



Wadleigh Memorial Library
49 Nashua Street Milford, NH 03055
LIBRARY 2019 ANNUAL REPORT

Connecting our Community to Information and Each Other.

Our public library is all about information and providing free access to it. The statistics on the accompanying page reveal just how many of our services were used in 2019. This past year the Library continued to play an important role in the community as a place where neighbors connected with one another and where transformations were made to better peoples' lives. Here are a few examples of how some of your Milford neighbors experienced these transformations first hand (names have been changed to protect their privacy):

- Tanya moved to Milford in the midst of her LPN exam training course. She had no vehicle or access to her class in Nashua, but heard that the library had resources to help her. She was able to borrow a current text book and use a free online course available through the library in order to finish her studies. She passed her LPN exam with flying colors! Learning Express is a free online class system available to anyone with a WML card.
- Veteran Joe received a letter telling him he needed to go online to complete his benefits application. Joe had little computer experience, but heard the library had people who could help him. Library staff got him logged on to the correct website where he was able to fill out all of the necessary forms. He is now receiving his well-deserved benefits. WML staff is trained to provide technical assistance to folks of all skill levels – no question is too “dumb!”
- Jennifer, a new Milford resident and mother of two toddlers was feeling isolated and overwhelmed. She heard about library story times and decided to attend one. Not only did she meet other parents with whom she could plan coffee and playdates, she was also able to share the joy of reading and choosing new books with her children. WML offers programs for babies, preschoolers and their caregivers at least three days per week, no registration required.
- After retiring from an active sales career, Richard grew lonely and despondent. His family became concerned and began researching communities that would provide him with the learning opportunities and social connections he sorely missed. They learned that Milford has a library within walking distance of retirement housing – a library with newspapers, friendly staff and lots of programs and activities for senior citizens. Richard moved to Milford and became a daily fixture at the library. He is upbeat, healthy and expanding his knowledge every day. Libraries transform lives.

Today's Wadleigh Library is more than books; it's an important hub of the community with a staff which is proud to serve you all. Looking forward to seeing you in 2020!

Respectfully Submitted,
Betsy Solon, Library Director

2019 STATISTICS			
People		Library Services	
Registered Patrons	9,381	Number of Days Open	335
Patron visits to library	114,812	Number of Hours Open	3025
Volunteer hours	1,747	Computer & Wireless	23,230
(Includes Friends, Trustees & Public)		Usage Online Catalog	181,554
		Searches Database	25,775
		Searches Reference	11,024
Circulation		Questions Asked Notaries	8
Adult Books	42,141	Public on Staff Notary	218
YA Books	9,406	Public Use	8
Children's Books	46,268	Passport Agents	936
Magazines	2,424	Passport Applications	1
Audiobooks	4,264	Accepted Public Cell Phones	3
Downloadable audiobooks	8,542	3-D Printers	598
E-books	6,378	3-D Printer Hours	8,889
Downloadable magazines	164	Number of Prints Jobs at	27,124
DVDs	35,400	Kiosk Number of Pages Printed	929
Music CDs	1,513	at Kiosk AARP Assisted Tax	
Museum Passes	483	Returns (free)	
Telescope	7		
Equipment (Laptops, iPads)	32		37,906
Other	35	Library Holdings	
Items from GMILCS network	19,889	Adult Books	17,110
Items borrowed outside network	870	Young Adult	3,200
Total Circulation	177,816	Books Juvenile	153
		Books Reference	4,721
Library Programs and Events		Total Books & Periodicals	
Adult	306		68,551
Youth	429	Museum Passes	13
Total Events	735	Telescopes	1
		Music CDs	2,046
Library Program Attendance		Audiobooks	2,974
Adult Events	3,018	DVDs	7,464
Youth Events	13,517	Misc/Other	15
Total Program Attendance	16,535	Microfilm (18 Titles)	213
		Total AV Materials	
Community Rooms			12,726
Meeting Rooms Available	5	Items added	7,725
Number of Community Meetings	985	Items withdrawn	8,748
Community Meeting Attendance	4,048	Total Holdings	
			81,277



Wadleigh Memorial Library 49 Nashua Street Milford, NH 03055 2019 Library Trustees Annual Report

The Wadleigh Memorial Library is the educational, cultural, technological and social center supporting lifelong learning and improving quality of life by connecting the community to resources and services.

The Library was the HUB of the community in 2019 under the supervision and insight of Director Betsy Solon offering a safe, accessible and accommodating place for patrons and area residents to gather and experience cultural opportunities. The Library programs, resources and services encourage both local connections and the discovery of a wider world. The passport program continues to bring business and visitors to downtown Milford.

