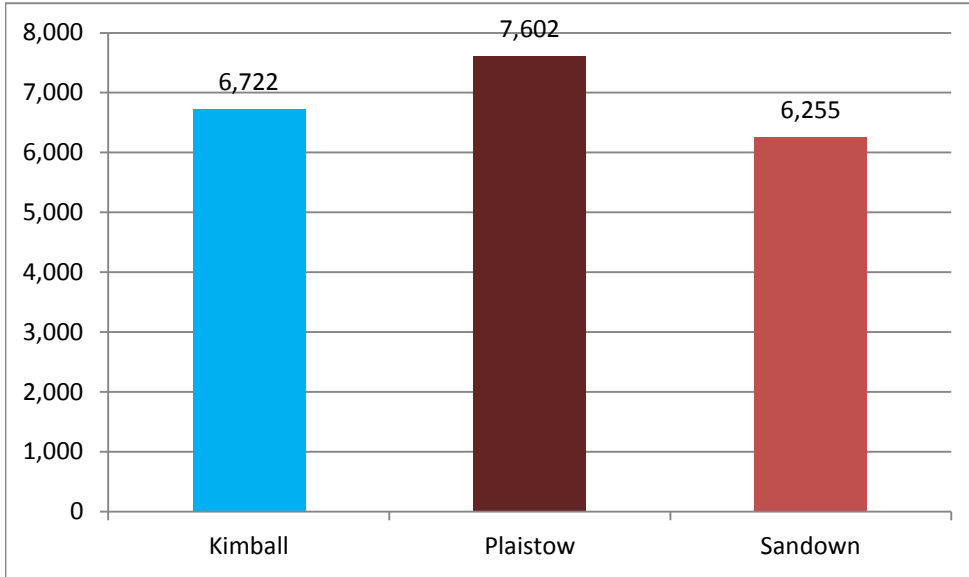
- ElasticSearch will be upgraded in the fall update - **Elasticsearch can power extremely fast searches.**
- **Accept credit cards via OPAC.**

#### **Areas/programs the three libraries have worked cooperatively over the past year.**

- Soldiers Home and Away program
- Health Fair at Timberlane Regional High School
- Museum Pass program
- Move books between libraries using Kimi Nichols service.

DRAFT

**2015 NH OEP POP'N ESTIMATES**



% Pop'n		
Kimball	6,722	32.7%
Plaistow	7,602	36.9%
Sandown	6,255	30.4%
	20,579	100%

**TRANSFERS**

FROM/ TO	Kimball	Plaistow	Sandown	Total Out	Net	% Circ
Kimball		1,980	810	2,790	187	0.3%
Plaistow	2,111		799	2,910	151	0.3%
Sandown	866	1,081		1,947	-338	-0.9%
<b>Total In</b>	2,977	3,061	1,609	7,647	0	

**TRANSFERS**

FROM/ TO	Kimball	Plaistow	Sandown	Total Out
Kimball		26%	11%	36.5%
Plaistow	28%		10%	38.1%
Sandown	11%	14%		25.5%
<b>Total In</b>	39%	40%	21%	100%

**Patron Transactions AT Non Home Branch**  
**PATRON/ WHERE**

	2016 KIMBALL	PLAISTOW	SANDOWN	Total	non-home	%
KIMBALL	62,318	3,103	197	65,618	3,300	5.0%
PLAISTOW	2,270	47,856	361	50,487	2,631	5.2%
SANDOWN	1,400	1,655	37,902	40,957	3,055	7.5%
Grand Total	65,988	52,614	38,460	157,062	8,986	5.7%

	2017 KIMBALL	PLAISTOW	SANDOWN	Total	non-home	%	decline	circ'n
KIMBALL	59,292	2,642	237	62,171	2,879	4.6%	-12.8%	-5.2%
PLAISTOW	1,807	46,772	142	48,721	1,949	4.0%	-25.9%	-3.5%
SANDOWN	739	1,790	36,495	39,024	2,529	6.5%	-17.2%	-4.8%
Grand Total	61,838	51,204	36,874	149,916	7,357	4.9%	-18.1%	-4.6%

