**Annual Meeting of the
Southern New Hampshire Library Cooperative
Monday, May 6, 2019**

The Southern New Hampshire Library Cooperative held its Annual Meeting on Monday, May 6, 2019, at the Plaistow Public Library.

Present:

Cab Vinton, Director	Plaistow
Diane Heer, Director	Atkinson
Deb Hoadley, Director	Sandown
Carol Fournier, Trustee	Sandown
Diana True, Trustee	Sandown
Carol Busby, Trustee	Sandown
Lara Cross, Trustee	Atkinson
Tom Kelley, Trustee	Atkinson
Marnie Finn, Trustee	Atkinson
Jane Query, Trustee	Plaistow
Jennifer Kiarsis, Trustee	Plaistow
Rosemarie Bayek, Trustee	Plaistow
Megan Lee, Alternate Trustee	Plaistow

Call to Order

Cab Vinton, Director, Plaistow Public Library, called the meeting to order at 7:00 pm.

Approval of Minutes

The attendees reviewed the minutes from May 7, 2018. Motion was made by Deb Hoadley to accept the minutes; seconded by Carol Busby. Motion carried: Ayes Unanimous; Opposed None; Abstentions None.

Director Reports

Cab Vinton, Plaistow – Statistics

Cab Vinton distributed a Statistics handout to attendees (attached). Highlights from his report included:

- Most patrons are using their own library.
- Always a surprise to see each year that the amount of overlap of materials within the Coop is so low.

- All three libraries have different patron needs/wants, which expands availability; i.e., a Sci-Fi reader in Atkinson would find a great collection in Plaistow; movie buff would be happy with Atkinson collection.
- Atkinson continues to have a collection profile with more of the different formats, such as movies, audiobooks, and music. Diane Heer explained that this is simply fulfilling the needs of her library users.

Cab included in this report points regarding the value of the SNHL Cooperative to the communities, including extended hours that a library could be accessed because of different schedules; subscription cost sharing; extending museum pass offerings and sharing.

There was discussion regarding the nature of materials in Libraries changing from paper books to e-content. This requires less use of shelf space for smaller facilities, and keeping up with patron needs/wants.

The Coop holdings remain fairly constant because as new materials are purchased, older materials are weeded.

Diane Heer, Atkinson – Koha Update

Diane Heer distributed a handout (attached) listing the upcoming updates for 2019 with Koha 18.11 to be released this spring. A few mentioned were:

- Ability to navigate back last patron rather than having to "start over".
- Granular Permissions: Because Directors are "Super Users" they have access to the entire administration module. Granular permissions will allow Directors to allow others to have access to certain administrative functions.
- Ability to Void: This will greatly improve the ability of libraries to do accidental write-offs (i.e., a person is charged for a lost book, finds it and returns it, wants $$ back).

Diane reported that ByWater Solutions staff led a Koha Regional Summit in West Lebanon, NH, on Friday March 8, 2019, in collaboration with the New England Library Association. There were approximately 70 people attending from Vermont and New Hampshire, all Koha users (or potential users).

There were breakout sessions which included several topics: customer and staff functionality; BugZilla; development projects; working with reports; acquisitions module; and a session for new libraries.

The statewide interlibrary loan (ILL) system, which the State of NH Library has not had in operation for over a year, was a subject discussed at the Summit. It was reported that the software the State had was no longer being supported; they had an agreement with a vendor for a new system for $500,000; the contract has had to be reviewed, conformed, and approved by multiple State departments. Unfortunately time on the contract is running out, and the vendor is out of patience with the State. This leaves the State of NH still without an ILL system.

It was discussed that perhaps Koha could create an ILL system with Koha users in the State (a "Super Coop"). There is hope that this at the very least would prove to the State that it can be done in Koha, and hopefully it can be completed prior to the implementation of a new system by the State.

Deb Hoadley, Sandown – Coop Update

At the last meeting, it was mentioned that more programming should be done with all three libraries working together to create an awareness of the SNHL Cooperative.

