

# Wadleigh Memorial Library

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## ~ 2010 DIRECTOR'S REPORT ~

As Milford residents continued to tread water in a rough economy, they also took refuge in their public library. More and more people—over 1,000 new cardholders just in 2010—discovered that their public library is not only a great family destination, we also provide goods and services allowing for substantial savings for the average household budget. Area residents made close to 15,000 visits *each month* to partake in educational and recreational programs; wireless internet services; museum passes for local & Boston destinations; pc workshops; and access to the latest popular books, magazines, music & movies. We have something for everyone here and if you haven't checked us out, you're *missing out!*

New library card registrations increased by nearly 10%, the same increase we saw in 2009. Thousands of patrons checked out tens of thousands of items. It was only in 2007 that we surpassed 200,000 checkouts; a mere three years later, we broke another record when we cleared the 250,000 mark by a healthy margin.

***In five years, our circulation has increased by an overwhelming 42%.***



Following a 2009 vote, 2010 was our first full year of being open on Friday afternoons until 5pm. This year we increased the number of staffing hours to better serve the 3500+ people coming through our doors each week. To further meet the demand for our services, we introduced a time and print management system allowing patrons to reserve computer sessions, preview print jobs and pay for them before they print. Envisionware has greatly alleviated the need for staff intervention in “policing” the computers and by paying for print jobs at the printer station, we’ve eliminated those interactions from the very busy circulation desk. Furthermore, since we introduced the system in March, nearly 6000 unwanted pages of printouts were canceled. Given the cost per page of printing, that’s over \$650 in savings.

In addition to more traditional sources, we continue to get the word out about all things Wadleigh via a multitude of ways including Facebook ([facebook.com/wadleighlibrary](http://facebook.com/wadleighlibrary)); Twitter ([twitter.com/wadleighlibrary](http://twitter.com/wadleighlibrary)); and Myspace ([myspace.com/wadleighlibrary](http://myspace.com/wadleighlibrary)). We also have a popular monthly email newsletter and an informational blog entitled “A Point of Reference.” For more information, see [www.wadleighlibrary.org](http://www.wadleighlibrary.org)

### Collection Highlights

Milford patrons are extremely lucky to belong to GMILCS, the only library consortium in the state of NH. GMILCS membership provides a multitude of benefits including a shared

catalog with a dozen other libraries and the ability to borrow items from those libraries, place your own requests, renew items, and check your account from any computer or smartphone. It also allows member libraries to pool resources so that waiting lists aren't as long and patrons can have access to items quicker and more efficiently. Wadleigh patrons have taken full advantage of this and borrowed close to 30,000 items from other member libraries—nearly a 25% increase over the previous year.

In a time when pop culture pundits have declared the end of physical books as we know them is near, I'm happy to say that Milford residents are proving them wrong. Over the past 2 years, adult book checkouts have increased by 10% and children's books by 13%. Young adult books, however, are downright flying out the door at an increase of nearly 25% since 2008.



While the popularity of physical books shows no signs of slowing down, the Library also saw increases in downloadable audiobook checkouts. Several years ago we joined a cooperative established by the NH State Library, the annual cost of which allows us access to approximately 12,000 downloadable audiobook titles for iPods and mp3 devices. In March, the cooperative added downloadable ebooks to the service. Using their library cards, patrons with eBook readers such as Nooks or Sony Readers can now download titles from any computer onto their devices for free. eBook checkouts by our patrons increased by 90% in the last 6 months of the year.

In addition to our many online databases providing access to information on topics such as auto repair, genealogical research, health issues, practice standardized tests, book reviews and newspaper archives, we added two new resources: Credo Reference and Byki (which stands for Before You Know It). Byki provides access to the same language learning resources used by the military's Language Defense Institute; one can learn any of 80+ languages including ESOL. And a huge boon for researchers, Credo Reference contains hundreds of current reference resources in eBook format. As with nearly all of our databases, they can be accessed from any computer using your library card.

