



Wadleigh Memorial Library

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2014 Library Director's Report

Last year at this time we had drafted the library's first Strategic Plan. Our renewed Mission Statement had the library as the "educational, cultural, technological and social center supporting lifelong learning and improving quality of life by connecting the community to resources and services. One of four Vision Statements was for the library to be "a place which is accessible to all, welcoming, visually stimulating, transformative, and comfortable and showcases the vibrant sense of community."

While we made great strides in 2014 in living up to our mission statement—providing access to one of the state's first 3D printers in a public library and presenting a vast array of educational and cultural programs for all ages—just to give a few examples—we did so in an aging, dated facility that is not accessible to all, not particularly comfortable and less than transformative or visually stimulating.

With nearly 11,000 visits a month this year, the library is the most heavily utilized town facility outside of the schools. Joel Trafford, our Facilities Manager, has done a fantastic job in the past decade to keep the building and its various systems running as efficiently as possible. The facility was last renovated 30 years ago next year and its structure and systems have long ago begun to fail or otherwise show their age. We've spent tens of thousands of dollars in years past to repair roofs, replace boilers and air handlers and most recently, an AC compressor for an unexpected \$12,000. While we've been able to make short-term fixes, planning for the library's future has never been more imperative.

As we planned for our future, however, we also had another busy year full of great programs and new services as well as two staff retirements.

Services

By way of the Wadleigh Library Development Fund, we were extremely fortunate to acquire the long-term loan of a 3D printer and a generous grant and thus be able to offer 3D printing as an innovative, new service for our patrons. We were only the second public library in the state to offer 3D printing and its launch generated quite a bit of buzz. We were featured in local newspapers and on NHPR and even interviewed for a story which appeared in the *Christian Science Monitor*. Foot traffic increased dramatically as curiosity seekers came to see cutting edge technology at work in their library. We have



since taken it on the road for appearances at the Souhegan Valley Expo as well as for presentations at the Milford Rotary Club and an area assisted living facility. Residents are printing all make and manner of things from replacement latches for toolboxes to entire chess sets, cell phone cases and cookie cutters.

Based on a quarterly sampling, our staff was asked over 15,000 questions for help finding information. The queries ran a broad range of topics: fire code information; election day procedures in town; police scanner codes; circular knitting; health insurance; how to renew one's driver's license online; local history; and history of the Middle East. We also provided technical assistance to many using our computers or wireless system as well as those having trouble with e-readers and other devices. The library continued to work with the AARP in providing free income tax assistance. Additionally, we were able to partner with Harbor Homes and ServiceLink in providing access to ACA/Healthcare application assistance.

Subscription database searches increased dramatically due to content now linked within our catalog. Our databases provide access to information on a multitude of topics including genealogy, language learning, auto repair, investments, business and corporation data, and practice tests for civil service and professional education exams.



Collection

For the fourth year in a row, the number of books, DVDs and other items we checked out to patrons remained relatively flat from last year. Interestingly, while nearly 10% of our overall circulation is made up of items we bring in from other GMILCS libraries to fill requests, this number decreased by 10% from 2013 to 2014. Hopefully this means we're getting better at anticipating what is going to be popular in Milford and subsequently fine-tuning the items we purchase for the collection.

Although total circulation has remained relatively flat, we saw significant increases in four areas:

- Downloadable audiobook checkouts increased by 37% last year. While the increase was significant, with 3,436 downloads, it accounted for only 1.4% of overall checkouts.
- E-book checkouts increased by 30% and accounted for slightly less than 3% of total circulation.
- Magazines made a comeback with checkouts increasing by nearly 5% after several years of slight decreases.

- Museum pass checkouts rose by 11%. The most popular passes included the New England Aquarium, Museum of Science and Zoo New England. A recent exhibit of M.C. Escher at the Currier Museum of Art also made that pass much more heavily used than in previous years. We remain grateful to the Friends of the Wadleigh Memorial Library who purchase nearly all of the museum passes we provide. We were able to add two additional passes to our offerings thanks to generous donors: Jaiden's Angel Foundation donated passes for the Boston Children's Museum and Tandem Injury Management, LLC donated passes for Worcester's Ecotarium.