A community project was coordinated with the SNHL Cooperative, other area libraries, and the Timberlane Regional School District. The project named "2019 Community Read: Celebrating Racial Diversity" offered various events held from March 4 to April 19, 2019, which were discussed, developed and ultimately implemented by all involved. (See attached report.)

This was a coordinated effort of all the libraries and the school district on the subject matter, and included speakers, book discussions, movies, displays, and presentations. The project had 21 programs, which were attended by approximately 230 patrons.

SNHL Cooperative By-Laws: Review of Proposed Amendments

The proposed changes to the By-Laws (Article III. Membership, Sections 5-7) were discussed.

It was suggested that if an additional member was added (making it an even number), a tie vote in the future would become an issue. One suggestion was made that an Ad Hoc member of the Cooperative could be appointed for a tie vote. In addition, there was another suggestion that the requirements stated in Section 4 might be expanded to include "(f) And other requirements as approved by the SNHL Cooperative …"

Discussion followed and it was agreed that a new library wanting to join the Cooperative would have to have good chemistry with other members, and in addition would need to do many things very far in advance in order to join.

Motion was made by Carol Busby to accept the changes as proposed to the By-Laws (Article III. Membership; Sections 5-7); seconded by Rosemarie Bayek. Motion carried: Ayes Unanimous; Opposed None; Abstentions None.

Old Business - None

New Business

The maximizing of the Cooperative's abilities was discussed. Several suggestions were made and noted.

- Block booking – having a speaker make a presentation at all libraries on different dates. This has been done, and more possibilities are being looked into.
- Sharing Staff – This suggestion was made by Cab; i.e., a shared IT person that might rotate from library to library. The down side: salaried employee or contractor? How would this expense be supported by the Cooperative? (GMILC has two full time employees that are paid by the Cooperative.) Perhaps Substitutes might work for an exchange.
- More Group Purchasing – This depends on the Vendor, but the Directors assured that any time a group rate could work, they have used it.

There was further discussion about how to get patrons to take advantage of the benefits of each library in the Cooperative. Some of the suggestions: Travel Vouchers for traveling programs; another Community Read program; more Facebook sharing; create a specific SNHL Coop button on each library website; more joint programs and cross-promotion of programs.

Date for Next Meeting

The next Annual Meeting of the Southern New Hampshire Library Cooperative will be in Atkinson on Monday, May 4, 2020.

Meeting adjourned at 8:40 pm.