### **Program Highlights**

The Library held over 750 programs and drew attendance numbers of nearly 18,000. Once again, Miss Mary Beth and Miss Joan planned a plethora of fun events (over 250) to the joy of nearly 8,000 pint-sized patrons. Besides regular baby lapsits and storytimes, craft programs and book groups, children enjoyed performances by mime Robert Rivest and the Toe Jam Puppet Band; a swashbuckler of a pirate party; Big Truck Day; Lego "Block" parties; Bedtime Bingo; a stuffed animal sleepover; and reading to one of our 5 certified therapy dogs during "Paws to Read." To the delight of kids (and horror of some parents), Wildlife Encounters also returned with "Creepy Crawly Creatures of the Night."





Not to be outdone, Young Adult Services Librarian Katie Spofford planned over 60 teen programs. Attendance increased by more than 35% as teens flocked to fun events including a Twilight Eclipse party and a celebration to launch the latest installment in the Hunger Games series. Teens enjoyed Wii tournaments as well as good old fashioned games like Twister and Jenga. Book and Animanga club meetings also continued to be popular as was the summer “Craft Wednesdays” series where teens expressed their creative sides making “geek chic jewelry” and henna tattooed picture frames.

Reference Librarians Lucinda Mazza and Sue Amann planned a multitude of educational and recreational programs over the course of the year. Once again, the Wadleigh participated in the state wide “Big Read” funded by the National Endowment for the Arts; this year’s book was *To Kill a Mockingbird* and we held discussions and scholar led programs on topics pertaining to the book. Local author Marianne O’Connor discussed her Haunted Hikes of New Hampshire and we also welcomed New York Times bestselling author Lorna Barrett. Ms. Barrett created the Booktown Mystery Series based on a fictionalized version of our own Milford, NH. As part of our September Project series, UNH professor and freelance journalist Nathan Webster presented a slideshow and discussion of his experiences being embedded with several units in Iraq. Our Acoustic Café series concluded its 10<sup>th</sup> season and began its 11<sup>th</sup>; pc workshops helped participants improve their computer skills; and our ESOL tutoring sessions remained popular with those for whom English is not their native language.

***In our busiest year on record, we held over 750 programs attracting 18,000 attendees of all ages. Library program attendance rates have soared 35% since 2009.***

### **Facilities Update**

Space continues to be our biggest problem. Our limited room was put to the test for another year as we struggled to find quiet places for nearly 3600 people a week to read, study or work. To continue addressing the need, Library Trustees formed a Steering Committee and began consulting with additional architects and engineers on our future building renovation and addition project.

The sheer number of young children attending programs or selecting new favorite books also continues to push against the physical capacity of our Children’s Department. Moreover, given the marked increase in teen use of the library over the past few years, a larger, more appropriate space remains a real need. Lack of space for teens continues to create problems in other areas of the library. When the teen area is full (approximately 6-8 people), the children’s room, reading room or foyer become the second choice. Children, and in some cases adults, can be intimidated by a group of teens gathered to socialize or study after school. Regardless of staff intervention, the after school noise level can also be off-putting to our other patrons.

Thousands of residents, groups and organizations took advantage of our three community meeting rooms by holding over 400 meetings at their Library. Our meeting rooms are so heavily used that we turn groups away on a regular basis.

The physical layout of our Library makes it physically impossible for staff to monitor all areas of the 14,000 square foot building. To make it safer and more secure, late in the year we installed a series of security cameras throughout the building. The cameras have helped us identify potential problems and in a recent medical emergency, enabled us to define the exact time at which a patron went into distress, assisting EMS personnel in evaluating the situation.

### **Staffing update**

Library Trustees Chris Costantino and Mary Burdett were re-elected for another 3 year term. The Board also added an alternate when they welcomed Kim Paul to their ranks.

Early in 2010, longtime Library Page Anne Zahn retired after 11 years. While she worked reshelving materials in all areas of the Library, the Children's Room was her very favorite place. As she worked, she enjoyed interacting with our younger patrons as much as they enjoyed her. She was a grandmother figure to some, a mother figure to others, and a joy to all. High school students Heather Stearns and Kyle Scriptor were hired to fill her shoes. We also promoted Stephanie Vore Apple from Library Page to Library Assistant.



