

**The James E. Nichols Memorial Library
2019 Annual Report**

2019 Summary. The Nichols Library experienced a significant change in Trustee leadership with the step down of four of the five Trustees on or before the 2019 Annual Meeting, resulting in a significant change in leadership. All vacancies have been filled by Trustee Alternates voted in by the Town and Select Board. The Library continues to provide the Center Harbor residents and visitors with materials, programs and services to help meet their information, educational, cultural, and recreational needs. The current Trustee Board would particularly like to thank Librarian Jon Kinnaman and his staff for providing seamless service to the community as well as assisting the new Trustee Board with assimilating in their roles. In addition, the Board wishes to thank former Trustees Helen Heiner, Karin Karagozian, Jo Morse, and Lynn Allen for their stewardship, guidance, and generous volunteer support for many years.

Library Use / Collection Maintenance. Community members made 4,645 visits to the Library; 68 new library cards were issued. Our staff answered 231 requests for information and 205 request for reading advice. Patrons who needed materials not available in our collection had their needs met through 499 interlibrary loans that encompassed books, audios, DVDs and music CDs. The Library introduced Story Time at the Beach in collaboration with the Parks and Recreation Department, as well as Ben and Jerry’s read for ice cream promotion. Our passes to the Squam Lakes Science Center and Castle in the Clouds were enjoyed by 42 patrons.

The Library circulated 11,488 materials compared to 11,579 in 2018. In addition, patrons downloaded 1883 eBooks, audios and magazines from NH/Overdrive and used the Hoopla streaming service 297 times. Below is a breakdown of how Library materials were used in 2019:

Adult reading	4798
Youth reading	431
Audio books on CD-ROM.	603
Films, series and documentaries on DVD	2906
Interlibrary loans from other NH Libraries	499
Other	91
Total circulation from collection, 2019	9328
Digital material from NH/Overdrive and Hoopla DB	2,180
Total adj. circulation	11,508
Library Circulation, 2019	

The Library added 679 new materials and removed 1232 damaged, dated or seldom-used items.

Total Volumes, end of 2018	16,116
Titles added, 2019	+ 679
Titles removed, 2019	- 1232
Adj. Total Volumes, end of 2019	15,905
Net change	-211
Library Holdings, end of 2019	

Our computers were used 264 times by patrons and guests; our Wi-Fi network was accessed by 212 registered users. Family researchers made use of the AncestryPlus and HeritageQuest databases. Our EBSCO databases, which provides access to Consumer Reports, the NoveList book advisor, Explora for kids and other resources were used by patrons for both educational and personal interest. Library staff also copied, scanned and faxed numerous documents for patrons.

The Library used its materials budget to provide print, digital and streaming titles to meet our patrons' needs for different formats and variety of interests, including bestsellers, award winners, book group favorites, and real life stories. The Library provided eBooks through NH/Overdrive (1883 uses) and streaming audio and movies through Hoopla, a new service in 2019 (279 uses). To make materials easier to access, room was made to move the Children's non-fiction materials to the front reading room. The New Hampshire collection has now been moved to the stacks. We continue to encourage all visitors to browse the stacks directly as there is interest.

The book removals were partially compensated by two book sales held in July and August.

Building Assessment Summary. The Trustees completed a full Building Assessment Evaluation in early 2019. This study was funded jointly by a grant from the NH Preservation Alliance as well as the James E. Nichols Trust. The Library has been in continuous operation since 1910, and has been recognized on the National Register of Historic Places as part of the Center Harbor Village Historic District since 1983. While the building has been reasonably well maintained throughout its operating life, the study identified some key priorities that should be addressed to maintain its integrity into the significant future. A primary priority is to address the failures of the building envelope, in particular, areas currently permitting water and moisture ingress into the building fabric and interior spaces.

The Trustees are requesting funding of \$10,000 in a new Expendable Trust Fund (ETF) from the taxpayers to start the work addressing issues with the rainwater collection and runoff, to mitigate water damage from further ingress.

2019 Fiscal Report [Sarah]

Receipts

Expenditures

Property in the Trustee's Care and Custody

Bequests and donations

Facility Upgrades/Building Maintenance. The Library installed a new server and workstations, funded by a grant from the Center Harbor Community Development Association (CDA) and the Nichols Trust.

A new custom built period back storm door was fabricated to replace the worn out door.

Turn Key Construction managed the Lgrounds landscaping and maintenance.

2020 Goals and Community Engagement. Patrons frequently express satisfaction with Library service. However, the Trustees and staff of the Nichols Library would like to expand our engagement with the Center Harbor community if there is interest. In 2020, we will conduct an assessment of the community to find out whether there are unmet needs or services that the

Library could potentially provide. This will include a survey that will give the community an opportunity to express their needs and interests in the library. In addition to our ongoing services, we could plan to offer additional programs of interest, including author talks, book groups and story times. We will also be seeking ways to cooperate with other community groups in supporting community programs.

Master Plan for Long Term Maintenance of the Library. The Library Trustees are developing a multi-year plan to prioritize site work to mitigate water issues resulting in deterioration of the Library structure and façade. We are building a plan to maximize the opportunity to solicit funds from NH Historical Resource grants to assist in the remediation efforts.

Library Staff. Librarian Jon Kinnaman attended seminars on community and youth engagement, sat on the Town's Joint Loss Management Committee and chaired the Scrooge and Marley regional library co op. Circulation assistant Glenn Walter handled circulation and interlibrary borrowing services. Summer assistants Kim Anderson and Lois Brady provided help during the busy summer season.

Friends of the Library. The Board wishes to thank the many people contributed to the well-being of the Library this year, including our past and current Board of Trustees; the Center Harbor Selectmen who support our building needs and overall operations; The Town Garage and Fire Department for help with maintenance needs; The Center Harbor CDA for fiscal support for the Library computer needs; Lowell and Karlene Schwartz and Karen Ullman, who assisted with our book sales; and the many patrons who donated materials and made financial gifts to our general fund. Finally, we thank the people of Center Harbor for their ongoing support of this historic Library.

We have opportunities to bring in individuals who may be interested in serving as a Trustee Alternate for a one-year term to learn the role of a Library Trustee and serve the Town in a meaningful way. Interested parties should identify their interest to any current Trustee or the Librarian.

On behalf of the Trustees, thank you all for your continued support.

Annette Nichols, Chair
James E. Nichols Library Board of Trustees