

## The James E. Nichols Memorial Library 2020 Annual Report

**2020 Summary.** The Nichols Library continuously provided predominantly virtual services to patrons throughout the COVID pandemic beginning in March 2020. In person services were stopped in March, with all efforts redirected to existing and new online services. In June, the library restarted curbside loans after developing pandemic protocols to protect the librarian and patrons. The library strove to provide Center Harbor residents and visitors with materials, programs and services to help meet their information, educational, cultural, and recreational needs under pandemic constraints. The Board of Trustees would particularly like to thank Librarian Jon Kinnaman and assistant Glenn Walter for providing seamless service to the community. The Board named Bob Beem; and former Trustees Helen Heiner, Karin Karagozian, and Jo Morse as Trustees Emeritus as a token of thanks for their many years of stewardship, guidance, and support.

**Library Use / Collection Maintenance.** Library usage, new acquisitions, and in person services were much lower than in past years due to pandemic constraints. Digital service usage increased during 2020. The library circulated 5628 materials compared to 11,508 in 2019. The following table is a breakdown of how these materials were used in 2020.

Adult reading	1,665
Youth reading	86
Audio books on CD-ROM.	191
Films, series and documentaries on DVD	737
Interlibrary loans from other NH Libraries	103
Total circulation from collection, 2020	2,782
NH Downloadable Books	2,322
Streaming Services (Hoopla and Kanopy)	524
Total adj. circulation	<b>5,628</b>
<b>Library Circulation, 2020</b>	

The following table summarizes the current collection. Removals are damaged, dated, or seldom used items.

Total Volumes, end of 2019	15,902
Titles added, 2020	+372
Titles removed, 2020	-405
Adjusted Total Volumes, end of 2020	<b>15,869</b>
Net change	-33
<b>Library Holdings, end of 2020</b>	

**Facility Upgrades /Building Maintenance.** The Trustees solicited bids, evaluated proposals, and recommended HEB Civil Engineers to develop a civil survey and drainage mitigation plan design in alignment with the Building Conditions Assessment completed in 2019. The Town awarded and funded the work. The survey identified that surface water and roof runoff are the primary issues associated with the deteriorating structure and façade. Additional work will also need to be done to identify and address the roof drainage system.



The mortar supporting the granite front steps failed in August, and was repaired by the Town. All other work associated with the remediation was tabled until 2021, in light of competing priorities to address service offerings and staffing during 2020. The Trustees will develop a plan to address these issues in 2021.

**2021 Goals and Community Engagement.** We continue to engage with the NH State Library, the NH Library Trustee Association, and other libraries to review and assess best practices moving forward through the pandemic. We look forward to opening on a limited basis while protecting both our employee(s) and patrons as we learn more. We continue to investigate new/enhanced services and welcome suggestions from our patrons.

**Library Staff.** Librarian Jon Kinnaman elected to retire after 15 years of service. Library Assistant Glenn Walter chose to resign rather than return from furlough. The Trustees and all patrons are thankful for their consistent customer focused service, and wish them both well. The Trustees began an active search for a new librarian late in 2020. Summer assistant Lois Brady has stepped in to support the library during this interim time.

**Friends of the Library.** The Board wishes to thank the many people who contributed to the well-being of the library this year, including our past and current Board of Trustees; the Town Selectmen who support our building needs and overall operations; the Department of Public Works and Fire Department for help with maintenance; Gayle Lacasse and Susan Guernsey for their support as library Trustee/Alternate; 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 for individuals who may be interested in volunteering 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. If interested, please contact any current Trustee.

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

Annette Nichols, Chair

James E. Nichols Library Board of Trustees



**JAMES E. NICHOLS MEMORIAL LIBRARY  
ANNUAL TREASURER REPORT**

**BALANCE ON HAND JANUARY 1, 2020**

**J E NICHOLS MEMORIAL LIBRARY MVSB**

**\$ 29,492.05**

**RECEIPTS**

NICHOLS TRUST	\$ 8,980.00
BOOK SALES	\$ 46.99
GIFTS	\$ 300.00
TOWN OF CENTER HARBOR	\$ 51,691.90
COPIER	\$ 9.00

**TOTAL RECIPITS \$ 61,027.89**

**EXPENSES**

SALARIES	\$ 37,782.98
FURNISHINGS/EQUIPMENT	
REPAIRS/MAINTENANCE	\$ 1,265.80
SUPPLIES	\$ 1,795.84
TELEPHONE	\$ 1,463.92
TRAVEL	
COLLECTION DEV./BOOK SALES	
BOOKS & PERIODICALS	\$ 8,297.77
LANDSCAPING	
SPECIAL PROJECTS FROM GIFTS	\$ 100.00
PROF. DEVELOPMENT & TRAINING	\$ 210.00
PROGRAM PROJECTS	\$ 55.59
MISC.	
COMP. SOFTWARE MIANT. CONTRACT	\$ 595.00
COPIER MAINTENANCE CONTRACT	\$ 125.00

**TOTAL EXPENSES \$ 51,691.90**

**BALANCE ON HAND JENML MVSB 12/31/2020**

**\$ 38,828.04**