At the end of the year, longtime staffer Arleen Levenson decided to retire after 13 years at the library's hub: behind the circulation desk. Among other things, Arleen was responsible for processing nearly 200 magazine titles; creating the staff schedules; and troubleshooting circulation problems. Her attention to detail made her the go-to person for proofing nearly all of our publications, brochures and reports. She will be missed and we wish her the best in applying her organizational skills to her retirement to-do list. In her stead, Mary Ann Shea was promoted to Head of Circulation. Mary Ann has been with us on a part time basis for nearly 20 years; her dedication and dependability made for an easy choice.

During the summer, Jennifer "Tiger" Lamy, a Library Page who has been with us since high school working during college breaks and vacations, returned following college graduation to intern at the Library for 20 hours per week during the summer. Tiger is contemplating a future career in librarianship and spent her time working on projects within several departments so that she might broaden her experiences within the public library setting.

And I would be remiss if I failed to mention our longtime volunteer, Renate Becker. After nearly 2 years of fighting, Renate lost her battle with cancer in October 2010. She was married to former Trustee Bert Becker and volunteered for many, many years in the Technical Services Department. Each year she dedicated between 100-150 hours of her time. Her presence is—and will be—sorely missed.

## Conclusion

It's been a difficult year for many in town as we struggle to keep our collective heads above water in the midst of this recession. While families and individuals look for ways to save a little money, they have rediscovered—and in some cases discovered for the first time—the myriad of ways in which their public library can help them do so. It gives me great pride when residents tell me how much they love their Library. The staff has worked harder than ever this year to help Milford citizens find the resources they needed to write or update a resume; fix that clanging noise in the car; plan a future vacation; renovate a home; locate a homeless shelter; investigate a health problem; market a small business; prepare for retirement; discover their family history; get assistance with income tax preparation; research product reviews; learn a new language; improve their computer skills...or just find their next favorite book.

Your Library is all of the above....and more. If you haven't checked us out lately, you're *missing* out!

Respectfully Submitted,

*Michelle R. Sampson*  
Library Director

2010 Wadleigh Memorial Library Statistics

Registered Patrons (up 9%)	<b>11,770</b>	<b>PC logons</b>	<b>25,852</b>
<b>Patron visits to library*</b>	<b>189,835</b>	<b>Database searches</b> (new reporting structure)	<b>21,783</b>
<b>Volunteer hours</b>	<b>582</b>	<b>Reference Questions Asked</b>	<b>10,348</b>
*1 "people counter" broken for several weeks		*System problems early in the year resulted in down pcs	
<b>2010 Circulation Statistics</b>		<b>Library Holdings as of 12/31/10</b>	
Adult Books	<b>64,667</b>	Adult Books	<b>39,966</b>
YA Books	<b>16,290</b>	Young Adult Books	<b>3808</b>
Children's Books (up 5%)	<b>74,445</b>	Juvenile Books	<b>18954</b>
Periodicals	<b>5,357</b>	Reference Books	<b>4852</b>
Audiobooks* (up 6%)	<b>10,474</b>	Magazine & Newspaper Subscriptions	<b>176</b>
Downloadable audio/ebooks (up 34%)	<b>2,610</b>	Back Issues	<b>5430</b>
Videos (up 10%)	<b>50,703</b>	<b>Total Books &amp; Periodicals</b>	<b>73,186</b>
Music CDs	<b>8,954</b>	Music CDs	<b>2573</b>
Museum Passes (up 6%)	<b>506</b>	Audiobooks	<b>2243</b>
Other	<b>1,119</b>	VHS & DVDs	<b>4775</b>
Items from GMILCS library network (all formats)	<b>29,407</b>	Misc/Other	<b>48</b>
ILL-Borrowed from outside network (all formats)	<b>1,330</b>	Microfilm (18 Titles)	<b>197</b>
<b>TOTAL CIRCULATION</b>	<b>265,862</b>	<b>Total AV Materials</b>	<b>9836</b>
<b>Increase of 7% from last year</b>		Items added	<b>8815</b>
*Included downloadable audiobooks in prior years		Items withdrawn	<b>8198</b>
		<b>TOTAL HOLDINGS</b>	<b>83,022</b>
<b>Library Program Events</b>		<b>Community Room Reservations</b>	
Adult	<b>342</b>	Adult	<b>250</b>
Young Adult (up 38%)	<b>62</b>	Young Adult	<b>48</b>
Children	<b>254</b>	Children	<b>126</b>
All Ages	<b>12</b>	<b>Total Reservations (up 17%)</b>	<b>424</b>
Offsite Outreach	<b>95</b>		
<b>Total Events</b>	<b>765</b>	<b>Community Room Attendance</b>	
		Adult	<b>1607</b>
<b>Library Program Attendance</b>		Young Adult	<b>483</b>
Adult/Unclassified	<b>2804</b>	Children	<b>1259</b>
Young Adult (up 36%)	<b>518</b>	<b>Total Attendance (up 11%)</b>	<b>3349</b>
Children	<b>7729</b>		
All Ages (up 25%)	<b>642</b>		
Offsite Outreach	<b>6259</b>		
<b>Total Participation (up 5%)</b>	<b>17,952</b>		