Respectfully submitted,

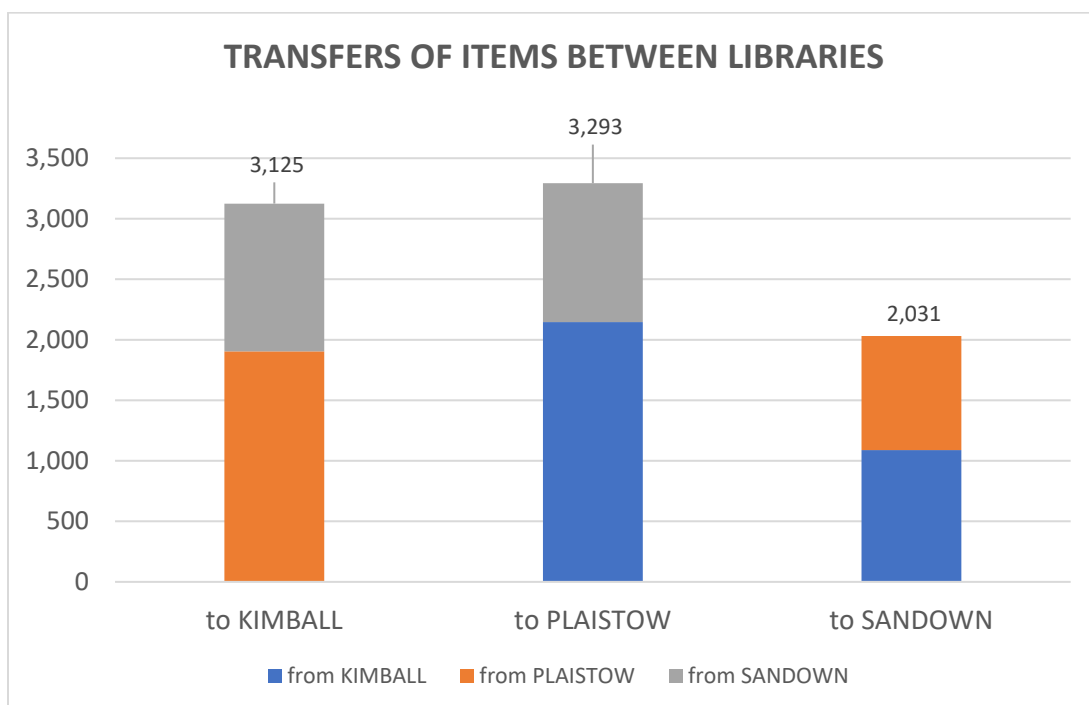Jennifer Kiarsis
Plaistow Minute Taker

Inter-Library Use by Coop Patrons
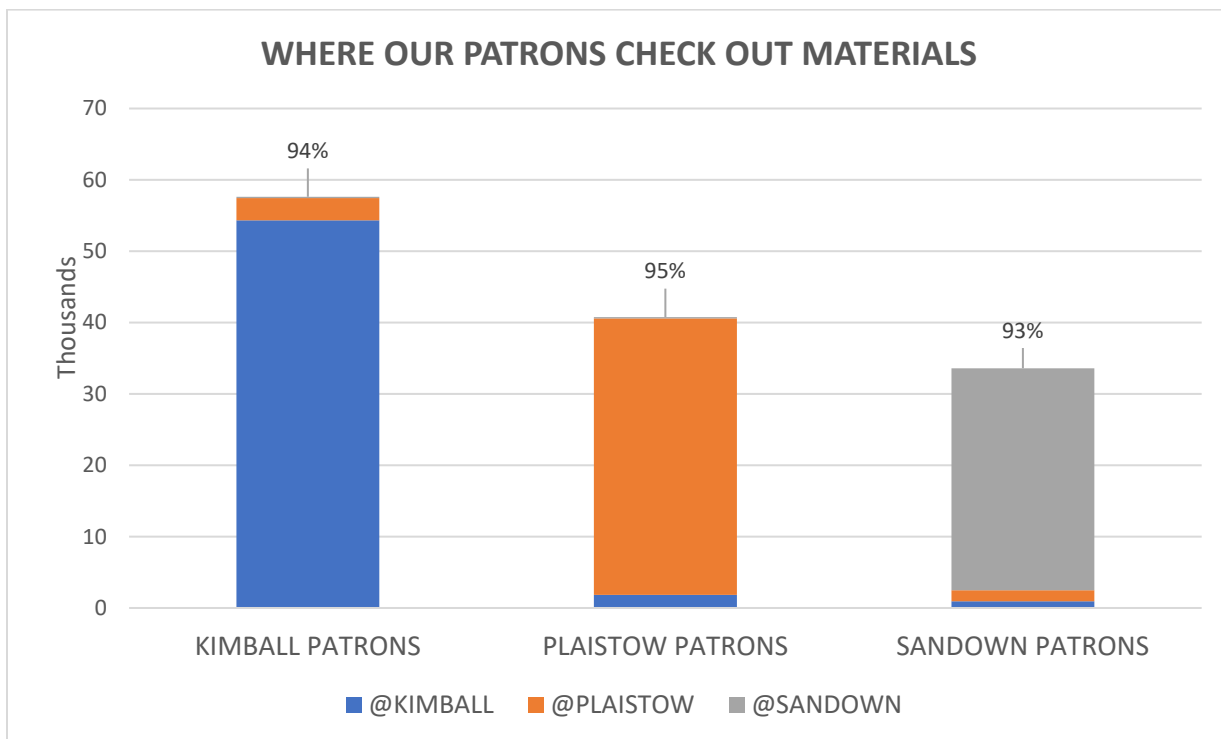## May 2018 - April 2019

Statistics are most readily available for checkouts of materials. It's much more difficult to tell how often patrons use partner libraries for other purposes (programs, museum passes, computer use, etc.)