The top three categories of materials checked out most frequently last year:

- Children's books topped our list with a circulation of more than 61,000. Checkouts accounted for 26% of total circulation.
- For the first time ever, DVD checkouts of nearly 57,000 edged out adult book circulation; checkouts made up nearly 25% of all circulation were DVDs.
- Adult and large print book checkouts—55,000—made up 23% of all circulation.

Programs

Throughout 2014, over 15,000 attended one or more of our 800 programs. As a whole, program attendance increased by a healthy 10% over last year.



The library held over 300 adult programs on topics such as Community Supported Agriculture (CSAs); the use of heroin and other opiates in our community; New Hampshire's Civil War monuments and memorials; and solar energy. We were honored to host Harvard Law professor and one of Scientific American's 50 Top Visionaries Lawrence Lessig as he gave an extended presentation of his wildly popular TED-talk on grassroots efforts

towards campaign finance reform. Reference Librarian Sue Amann won a grant from the National Endowment for the Humanities and the NH Humanities Council to hold a book and film series on "Making Sense of the Civil War;" this proved quite popular and led to the formation of a new history book group.

Weekly Spanish language conversation groups, a biweekly knitting group, and adult book groups continued to be well-attended and our Acoustic Café series began its 15th season.

For the second year in a row, attendance for adult programs rose sharply by nearly 20%. After several years of decreased adult program attendance, last year saw numbers equivalent with those from 2010.

Our Young Adult Services Librarian was busy again this year planning more than 80 programs for our teen patrons. The Anime and Doctor Who Fan Clubs, the Pizza & Pages Book Club and gaming/Wii Wednesdays remained popular. Our Summer Reading Program's theme in 2014 was "Spark a Reaction" and we certainly did with programs to make and race bristle bots and even make it snow in July. Our Teen Advisory Group was resurrected and we formed a Teen Tech Squad whose volunteers held "office hours" to help people troubleshoot their devices, program a phone or even just use a computer.

The Children's Department saw an increase of 10% in program attendance. We continued to offer baby lapsits and story times for all ages as well as regular Lego parties; our Mad Science and Art Afternoon program series; book groups for grades 2-6; and our "Paws to Read" series where children practice reading aloud to certified therapy dogs. We added Wadleigh Writer Wednesdays to encourage budding authors; held a fairy tea party complete with fairy dust; and a library luau where our pint-sized patrons could hone their hula skills. Magician Peter Boie returned to help us kick off the Children's Summer Reading theme of "Fizz, Boom, Pop!" Other programs introduced children to basic botany and the science behind both weather and sound. We also welcomed Creature Teachers and Lindsay and her (very popular) puppet pals.



We continued our summertime story times at Keyes Field as well as our partnership with Milford Middle School's art classes to feature an ongoing, rotating display of selected student artwork.

Our Summer Reading Program was made possible by a generous grant from the Wadleigh Library Development Fund. We remain grateful for their unflagging support!

Facilities & Grounds

Even with the recent addition of community meeting room space in the Ambulance Department, use of our own meeting rooms by local groups remained heavy with more than 500 bookings. Once again, there were times when even the library trustees and the library Development Fund had to meet in the Police Department's community room due to a "full house" at the Wadleigh. Over half of our bookings last year (317 or 60%) were near daily requests for quiet study. We began tracking this particular statistic in 2012 in order to get a

better idea of the need for quiet spaces in a noisy facility. It rose sharply by 50% from 2012 to 2013 and seemed to level off in 2014. The use continues to demonstrate a very clear need for smaller, quieter spaces for individuals or small groups to study or work on projects.

