

# James E. Nichols Memorial Library

## Librarian's Report

**Community Use of the Library-** In 2011, the library recorded 12,758 circulations, a good record considering competition from eBooks, Netflix, cable TV and the internet. A total of 583 Center Harbor residents borrowed materials from the library, a use rate of 53%, compared to a state-wide average of 28%. Youth borrowing, low for the year, was strong during the summer (255 circulations/month). The following chart details this year's borrowing:

Adult	5,991
Youth	878
Audio-Visual	4,920
Inter-library	885
Other	84
Total Circulation	12,758
Circulation, 2011	

**Services for Patrons-** During the year, there were 7,407 recorded visits to the Library and 89 new library cards issued. The six-day weekly service schedule remains popular with residents. The library staff responded to 205 requests for reference help, book advisory, and assistance with electronic resources. We borrowed 270 materials from other libraries for Center Harbor residents. In partnership with Altrusa of Meredith, we delivered 205 books to homebound patrons. In November, we offered a Tech Tuesday program to teach patrons about computers and online resources. We provided passes to the Squam Lakes Science Center, Shaker Village, the Currier Museum of Art, and the Wright Museum. Our web page and our column in the *Meredith News* kept patrons up-to-date on library news.

**Innovative Programs-** Our membership in the NH Downloadable Books Consortium provided patrons access to the State Library's large collection of eBooks and audios. Patrons downloaded 101 copies in 2011. With the Scrooge and Marley Coop, the library offered online language lessons through Mango. The library provided access to the State Library's online reference databases, Consumer Reports Online, and MedlinePlus. For 2012, we will join Ancestry, which will help patrons trace family histories and build genealogies.

**Collection Growth-** The library added 830 new materials to the collection in 2011. These items circulated 4,714 times in 2011; the use rate of new materials was 99%. Of these items, 364 new items circulated 5 times or more; 58 circulated 15 times or more. The Library held 15,330 titles at the end of 2011. Staff removed 537 dated, damaged or infrequently used items from the collection. Audio cassette tapes are being phased out of the collection, with a core of popular and classic titles being retained.

Materials Added		Adjusted Total Volumes	
New holdings	830	Total Volumes, 2010	15,037
Titles Removed	-537	Plus Net Additions	+293
Net Change	293	Total Volumes, 2011	15,330
Collection Growth, 2011			

**Computer Services and Internet Access-** Staff logged 1360 workstation uses and 471 wifi users in 2011; additional users accessed the wifi from the library grounds and street. Use statistics and patron comments show that the present three public workstations and our wifi link currently meet the access needs of the community and are suited to the space available. This popular service is being impacted, however, by wear and tear on these machines. In use since 2006, they need repairs more frequently (10 service calls in 2011) and their processing speed (a fixed feature) is below standard. After thorough research, the Trustees decided that replacements are necessary to provide the level of access that residents need. Since the library's current circulation software is outdated and no longer supported by its manufacturer, it was also decided that the library needed new software along with new hardware. The Atrium software by Book Systems was chosen as it is more suitable to public library use, offers easier browsing for patrons and provides more efficient functionality for the staff. Therefore, the cost of the new computer system has been added to the 2012 town budget.

**Building and Grounds-** In April, a much needed renovation of the library's public restroom facility was completed. Joe Price did the tile work; Smitty's of Moultonboro did the plumbing. Rowan Electric installed electric power strips on the oak study tables in the front reading room and meeting room to accommodate users with mobile devices. Wifi access was improved by the addition of a second router. Radiator covers were installed in several locations for increased safety and an improved look. Jeff Haines and his crew replaced the walk way along the side of the library to the main entrance. To keep the rear exit clear during the winter, they put a heat tape and mat on the back steps.

**Staff and Trustees-** The Library staff maintains its six-day per week schedule with one FT and 2 PT staff. The staff selects materials, prepare copies for circulation, update the catalog, assist patrons, process interlibrary loans, manage local history files, conduct programs and create displays in addition to circulating materials. Librarian Jon Kinnaman attended trainings at the NH State Library, sat on the Town's Joint Loss Management Committee, and served as DVD Chair of the Scrooge and Marley Coop. Library Assistant Linda Belisle helped with collection maintenance, inter-library loan, references and book displays. Library aide Kim Anderson works for 10 hours a week during the summer months and 2 hours a week the rest of the year. The Library Board of Trustees deserves special thanks for the many hours of service given to Nichols Library. This year, they completed a revision of the policy manual, saw to building maintenance issues, and, as always, provided support to the librarian and staff.

**Friends and Donors-** Among the friends who contributed to the well being of the Library this year were the town selectmen, Jeff Haines and Bob Beem for maintenance help; the Center Harbor Historical Society for sharing town history resources; Altrusa volunteers for book deliveries; and Meredith Village Savings Bank for the Sqaum Lakes Science Center pass. We thank the many friends of the library who donated materials and made gifts to our general fund. Finally, we thank the people of Center Harbor for their interest in and support of this historic library.

Jon Kinnaman, Librarian

JAMES E. NICHOLS MEMORIAL LIBRARY  
ANNUAL TREASURER REPORT

**BALANCE ON HAND JANUARY 1, 2011**

**\$0.00**

**RECEIPTS**

NICHOLS TRUST	\$3,241.57
BOOK SALES/DONATIONS	\$335.99
GIFTS	\$1,828.18
TOWN OF CENTER HARBOR	\$79,466.00
COPIER	\$580.15
MISC.	

**TOTAL RECEIPTS**

**\$85,451.89**

**EXPENSES**

SALARIES	\$55,411.65
FURNISHINGS/EQUIPMENT	\$2,087.16
REPAIRS/MAINTENANCE	\$5,103.63
SUPPLIES	\$1,919.94
ELECTRICITY	\$1,958.11
TELEPHONE	\$1,384.93
TRAVEL	\$157.30
COLLECTION DEV./BOOK SALES	\$858.09
BOOKS & PERIODICALS	\$12,000.00
LANDSCAPING	
SPECIAL PROJECTS FROM GIFTS	\$540.00
PROF.DEVELOPMENT & TRAINING	\$331.00
PROGRAM PROJECTS	
MISC.	
COMP.SOFTWARE MAINTENANCE CONTRACT	\$495.00
COPIER MAINTENANCE CONTRACT	\$275.00

**TOTAL EXPENSES**

**\$82,521.81**

**TO GENERAL FUND**

**\$2,930.08**