Most use is local: 94% of all checkouts and renewals occur at a patron's home library and are of items that belong to their home library:

PATRON'S HOME BRANCH

		KIMBALL	PLAISTOW	SANDOWN	Totals
CHECKED OUT AT	@KIMBALL	55,050	1,832	939	57,821
	@PLAISTOW	3,109	38,764	1,541	43,414
	@SANDOWN	188	179	31,113	31,480
	Totals	58,347	40,775	33,593	132,715

Patrons also request materials from non-home libraries and find it more convenient at times to drop items off at one of the other two libraries:

TRANSFERS OF ITEMS BETWEEN LIBRARIES

to KIMBALL	to PLAISTOW	to SANDOWN
3,125	3,293	2,031

Legend: from KIMBALL, from PLAISTOW, from SANDOWN

WHERE OUR PATRONS CHECK OUT MATERIALS

Percentage figure is the percent of transactions at a non-home library, e.g., over the past year 94% of all items checked out by Kimball patrons were checked out at Kimball.
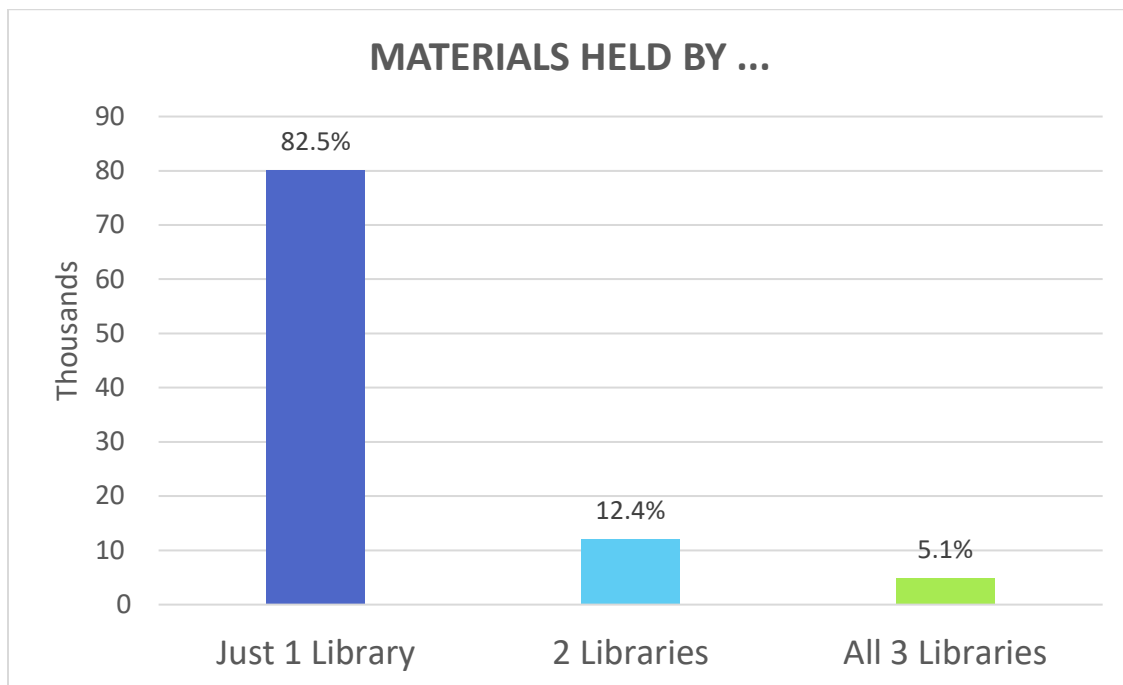
Other Notes on Coop Value

- It's difficult to place a value on the convenience of having the option of using any one of three libraries.

- Patrons from all libraries have the added advantage of access to a library during hours when their home library is normally closed:
  - * 4 extra hours per week for Plaistow patrons (Sat.'s & evenings)
  - * 6 extra hours per week for Kimball patrons (mornings)
  - * 8 extra hours per week for Sandown patrons (Fridays)

- Subscription to Syndetics catalog enrichment service would cost 3x as much if each library subscribed on its own ($666 vs $2,000).

- Each of us would also pay more for our integrated library system (Koha).

