

# Wadleigh Memorial Library

49 Nashua Street Milford, NH 03055

## LIBRARY 2020 ANNUAL REPORT

***Connecting our Community to Information and Each Other.***

Milford's NH Library of the Year 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 2020 despite the pandemic. Our patrons and staff grew tremendously in knowledge and capabilities this year – nicely done, everyone! Here is a fun way to discover some of the many great things your library has to offer...

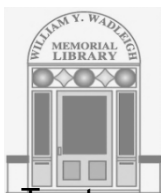
### WADLEIGH WORD SEARCH

R	E	F	S	L	N	V	G	B	K	T	E	C	H	H	E	L	P	O	J	K	H	Z	Q	F	Z	F	O	B	X
Q	G	E	E	Q	G	V	D	X	M	H	J	V	S	Z	L	T	T	K	X	B	F	E	B	K	L	W	R	W	S
X	F	N	N	Y	J	S	F	U	T	J	B	X	M	I	R	M	P	C	U	C	M	F	D	H	R	Y	S	Z	J
M	L	O	S	L	I	S	E	I	V	O	M	Y	A	D	N	O	M	O	M	H	D	S	O	N	N	E	H	V	Z
O	A	T	O	I	E	P	O	C	S	E	L	E	T	O	W	Y	B	W	C	P	S	E	G	E	F	A	P	M	E
S	I	A	R	Y	V	M	Y	N	I	Y	X	A	H	Y	P	E	B	U	E	Z	I	D	W	C	N	G	G	Y	
E	R	R	Y	E	A	I	E	S	H	N	O	Y	C	P	O	F	M	E	R	F	G	P	W	S	A	U	N	F	V
L	O	I	B	C	G	A	I	E	R	A	E	Y	F	O	Y	R	A	R	B	I	L	O	Q	P	S	X	I	P	B
D	M	E	I	X	U	E	N	Z	T	F	R	I	Y	L	A	Z	N	G	S	G	S	C	Q	A	K	G	H	K	R
N	E	S	N	O	F	J	B	I	Q	I	Z	H	G	R	Y	Q	G	L	I	N	U	N	K	P	S	N	C	B	Y
U	M	O	S	B	Q	Y	L	Q	A	I	N	X	D	H	Y	W	A	O	D	X	M	L	S	E	A	P	A	H	C
B	R	L	K	N	P	J	S	V	Y	I	K	G	G	R	B	P	T	O	E	S	M	J	K	R	M	Z	C	C	J
K	E	Z	Q	O	Z	D	V	K	G	H	B	W	R	W	N	O	W	F	P	E	E	Q	O	S	E	V	O	O	W
O	I	R	J	I	C	H	Y	Y	R	W	L	B	C	O	T	C	R	L	I	N	R	B	O	P	E	I	E	M	L
O	D	F	H	T	M	A	G	O	Y	N	E	E	T	V	O	A	B	S	C	I	R	A	B	F	R	B	G	P	A
B	L	C	G	P	X	K	Q	T	C	J	V	U	I	Z	D	M	W	D	K	Z	E	B	O	H	F	P	N	U	R
R	O	A	T	I	Z	L	O	V	J	P	M	N	Z	V	L	K	S	W	U	A	A	Y	I	P	A	Q	A	T	G
P	S	X	G	R	U	O	C	N	U	N	N	V	D	H	J	O	P	P	P	G	D	L	D	F	D	S	Q	E	E
C	Q	O	S	C	A	P	U	H	F	E	J	T	B	O	H	S	U	V	A	A	I	A	U	E	H	R	U	R	P
S	T	L	K	S	V	Z	X	H	R	M	V	G	T	E	Y	W	O	H	S	M	N	P	A	G	A	N	F	S	R
K	I	U	O	B	T	B	K	A	E	S	L	S	P	Y	V	M	R	W	S	U	G	S	A	S	W	K	C	F	I
O	L	N	O	U	R	N	R	G	E	D	R	B	A	T	Q	B	G	R	P	M	Y	I	E	T	T	E	C	Y	N
G	H	R	B	S	I	J	T	R	C	U	O	F	O	I	L	H	K	D	O	B	X	T	F	O	I	S	L	R	T
B	L	K	E	T	U	D	I	A	R	H	G	N	I	X	A	F	O	U	R	K	Y	I	G	R	S	S	X	T	X
U	D	W	T	K	V	E	E	Y	A	E	I	I	J	M	T	P	O	Q	T	A	J	H	L	Y	X	H	U	S	J
X	I	I	Y	E	S	W	V	S	F	A	K	N	L	V	B	Z	B	Q	S	B	D	D	K	W	V	E	X	E	V
U	N	G	M	H	D	F	W	Y	T	C	A	B	I	N	E	T	O	N	L	I	N	E	R	A	F	X	S	C	O
G	Y	T	I	Y	Z	H	S	C	S	H	Y	X	I	M	S	H	W	S	P	L	L	K	Y	L	V	R	I	N	L
F	P	A	N	P	R	G	N	I	N	N	A	C	S	I	Y	R	D	Z	W	L	P	W	I	K	P	X	E	A	R
Z	G	Z	Y	A	Z	V	E	S	E	M	I	T	Y	R	O	T	S	W	N	X	T	Z	Y	S	N	K	Q	B	X