2010 Wadleigh Memorial Library				
Library Trustee's Funds				
(Unaudited)				
	43002	43505	43590	
	Town	Trustees	PDIP	
	Appropriation	Fund & Gift \$	Investment	TOTAL
<b>Fund Balance as of 01/01/10:</b>		<b>\$111,717.69</b>	<b>\$74,224.86</b>	<b>185,942.55</b>
Town Appropriation & Cap Outlay	654,162.00			654,162.00
Fines Received		22,229.27		22,229.27
Interest Income		108.25	155.27	263.52
Interest on Investments		7,950.00		7,950.00
Miscellaneous		-		-
Copy Fund Revenue		4,711.28		4,711.28
Book Sales		2,752.95		2,752.95
Non Resident Cards		5,120.00		5,120.00
Building Fund		667.10		667.10
Grants & Donations		8,896.00		8,896.00
Rental Income		15,832.55		15,832.55
Balance Transfer Incoming		-		-
<b>TOTAL INCOME:</b>	<b>\$ 654,162.00</b>	<b>\$ 68,267.40</b>	<b>\$ 155.27</b>	<b>\$ 722,584.67</b>
<b>EXPENSES:</b>				
Salaries & Wages	493,384.53			493,384.53
Professional Services	30,771.35	7,395.48		38,166.83
Property Services	33,419.15	-		33,419.15
Rental Property Expenses		6,071.60		6,071.60
Other Services	2,273.35	3,918.48		6,191.83
Supplies & Materials	114,929.25	43,998.69		158,927.94
Capital Outlay	5,914.33	8,885.17		14,799.50
Balance Transfer Outgoing			-	-
Transfer Outgoing to NHPDIP				-
<b>TOTAL EXPENSES</b>	<b>\$680,691.96</b>	<b>\$70,269.42</b>	<b>\$0.00</b>	<b>\$750,961.38</b>
<b>BALANCE HELD BY TRUSTEES @ 12/31/10</b>	<b>(\$26,529.96)</b>	<b>\$109,715.67</b>	<b>\$74,380.13</b>	<b>\$157,565.84</b>

# *Wadleigh Memorial Library*

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## **~ 2010 TRUSTEES REPORT ~**

The Wadleigh Memorial Library is a central part of the Milford community. 2010 was again an economically challenging year for many of Milford's citizens. Our dedicated library staff has continually worked hard to provide a library environment that enhances the learning experiences of its patrons. The Wadleigh Memorial Library continues to grow and meet the needs of the community as it strives to "provide informational, educational, recreational resources and services to the Milford community." Milford's Wadleigh Memorial Library is a very welcoming institution that accommodates the needs of diverse groups of people.

### **People**

2010 has seen some personnel changes. At the end of February, long-time and well loved employee/volunteer, Anne Zahn retired. February and March brought other changes to personnel. Stephanie Vore Apple became a library desk assistant and we welcomed two part time pages: Heather Stearns and Kyle Scriptor. Jennifer Lamy, a library studies student, worked as an intern for eight weeks under the guidance of our experienced librarians. Michelle Sampson celebrated her fifth year as the Director of the Wadleigh Memorial Library. On December 30, 2010, we wished Arleen Levenson (well respected and loved head of circulation) the best as she embarked on her retirement. Kim Paul joined the Library Trustees as an alternate.