- Coop libraries share Museum Passes to a certain extent, so each library is able to offer passes to between 2 & 6 additional museums, as well as offering alternative access when our own passes happen to be checked out.

Prepared by Cab Vinton, Director, Plaistow Public Library

COLLECTION OVERLAP 2018-19

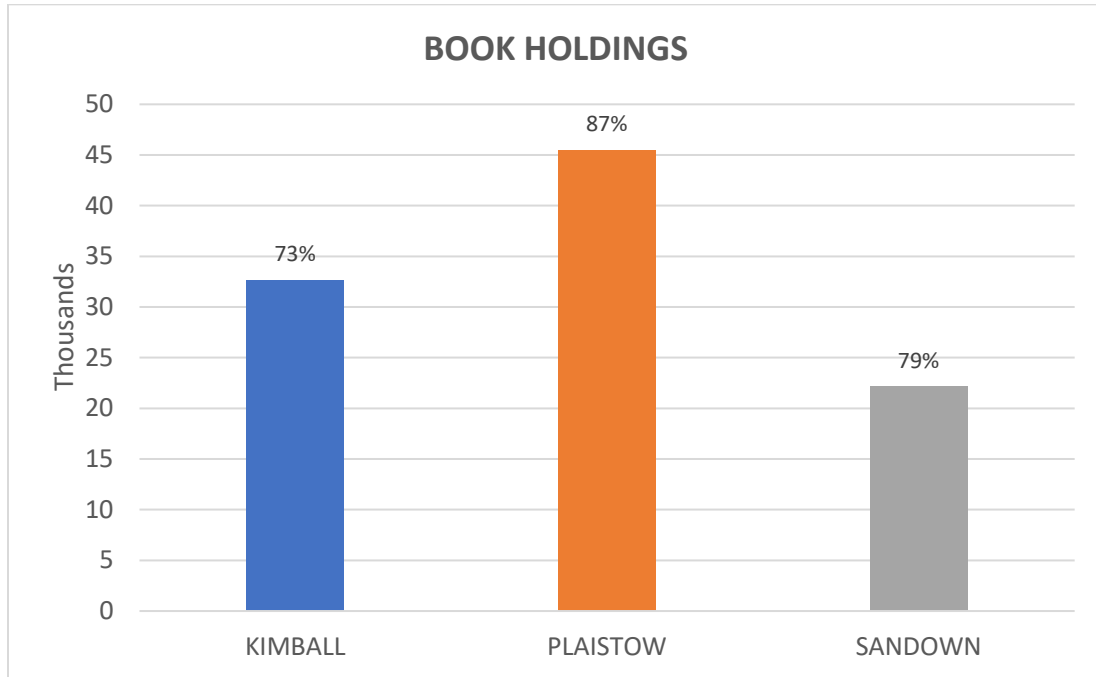The three libraries together own 97,534 unique titles, in a wide variety of formats.