The Trustees, who are elected volunteers, meet regularly on the third Tuesday of each month. The Trustees completed the review and update of all library policies, including the adoption of waiving fines for children and youth materials. The Library Mission and Vision statements were rewritten, the By-laws were amended, and the Library's Strategic Plan was revised. The Trustees also assisted with the creation of a new Employee Manual.

The Library Expansion Project also known as the "Expanovation" took center stage this year with the Trustees spearheading community listening sessions and numerous work sessions culminating in the public reveal of a new plan that will repair, renovate, and expand the facility while considering available resources, service to the community and the opinions of the voters. The Trustees would like the community to know that we heard your comments and concerns and we are bringing forward a warrant article in 2020 with a better plan for the future that makes the most of an old building with minimum impact to taxpayers. Members of the community, volunteers and staff have been integrally involved throughout the entire process along with the creative efforts of SMP and Milestone Engineering & Construction. Concurrently, the Trustees continue to chip away at the list of facility projects to optimize library operations and safety.

More information on the Library Expanovation can be found at:

<https://www.wadleighlibrary.org/Pages/Index/94/library-renovation-project>

In 2019, we said farewell to Judy Gross and welcomed Kathryn Parenti as our new chair. We also welcomed Gloria Schooley as our new Alternate Trustee. We wish to thank our former Facilities Manager, Jeff Mackey for his service and welcome Kevin Dumont, our new Evening Custodian and Andrew Grady our new Building Services Specialist.

The Trustees appreciate the countless volunteer hours and efforts of everyone involved with the Expanovation project, including the Friends of the Library, Lexi Casale and the Marketing Committee, Nancy Amato and the Fundraising Committee, as well as the continued support of the Board of Selectmen and the efforts of the

Town Administrative and Departmental staff. We are grateful to our Director for her dedication and limitless energy and to her outstanding team who do so much to enrich what we can offer and to our patrons, whose support, feedback and loyalty constitute our reason for being. Libraries transform lives.

Respectfully Submitted by the Trustees of the Library

**2019 Wadleigh Memorial Library
Library Trustee Funds**

(Unaudited)

	43002	43505	43590	
	Town	Trustees	PDIP	
	Appropriation	Fund & Gift \$	Investment	TOTAL
Fund Balance as of 01/01/19:	\$ -	\$ 67,326.45	\$ 27,408.79	\$ 94,735.24
Town Appropriation & Cap Outlay	\$ 810,952.00			\$ 810,952.00
Fines Received		\$ 8,393.73		\$ 8,393.73
Interest Income		\$ 5.60		\$ 5.60
Interest on Investments			\$ 595.05	\$ 595.05
Refunds/Reimbursements		\$ 1,208.89		\$ 1,208.89
Miscellaneous		\$ 489.43		\$ 489.43
Copy Fund Revenue		\$ 5,380.82		\$ 5,380.82
Book Sales		\$ 1,098.81		\$ 1,098.81
Non Resident Cards		\$ 3,900.00		\$ 3,900.00
Building Fund		\$ 2,975.00		\$ 2,975.00
Passport Execution Fees		\$ 32,620.00		\$ 32,620.00
Gifts/Grants/Donations		\$ 7,442.00		\$ 7,442.00
Transfer from Trust Funds		\$ 9,270.52		\$ 9,270.52
TOTAL INCOME:	\$ 810,952.00	\$ 72,784.80	\$ 595.05	\$ 884,331.85
EXPENSES:				
Salaries & Wages	\$ 578,294.34	\$ 179.95		\$ 578,474.29
Professional Services	\$ 45,745.06	\$ 14,210.27		\$ 59,955.33
Property Services	\$ 54,265.55	\$ -		\$ 54,265.55
Other Services		\$ 2,939.99		\$ 2,939.99
Supplies & Materials	\$ 126,088.45	\$ 29,899.25		\$ 155,987.70
Capital Outlay	\$ 6,406.94	\$ 47,102.13		\$ 53,509.07
Return to General Fund	-\$ 151.66			-\$ 151.66
TOTAL EXPENSES	\$ 810,952.00	\$ 94,331.59	\$ -	\$ 905,283.59
Change in Fund Balance	\$ -	\$ (21,546.79)	\$ 595.05	\$ (20,951.74)
BALANCE HELD BY TRUSTEES on 12/31/19	\$ -	\$ 45,779.66	\$ 28,003.84	\$ 73,783.50