### **Library Building and Systems**

Michelle and the staff have continued to work hard to improve the aesthetics and functionality of the library.

Technology has advanced in 2010 and Information Technology continues to be very important to the library. Michelle and the staff have been working hard to enhance this area. Much time and effort have been put into the technological needs of our patrons while balancing the cost of providing this technology.

Envisionware, a new time and print internet management system for our public pc's, has been implemented and successful. Wireless access has been enhanced this year. Maintenance and upgrades of computers have been ongoing. Patrons have expressed their appreciation of the monthly newsletters. The library staff tries to meet the many needs of our various patrons through books and technology. E-books debuted in April 2010, and the response has been extremely positive.





Growth of the town has brought with it the need for additional monitoring of the facility. Therefore, we have invested in a security camera system.

Maintaining our aging facilities is time-consuming and expensive. We are fortunate that Joel Trafford, WML Facilities Manager, is able to take on much of the repairs needed and is able to anticipate and correct many problems that may arise due to age, weather, etc. Among many other projects, Joel has refurbished the aging, deteriorating sign above the main door.

Libraries need to grow as the community grows. The Library Trustees and Director have been working very hard in their quest to guide the library into the next quarter century. With the CIP support, the Trustees have proceeded in the development of a library expansion/renovation plan. There has been continued dialogue with members of the Library Development Fund. We have continued to meet with other libraries that have taken on building campaigns. The steering committee has been meeting regularly to better learn and understand the process. The winning architect of the 2009 AIA-NH contest (American Institute of Architects) has been developing a proposal for the trustees to review. We are presently investigating the best way to proceed. Community involvement is desired! The library again participated in and exhibited at the Southern NH Expo this year.



We are very lucky to have such a wonderful library, both staff and services.

### **Programs and Services**

The library was a very active place during 2010. Many diverse activities and programs were instituted to reach a variety of patrons. Acoustic Café continues to bring many people to listen to a variety of music during the fall, winter and early spring months. There have been many classes for adults that feature subjects such as writing resumes, computer workshops, preserving memories, downloading digital and e books, book clubs, etc. A popular Tri-Town Book Club, sponsored by the New Hampshire Humanities Council, featured Contemporary New England Voices. The Big Read featured *To Kill a Mockingbird* this year. Another popular event was Meet the Author: this year featured NYT bestselling author Lorna Barrett of the Booktown Mystery Series. The September Project featured a UNH professor/journalist embedded with several units in Iraq. The Wadleigh Library Newsletter continues to receive positive reviews.

Our children's programs continue to be so very popular. Our creative and energetic children's librarians (Miss Mary Beth and Miss Joan) plan many activities. A sampling includes: story hours, Paws to Read, wild life programs,



arts and crafts, kindermusik and book clubs. A very popular program this year was the stuffed animal sleepover! New Museum passes are available courtesy of the Friends of the Library. One is the Children's Museum of NH in Dover and the other is "Zoo New England". This pass is for the Stone Zoo or the Franklin Park Zoo. The summer reading program was a great success. Katie Spofford continues to bring her enthusiasm and energy to our YA (young adults). A sampling of programs include the Pizza and Pages book club, the Chicks with Sticks book club, Animanga club, Wii tournaments with other libraries, crafts, writers clubs and mid term/finals study time. Thanks so much to all the library staff for their help in including and promoting these programs for all age groups and personalities!

### **Non-Library Property**

The library continues to hold certain pieces of contiguous property for future expansion. These properties are currently not being used as library facilities. Nevertheless, Joel has maintained the units at 91 Nashua Street and we continue to have good returns on this investment. 39 Nashua Street continues to house town departments as needed.

### **Conclusion**

We are fortunate to have such a wonderful library that has benefited our community throughout 2010. As we enter 2011, we look forward to continuing to meet the ever-changing needs of our community and plan for its future needs.

Respectfully submitted,  
Mary Burdett, Chair