The collectors have done a great job of creating complementary collections, with a relatively small amount of overlap*:
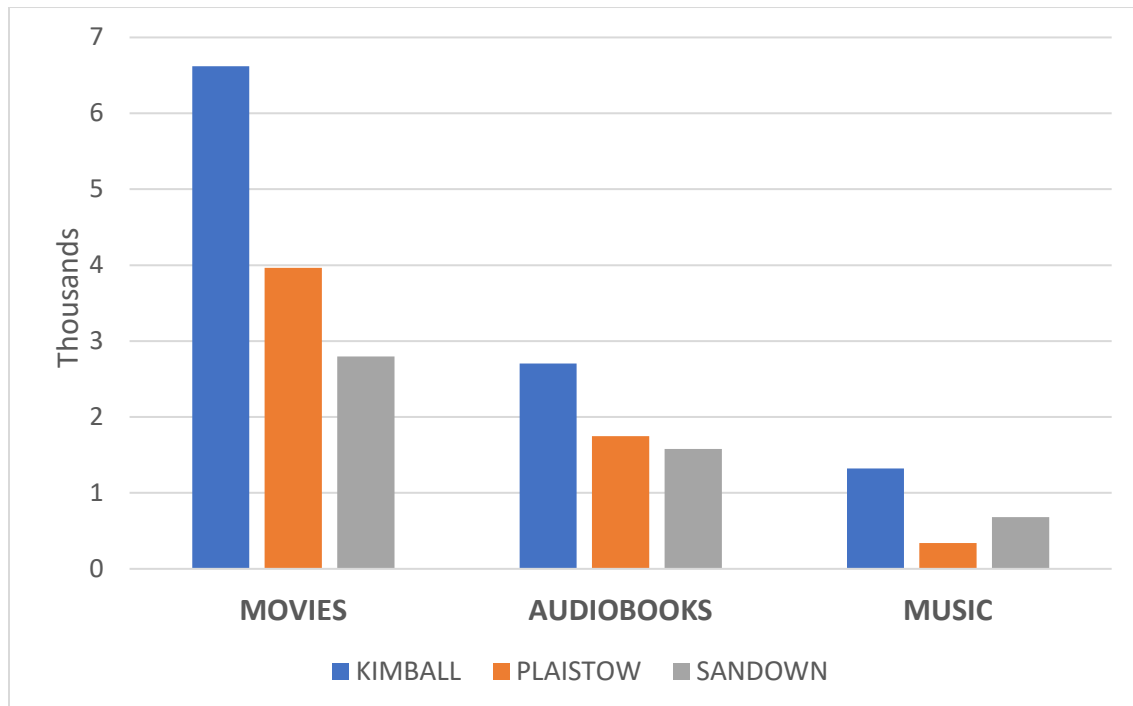
MATERIALS HELD BY ...

	Thousands

Chart data:
- Just 1 Library: 82.5% (~80 thousand)
- 2 Libraries: 12.4% (~12 thousand)
- All 3 Libraries: 5.1% (~5 thousand)

* Caveat – Overlap will be higher owing to different editions/ versions of the same work: 1st vs. 2nd edition of a book, Director's Cut vs. regular edition of a movie, etc.

SNHLC COLLECTION PROFILE 2018-19

Books remain the heart of our collections:

BOOK HOLDINGS

Kimball: 73%
Plaistow: 87%
Sandown: 79%

(Y-axis: Thousands, 0–50)

Atkinson tends to collect more heavily in other formats:

(Bar chart — Y-axis: Thousands, 0–7; categories: MOVIES, AUDIOBOOKS, MUSIC; series: KIMBALL, PLAISTOW, SANDOWN)

Koha 18.11 Release Highlights:

• **Ability to Create Charts from an SQL Report** - Adds a form under a report's result that allows you to configure and draw a chart (pie, bar, line and combination).

• **Add a link to access the last patron in circulation** - quickly navigate back to the last searched user in the staff client.

• **Add adjustments to an invoice in acquisitions** - record adjustments to invoices
• **Email receipts for account payments & write-offs** - Let your library go paperless, send receipts via email.

• **Allow multiple mappings per kohafield (ex: 260/RDA 264)** - ability to map several MARC fields to a single Koha field.

• **Block renewals by arbitrary item values** - prevent the renewal of items based on the values of any field in the items table

• **Stock Rotation for Koha** - move items from branch to branch after a given period of time at the home library

• **Add ability to batch add items to a course** - batch add items to a course using the same settings for all items.

• **Granular permissions for the administration module** - almost every section of the administration page will have its own granular permission.

• **Set limit on maximum possible holds per patron by category** - you can now set a total number of holds for a given patron category!

• **Add ability to split view of holds view on record by pickup library and/or itemtype** - you can now group holds by pickup library and/or itemtype.

• **Add ability to void any credit** - you can now void an accidental writeoff, or perhaps void an automatic credit that was created by Koha.

Koha 19.05 Upcoming Release Highlights:

The following features are slated for the 19.05 release this month. This list is not all inclusive but highlights some of the prevalent forthcoming features:

• **Multiple item level holds placement on a single item** - This patch corrects a missing id on the holds_to_place field and adds code to disable the box when an item is checked. Additionally script login now places a single hold if an itemnumebr is passed and checks for holdability of the specific item

• **Show OPAC description for authorized values in OPAC** - Better display of Authorized Values in the public catalog to allow for easier searching for patrons

• **Many large improvements to the Elastic Search implementation** - Koha is moving to the newer faster Elastic Search interface for search and discovery. This has been a huge development and 19.05 adds many new features, including custom facets, to the existing Elastic functionality.