**Checkouts of Materials Owned by Non Home Branch**  
**PATRON/ OWNER**

	2016 KIMBALL	PLAISTOW	SANDOWN	Total	non-home	%
KIMBALL	61,054	3,917	647	65,618	4,564	7.0%
PLAISTOW	2,836	47,047	606	50,489	3,442	6.8%
SANDOWN	1,898	2,381	36,734	41,013	4,279	10.4%
Grand Total	65,788	53,345	37,987	157,120	12,285	7.8%

	2017 KIMBALL	PLAISTOW	SANDOWN	Total	non-home	%	decline	circ'n
KIMBALL	58,160	3,340	671	62,171	4,011	6.5%	-12.1%	-5.2%
PLAISTOW	2,351	45,925	445	48,721	2,796	5.7%	-18.8%	-3.5%
SANDOWN	1,267	2,409	35,350	39,026	3,676	9.4%	-14.1%	-4.8%
Grand Total	61,778	51,674	36,466	149,918	10,483	7.0%	-14.7%	-4.6%



**Southern NH Library Cooperative**  
**May 8, 2017**

*Data is for the May 1 - April 30 period,  
 unless otherwise specified*

Other\* Equipment, games, magazines, interlibrary loans, etc.

CIRC 2016	BOOK	MOVIE	AUDIOBK	MAG	MUSIC	OTHER*	ILL	Total
KIMBALL	31,713	24,597	3,855	2,022	1,256	99	1,767	65,309
PLAISTOW	35,433	10,386	2,739	1,061	312	117	438	50,486
SANDOWN	27,143	8,224	2,603	1,526	487	327	702	41,012
Grand Total	94,289	43,207	9,197	4,609	2,055	543	2,907	156,807

CIRC 2017	BOOK	MOVIE	AUDIOBK	MAG	MUSIC	OTHER*	ILL	Total	Change
KIMBALL	30,599	22,928	3,678	1,909	869	141	1,778	61,902	-5.2%
PLAISTOW	33,891	10,122	2,937	945	214	85	524	48,718	-3.5%
SANDOWN	26,101	8,081	2,041	1,262	676	282	580	39,023	-4.8%
Grand Total	90,591	41,131	8,656	4,116	1,759	508	2,882	149,643	-4.6%

CIRC %'s	BOOK	MOVIE	AUDIOBK	MAG	MUSIC	OTHER*	ILL	Total
KIMBALL	48.6%	37.7%	5.9%	3.1%	1.9%	0.2%	2.7%	100%
PLAISTOW	69.6%	20.8%	6.0%	1.9%	0.4%	0.2%	1.1%	100%
SANDOWN	66.9%	20.7%	5.2%	3.2%	1.7%	0.7%	1.5%	100%
Grand Total	60.5%	27.5%	5.8%	2.8%	1.2%	0.3%	1.9%	100%

CIRC %'s	BOOK	MOVIE	AUDIOBK	MAG	MUSIC	OTHER*	ILL	Total
KIMBALL	49.4%	37.0%	5.9%	3.1%	1.4%	0.2%	2.9%	100%
PLAISTOW	69.6%	20.8%	6.0%	1.9%	0.4%	0.2%	1.1%	100%
SANDOWN	66.9%	20.7%	5.2%	3.2%	1.7%	0.7%	1.5%	100%
Grand Total	60.5%	27.5%	5.8%	2.8%	1.2%	0.3%	1.9%	100%

**HOLDINGS**

As of 4/30/17	BOOK	MOVIE	AUDIOBK	MAG	MUSIC	OTHER*	Total
KIMBALL	32,494	6,245	2,711	1,897	1,245	32	44,624
PLAISTOW	43,080	3,154	1,519	572	308	52	48,685
SANDOWN	30,082	2,863	2,097	615	692	191	36,540
Grand Total	105,656	12,262	6,327	3,084	2,245	275	129,849

%'s	BOOK	MOVIE	AUDIOBK	MAG	MUSIC	OTHER*	Total
KIMBALL	73%	14%	6%	4%	3%	0%	100%
PLAISTOW	88%	6%	3%	1%	1%	0%	100%
SANDOWN	82%	8%	6%	2%	2%	1%	100%

TURNOVER	BOOK	MOVIE	AUDIOBK	MAG	MUSIC	OTHER*
KIMBALL	0.9	3.7	1.4	1.0	0.7	4.4
PLAISTOW	0.8	3.2	1.9	1.7	0.7	1.6
SANDOWN	0.9	2.8	1.0	2.1	1.0	1.5

Turnover = Circulation divided by Holdings