- |                 |                   |                  |                 |
|-----------------|-------------------|------------------|-----------------|
| LIBRARY OF YEAR | SOLDIERS MEMORIAL | SUBSCRIPTION BOX | CURBSIDE PICKUP |
| CABINET ONLINE  | MEETING ROOMS     | MONDAY MOVIES    | SUMMER READING  |
| DVD TV SERIES   | BOOK BUNDLES      | SENSORY BINS     | NEWSPAPERS      |
| LARGE PRINT     | FREE CRAFTS       | GEOCACHING       | BABY LAPSIT     |
| AUDIO BOOKS     | BOOK GROUPS       | FREE MASKS       | NEIGHBORS       |
| TELESCOPE       | PASSPORTS         | COMPUTERS        | MAGAZINES       |
| STORY TIMES     | SCANNING          | TECH HELP        | KNITTING        |
| NOTARIES        | COPIES            | STORYWALKS       | FAXING          |
| ANCESTRY        | TEEN YOGA         | EBOOKS           | MANGA           |

## 2020 STATISTICS (Year of COVID Pandemic)

People		Library Services	
Registered Patrons	8,048	Number of Days Building Open	99
Patron visits to library	24,338	Number of Service Hours	1968
Volunteer hours	706	Curbside Visits/Pickups	10,524
Notaries Public on Staff	8	Computer & Wireless Usage	4,883
Passport Agents	8	Online Catalog Searches	185,919
Circulation		Database Searches	41,427
Adult Books	33,878	Reference Questions Asked	18,836
YA Books	5,059	Notary Public Use	143
Children's Books	29,570	Passport Applications Accepted	453
Magazines	1,648	Subscription Boxes Created	80
Audiobooks	2,589	Craft Kits Distributed	2256
Downloadable audiobooks	9,360	Story Walks	8
E-books	9,662	Public Cell Phones	1
Downloadable magazines	466	3-D Printers	3
DVDs	19,201	Number of Prints Jobs at Kiosk	1,655
Music CDs	334	Number of Pages Printed at Kiosk	5,839
Museum Passes	104	AARP Assisted Tax Returns (free)	467
Telescope	8	Library Holdings	
Equipment (Laptops, iPads)	68	Adult Books	37,140
Newspapers	532	Young Adult Books	5,538
Items from GMILCS network	21,957	Juvenile Books	16,342
Items borrowed outside network	550	Reference Books	3,455
<b>Total Circulation</b>	<b>134,986</b>	Magazine & Newspaper Subscriptions	136
Library Programs & Events		Back Issues	4,152
Adult	117	<b>Total Books &amp; Periodicals</b>	<b>66,763</b>
Youth	354	Museum Passes	9
<b>Total Events</b>	<b>471</b>	Telescopes	1
Library Program Attendance		Music CDs	1,594
Adult Events	1,155	Audiobooks	3,167
Youth Events	6,201	DVDs	8,156
<b>Total Program Attendance</b>	<b>7,356</b>	Misc/Other	76
Community Rooms		Microfilm (18 Titles)	214
Meeting Rooms Available	5	<b>Total AV Materials</b>	<b>13,217</b>
Nr of Community Meetings	195	Items added	5,405
Number of ZOOM Meetings	93	Items withdrawn	6,702
Community Meeting Attendance	910	<b>Total Holdings</b>	<b>79,980</b>



**Wadleigh Memorial Library**  
**49 Nashua Street Milford, NH 03055**  
**2020 Library Trustees Annual Report**

*2020 NHLTA Library of the Year*

The Trustees are honored to have the Wadleigh Memorial Library selected as the 2020 recipient of the New Hampshire Library Trustees Association (NHLTA) Library of the Year award. We were chosen out of 254 libraries, based on our relationship with the community and Town Selectmen; this would have not been possible without our extraordinary Director and the entire Wadleigh Team who never stopped serving Milford in a safe and productive way even during the pandemic.