• **Test mode for notices** - Koha now has a test mode for notices so a library can see what all of the notices will look like before go live, or to troubleshoot difficulties.

• **Searching for patrons with "" in the circulation note hangs patron search** - Allows for notes in the patron field with quotes to show up on general patron search throughout the system.

Regional Koha Summit
Kilton Library, West Lebanon, NH, March 8, 2019

The 2019 regional Summit took place at the Kilton Library on Friday, March 8, 2019 with over 70 people in attendance from New Hampshire and Vermont libraries. The Summit was a collaboration with the New England Library Association (Deb Hoadley), ByWater Solutions and other Koha community members for the purpose of conversation about Koha, what libraries are doing, and what is on the horizon.

This was a great opportunity to meet and network with other Koha librarians, staff from Bywater Solutions (which most of us use as our vendor), and libraries who are interested in joining the Koha community.

Topics and breakout sessions throughout the day were:
- Customer and staff functionality
- Bugzilla
- Development projects
- Working with reports
- Acquisitions
- Session for new libraries who want to know more about Koha

This was a full day event and gave all attendees the opportunity to ask questions directly to the support staff at ByWater Solutions.

Prepared by Diane Heer, Kimball Library

2019 Community Read Summary Report
May 3, 2019
Prepared by Deb Hoadley

The four town libraries of Atkinson, Danville, Plaistow, and Sandown, in partnership with the Timberlane Regional High School, planned and implemented the 2019 Community Read: Celebrating Racial Diversity. Staff from all the libraries met four times to discuss, develop and share ideas, starting in November 2018. Deb Hoadley, Sandown Director met with faculty from the high school twice to discuss working together and collaborating on programs. The 2019 Community Read Project lasted seven weeks, starting March 4 and ending on April 19.

During the project, the libraries held a variety of programs including book discussions, movies, displays, and presentations. The Project kicked off with an off-site event in Portsmouth where author, Debby Irving, and Shay Stewart-Boulet, executive director of Community Change Inc. and known for her podcast, Black Girl in Maine, did their *Tell Me the Truth* program. Lois Powers, Kimball Library, was able to secure seating for a group of interested community members. There were 12 people who attended from our communities. Each of the libraries held a book discussion on *Waking Up White*, written by Debby Irving. This book was the impetus behind this project.

Other events were held during the week of March 18 at TRHS. Scott Strainge, Associate Principal, arranged for Jamie Laurie and Stephen Brackett of Flobots to come for most of that week to work with the students, as well as hold an evening program, *No Enemies* on March 20 open to all community members. There were 50 people in attendance for that program. During the week, Jamie and Stephen came in contact with over 700 people!

Overall, there were 21 programs held during the 7-week period. There were approximately 230 people who attended. The movie, Green Book, recently winning 3 Oscars, including Best Motion Picture of the Year, was one of the highest attended programs.

In addition to hosting programs, the Southern NH Library Cooperative libraries (Atkinson, Plaistow & Sandown) offered Hoopla Engage, a downloadable book, audio, movie and music platform, to community members without library cards. Those patrons with library cards have been using this service for almost a year. The hope was to expose more community members to a specially curated collection on racial diversity that was put together by the staff at Hoopla. All community members were also able to use NewsBank, an online newspaper resource. Again, community members did not have to hold library cards to access the collection of articles related to our topic. These articles were put together in collaboration with staff from NewsBank and the Sandown Public Library.

To promote this project, we used the libraries' calendars, websites, and in-house marketing materials, including branded flyers and bookmarks. There were also articles in the local newspapers highlighting the special events. There was also a dedicated website, https://2019communityread.weebly.com.

While the attendance and community engagement numbers were not high, we all felt this project raised some important questions and awareness about racial diversity. The hope is that these community conversations will still continue, and that we had a small part in raising the level of understanding and compassion, welcoming all members in our communities.