The Keyes Room, our largest meeting room, has a fire code capacity of 40 people and very thin doors between it and a smaller conference room which seats 8-10. When a library program is planned for the Keyes Room and either a noisy and/or large attendance is expected, we reserve both rooms. This, of course, limits the available rooms for community groups to meet, but it's not uncommon for some of our adult programs to have standing room only.

The photo shows a standing room only crowd that spilled out into the hallway and an adjacent meeting room. For larger children's programs and at least one adult program this year where the anticipated attendance was over 100, we held them off-site, defeating the purpose of drawing people into the library. For our Acoustic Café series where attendance is typically in the range of 60-100 people, we have to clear the Children's Room of all furniture and set up staging, seating and lighting (and then take it all back down and re-assemble the entire room afterwards).



Our Teen area has never been big enough to accommodate its collection or its patrons. As shown in the adjacent photo, there is no space for seating other than at two computer stations—and the floor. The room is small enough that it becomes uncomfortably crowded when more than 6-7 teens are browsing the shelves. In 2013, our Facilities Manager relocated two of the four pc workstations which used to be in the Teen area and created new shelving to provide more space for the collection; the shelves allowed more than 2000 volumes to spill around the corner by the Circulation Desk. That space all too soon proved inadequate and in 2014, we had to relocate the entire teen manga book collection out of the Teen area to the Reference Area.

The Children's Department long ago outgrew its space. Nearly 30% of its collection—approximately 6000 items—spills outside of the Children's Room into the adult section of the library. Furthermore, the large majority of Children's programs must be held on the next floor in order to contain mess, noise, and of course children! Program supplies are stored in various locations throughout the building.

Parking remained a thorn in our sides; there's just not enough—especially when it comes to handicapped spots. Unfortunately due to town-wide budget cuts, we had to remove the funds we had hoped to use to create an additional handicapped parking spot in 2014. Plans to greatly expand our parking are incorporated into the building project.

We made great strides towards our building project this year. Library Trustees and key members of Milford's Facility Committee met frequently with Ron Lamarre of Lavallee Brensinger Architects (LBA) in evaluating various choices presented in a design and cost analysis. Design options were discussed in minute detail with the following caveats forming the framework: (1) What is the project price tag? (2) What are the operational and maintenance costs going forward? (3) Are previously identified program and community needs addressed? (4) Are space and workflow inefficiencies addressed? Following much deliberation and careful examination, the Board of Trustees voted unanimously to build an addition in front of the existing building to bring the library in line with the rest of the streetscape as well as to allow for vastly expanded parking in the rear of the property. After the addition was built, our existing building would be demolished and reconstructed on the existing footprint. The one stipulation was that the new facility would mirror the architectural aesthetics of the current streetscape, bring the facility into the 21st century but at the same time, evoke the character of the 1950 structure which many longtime residents hold dear.

The new library building design stresses open, flexible spaces to allow for changes in the community's use over time. It will remedy all current handicapped accessibility issues and addresses all needs previously identified by a space needs analysis and community and staff focus groups: a larger Children's Department with programming space; a bigger area for the Teen Department that will be glassed in to ensure supervision but allow teens the ability to work/talk with friends without disturbing others; a larger meeting room with after-hours access to hold our more heavily attended programs; several small group/quiet study rooms; an IT/business center where residents and business owners can access and learn to use current and new media and technology; and an expanded parking lot with ample handicapped spaces and nearly double the current capacity.



The overall taxpayer's cost of the project is \$4.96 million; the total building project cost is \$5.46 million. The project cost will be offset by a significant Library Trustee contribution of

\$500,000 in reserved trust funds. It is important to note that the project price tag would have been much higher if not for an additional \$500,000 of trustee funds already spent in recent years on various building project, architectural and engineering consultants; the purchase of both 91 Nashua and 29 Nashua; the subsequent demolition and landscaping of 91 Nashua; the purchase of furnishings for nearly all public areas of the building; and the current architectural design and cost benefit analysis.