Curbside service went live on March 17th when the building doors closed, and our trailblazing staff creatively offered the library's many services to the community throughout the pandemic: online and telephone support, 24/7 Wi-Fi, copy, print, and fax services, passport and notary services, laptops for use outdoors or in-car use and online-use library cards. Fortunately, the weather was very cooperative for our outdoor programming, and the phased re-opening of the library is continuing in accordance with State and CDC guidelines.

While the building was closed to the public, we repaired the damage caused by flooding from the current HVAC system, removed asbestos tiles, installed carpeting, painted, and began re-configuring the circulation/reference service areas. We added a fenced-in outdoor programming area and weather protection for the entrance doors.

The Trustees, who are elected volunteers, meet regularly on the third Tuesday of each month. We added a Telework Policy, amended the Behavior Policy, and revised the By-laws and Employee Handbook, all propelled by the pandemic. We welcomed new Trustees John Yule and Jennifer Siegrist and new Alternate Trustee, Tracy Quirk-Berube.

The "Lady" has returned to the Soldiers Memorial thanks to a lot of behind-the-scenes effort and new lighting has been installed. The Trustees would like to thank all the volunteers who gave their time and talents, especially Jason Clark, Dave Boucher, Joel Trafford, Brad Whitfield, Paul Pirkey, Rob Nash, Jr., Jamie Soucy and BK Industrial Finishing.

The Expanovation project did not pass in March; however, the facility issues did not go away so the trustees have worked to prioritize and divide the project into smaller pieces (the first warrant article will be on the ballot in 2021).

The Trustees are so very grateful for the kindness and encouragement of our patrons and the community at large. We also appreciate the support of the Board of Selectmen, and Town Administrative and Departmental staff.

***Connecting Our Community to Information and Each Other***

Respectfully Submitted,

The Trustees of the Library

## 2020 Wadleigh Memorial Library Library Trustee Funds

(Unaudited)

	43002 Town Appropriation	43505 Trustees Fund & Gift \$	43590 PDIP Investment	TOTAL
<b>Fund Balance as of 01/01/2020:</b>	\$ -	\$ 45,794.66	\$ 28,003.84	\$ 73,798.50
<b>INCOME:</b>				
Town Appropriation & Cap Outlay	\$ 832,054.93			\$ 832,054.93
Fines Received		\$ 2,836.62		\$ 2,836.62
Interest Income		\$ 5.25		\$ 5.25
Interest on Investments			\$ 175.51	\$ 175.51
Refunds/Reimbursements		\$ 10,575.61		\$ 10,575.61
Miscellaneous		\$ 697.09		\$ 697.09
Copy Fund Revenue		\$ 1,419.12		\$ 1,419.12
Book Sales		\$ 4.30		\$ 4.30
Non Resident Cards		\$ 2,350.00		\$ 2,350.00
Building Fund		\$ 690.50		\$ 690.50
Passport Execution Fees		\$ 15,750.00		\$ 15,750.00
Gifts/Grants/Donations		\$ 6,685.10		\$ 6,685.10
Transfer from Trust Funds		\$ 8,880.80		<u>\$ 8,880.80</u>
<b>TOTAL INCOME:</b>	<b>\$ 832,054.93</b>	<b>\$ 49,894.39</b>	<b>\$ 175.51</b>	<b>\$ 882,124.83</b>
<b>EXPENSES:</b>				
Salaries & Wages	\$ 607,961.95	\$ 4,034.87		\$ 611,996.82
Professional Services	\$ 43,040.05	\$ 6,782.48		\$ 49,822.53
Property Services	\$ 31,045.11			\$ 31,045.11
Other Services		\$ 1,794.02		\$ 1,794.02
To be Refunded/Reimbursable		\$ 10,250.34		\$ 10,250.34
Supplies & Materials	\$ 128,376.59	\$ 18,577.20		\$ 146,953.79
Capital Outlay	\$ 16,919.34	\$ 3,183.95		\$ 20,103.29
Return to General Fund	<u>\$ 4,711.89</u>			<u>\$ 4,711.89</u>
<b>TOTAL EXPENSES</b>	<b>\$ 832,054.93</b>	<b>\$ 44,622.86</b>	<b>\$ -</b>	<b>\$ 876,677.79</b>
<b>Change in Fund Balance</b>	<b>\$ -</b>	<b>\$ 5,271.53</b>	<b>\$ 175.51</b>	<b>\$ 5,447.04</b>
<b>BALANCE HELD BY TRUSTEES on 12/31/2020</b>	<b>\$ -</b>	<b>\$ 51,066.19</b>	<b>\$ 28,179.35</b>	<b>\$ 79,245.54</b>