For the final months of the year, we began a campaign to inform the public of the pending warrant article. We had tables at school open houses, gave presentations to town groups, boards and committees, had Granite Town Media produce an informative but brief video and held a series of Open Houses where residents could get behind the scenes tours of our present facility's deterioration and ask questions of Library Trustees, our Facilities Manager and architect.

Staff

We bade farewell to two staffers this year--both in the Technical Services Department. In May, part time Library Assistant Regina Short retired after 5 years and in December, long-time staff member Judy Hohenadel began her retirement after 25 years of service. They will both be missed and we wish them well in the next chapter of their lives.

Summary

It was a challenging and exciting year in which library staff and trustees were able to bring forth a viable plan to address the shortcomings of an aging and failing facility, all while working hard to continue to offer the great services and programs residents have come to depend on. We continue to be grateful for a community that utilizes and supports their public library. On behalf of the library staff, thank you.

Respectfully Submitted,

Michelle R. Sampson
Library Director

2014 Wadleigh Memorial Library Statistics

Registered Patrons	11,899	PC logons (does not inc wireless)	15,604
Patron visits to library	126,577	Online catalog searches	162,217
Volunteer hours	444	Database searches	129,482
		Reference Questions Asked	15,080
2014 Circulation Statistics		Library Holdings as of 12/31/14	
Adult Books	54,995	Adult Books	39,175
YA Books	12,050	Young Adult Books	4,994
Children's Books	61,109	Juvenile Books	19,909
Periodicals	4,538	Reference Books	3,781
Audiobooks	8,492	Magazine & Newspaper Subscription	170
Downloadable audio (+220 not counted)*	3,436	Back Issues	5,476
E-books (+11 not counted)*	6,476	Total Books & Periodicals	73,505
Videos	56,673	Music CDs	2,851
Music CDs	5,965	Audiobooks	2,820
Museum Passes	581	DVDs	5,908
Other	118	Misc/Other	19
Items from GMILCS library network (all formats)	21,962	Microfilm (18 Titles)	204
ILL-Borrowed from outside network (all formats)	1,027	Total AV Materials	11,802
TOTAL CIRCULATION	237,422	Items added	7,953
*error in reporting		Items withdrawn	5,736
		TOTAL HOLDINGS	85,307
Library Program Events		Community Room Reservations	
Adult	309	Adult	518
Young Adult	85	Young Adult	16
Children	297	Children	17
Offsite Outreach	70	Total Reservations	551
All Ages	35		
Total Events	796	Community Room Attendance	
		Adult	1460
Library Program Attendance		Young Adult	164
Adult/Unclassified	2776	Children	156
Young Adult	576	Total Attendance*	1,780
Children	5618	(*Includes 317 bookings for Quiet Study)	
Offsite Outreach	5851		
All Ages	319		
Total Participation	15,140		

*With other town meeting room spaces, bookings were down but real need for quiet study increasing



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2014 Library Trustee's Report

The Wadleigh Library's dedicated library staff has continually worked hard to provide a library environment that improves the learning experiences of its patrons. Milford's library is a very warm, welcoming place that endeavors to accommodate the needs of diverse groups of people.

People

In the Technical Services Department, we said goodbye to two staff members: Regina Short retired in May and Judy Hohenadel announced her retirement in December after working at the Wadleigh for 25 years.

Over the past year, our library trustees have participated in regional trustee meetings. It gives us an excellent opportunity to discuss important issues to our local libraries. A number of our trustees attended the NH Library Trustees Association (NHLTA) conference in May. This was an excellent educational opportunity for our trustees to become better informed regarding many issues affecting libraries such as grants, fundraising, information technology, etc.

Facilities

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

Our director, Michelle Sampson, and the trustees have been diligently working with architect Ron Lamarre of Lavallee Brensinger Architects to help us with our upcoming renovation/expansion project. Due to the deterioration of the original building and the costs associated with bringing it into good repair, we decided to pursue rebuilding and expanding the existing structure as opposed to renovation only. Our plan calls for a phased approach, which will include an 8100 square foot addition to the front of the library, then rebuilding the remainder of the library using the same foundational footprint as the existing building. We have presented these plans in a series of open houses at the library; we have also made several presentations to town boards and committees.

We anticipate a 2015 warrant article for the project. While the total price of our project is a steep one at \$5,460,000, the trustees plan to offset the cost with a contribution of \$500,000 towards the project, thereby reducing the taxpayers' cost to \$4,960,000. The

trustees have furthermore reduced the cost of the project by spending approximately \$500,000 more in years past with the purchase of two contiguous properties to expand parking; the purchase of new furnishings for most of the public areas; the demolition



and landscaping of a third adjacent property; the cost of various consultants and an architectural design and cost benefit analysis. Given the state of the economy, there will never be a time when the cost of our plan will be less.

Joel Trafford, WML Facilities Manager, takes on many of the repairs needed and continues to anticipate and correct many building problems that arise due to age and environment. Some of the more costly repairs that he has overseen this year were new carpeting in the Keyes Room after the air handler leaked and ruined the carpeting in that room. Our air conditioning compressor also failed this year during the heat of the summer. The cost of a refurbished unit was nearly \$12,000. We are continually amazed at Joel's ability to keep the library functioning with little disruption to our patrons or staff.

Programs and Services

2014 was another very busy year at the Wadleigh Library. A broad range of programs and activities were instituted to reach a wide variety of patrons. During the fall, winter and early spring months, many people come out to the library to listen to a diverse selection of music during the Acoustic Café, now in its fifteenth season.

Our adult population has access to a large variety of classes/groups. There are many services available at the library including income tax assistance as well as knit/crochet, conversational Spanish and book clubs for all ages; and introductions to e-books/digital media. An exciting addition to the services offered is our new 3-D printer, which was given to us as a long-term loan. This printer has brought many people into the library to see what it's all about. We are proud to provide access to such a cutting edge piece of technology.

Our children's programs continue to be very popular. We are very fortunate to have a creative, energetic children's staff Letty Goerner, Trina McLenon and Tanya Roberts.

Programs throughout the year included: baby lapsits, family story times, Paws to Read, wildlife programs, arts and crafts, and Lego parties. Museum passes are available courtesy of the Friends of the Library. The summer reading program was a great success. Our young adults are so lucky to have librarian Katie Spofford as their leader!! She continues to bring her enthusiasm and energy to our teens. A sampling of programs include the Pizza and Pages book club; Anime and Doctor Who clubs; deconstructing electronics; and various craft programs. Thanks so much to all the library staff for their assistance in including and promoting these programs for all age groups!



Our library is very fortunate to have many citizens who donate to various programs and initiatives of the library. We are also very often the recipient of many kind and generous memorial gifts honoring lost loved ones in the community. We are so grateful and appreciative to all these donors who treasure the library as we do. Thank you so very much for your support.

Other Library Properties

Both the 29 and 39 Nashua Street properties are vacant and have been winterized. We plan to remove these buildings when our renovation work begins, in order to maximize our parking.

Conclusion

The mission of the Wadleigh Memorial Library is to be "the educational, cultural, technological and social center supporting lifelong learning and improving quality of life by connecting the community to resources and services." How do we meet this goal? The Wadleigh library will continue to plan for future facility needs; provide and expand access to information and life-long learning resources; create and sustain young readers; and engage the sense of pride within our community.

We are lucky to have such a wonderful library that has benefited our community throughout 2014. The Wadleigh Memorial Library has worked hard to fulfill its mission for the citizens of Milford, NH. As we enter 2015, we will continue to move forward to meet the ever-changing present and future needs of our community and look forward to input from the community.

Respectfully submitted,

Kim Paul, Chair
Wadleigh Memorial Library Trustees