

Wadleigh Memorial Library



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~ 2012 DIRECTOR'S REPORT ~

While the economy shows signs of improvement, Milford residents continued to weather the economic storm by taking advantage of all their library has to offer. Over the course of the year, approximately 3,000 people a week or nearly 12,000 visitors each and every month came through our doors. For the cost of a nice dinner for two, the average taxpayer has access to nearly 70,000 books and magazines for all ages; over 5,000 Academy Award winning, classic and blockbuster films, documentaries and cable tv series; over 20,000 downloadable e-books and audiobooks; and nearly 3,000 music CDs. And that's just in the Wadleigh Library. As a member of the only library consortium in the entire state (GMILCS), the Wadleigh offers Milford residents access to over a million items pooled among the 12 consortium libraries.

Community Survey

For the first time in eight years, we administered a community survey during March through April. We received over 600 responses and some of the common threads included requests for more parking and seating; a bigger teen space; longer weekend hours; a café; more space for a display and a larger and better selection/variety of adult books, dvds, music and audiobooks. During the rest of the year, we began addressing those survey comments and concerns which we could. These requests included:

- More children's programs at night and during school vacations
 - We added movie nights and matinees, night owl storytimes, family lego nights and Saturday morning story hours.
- More children's programs for ages 7-12
 - We added Art Afternoons and Mad Science programs as well as a book group
- Improving our website
 - Young Adult Librarian Katie Spofford worked hard learning a new platform and completely revamped the entire website.
- Healthy living programs
 - We hosted one on aging gracefully and another on living longer, stronger & happier. □
- Add kid sized seating and improve the arrangement of books in the children's room
 - The entire room has been re-arranged and we have brand new kid-sized furnishings.

Collection Highlights

It was in 2011 that library checkouts began to stabilize for the first time in 8 years. This trend continued into 2012 as we did not see large movement in either direction in our overall usage statistics. That said, statistics for checkouts and number of visits are nearly twice the national

average and three times the state average; they remain the *second highest per capita in the state of New Hampshire*. It Library use can plateau and/or decrease for a number of reasons:

- **E-book use has continued to spike as more people obtain e-readers.** As a member of the NH State Library e-book consortium, we offer over 20,000 downloadable titles and while their checkouts *are* included in our circulation statistics, they obviously don't require a visit in person. E-book checkouts now account for 2% of our overall circulation—up from .5% in 2011.
- **Library use has been known to align itself with the ups and downs of the economy.** Patrons tend to utilize libraries heavily during financial times in order to save money and cut costs; use decreases during healthy economic times. Signs point to the beginnings of an economic recovery so it is not surprising or unusual to see our numbers level out.
- **Historically speaking, the library has seen plateaus in the past.** Statistics show that for eight years, from 1995-2003, checkouts were virtually flat before a series of surges each year that would ultimately leave us at our current level: residents are now using their library at a rate 20% higher than they were 5 years ago.

While overall use has leveled off, there are certain areas where we saw increases:

- DVD checkouts continued their upward climb and increased by a modest amount over last year. In the past five years, DVD circulation has increased by 35%.
- This was our second full year offering downloadable e-books and audiobooks and their popularity continues to rise as e-readers become more affordable. Checkouts were up 38% last year.
- The number of reference questions spiked nearly 67%. Residents had all sorts of queries about e-reader devices and how to take advantage of the library's ebook collection. A wide range of questions included requests for assistance finding materials on health issues and outer space to help on how to write a thank you note and how to research one's ancestors.

The library provides access to subscription databases on a broad variety of topics; database usage remained high this year with nearly 20,000 searches. Parlez-vous francais? Non? Learn how with *Transparent Language*. Planning on taking the GRE, a civil service exam or looking to improve your math or reading skills or become a US citizen? Practice with *Learning Express*. Researching your family history? Start with *Ancestry.com*, *Heritage Quest* or *Genealogy Bank*. Hoping to buy mom an e-reader for her birthday? Research the ratings in *Consumer Reports*. All this and more is quite literally at your fingertips.

Residents continued to take advantage of our popular museum pass program. Each pass offers free or reduced admission to local and Boston area museums and can save a family of four a substantial sum of money on a family outing. We are only able to offer these passes thanks to the generosity of the Friends & Trustees of the Library and Jaiden's Angel Foundation:



Program Highlights

This year the Library organized more than 600 programs drawing over 15,000 participants. Almost 300 of those were children's programs attended by more than 12,000 children.



Our brand new Children's staff consisting of Miss Letty, Miss Mary & Miss Trina planned an impressive array of programs for children of all ages. In addition to traditional storytimes, baby lapsits and book clubs for older kids, they hosted the popular Stuffed Animal Sleepovers (kids were amazed at the things their beloved friends did in the library when they should have been sleeping); family bingo nights and movie matinees; Art Afternoons and Mad Science programs. Throughout the year children practiced their reading skills with certified therapy dogs as part of our "PAWS to Read" program; enjoyed a magic performance by Norman Ng; attended a Masquerade Ball; learned about owls with a visit from Wingmasters; listened raptly to storyteller Simon Brooks, and explored the stars with a Skywatch event held at Keyes Field. In addition to regular outreach visits to area schools and preschools, for the first time the Children's staff also held storytimes throughout the summer at Keyes Field. Once again, our Summer Reading program was nearly entirely funded

by a grant from the Wadleigh Library Development Fund. We thank them for their continued generosity.

Katie Spofford, our Young Adult Services Librarian, planned over 70 programs drawing in nearly 600 teens over the course of the year. Popular mainstays were the Anime and Dr. Who Fan Clubs; Wii Wednesdays; and the "Pizza & Pages" and "Chicks with Sticks" book clubs. In her craft programs, teens learned how to make sock puppets, dreamcatchers and piñatas. Summer Reading was kicked off with a blacklight party and celebrations were had at Hobbit and Masque of the Red Death Halloween Parties.

Librarians Sue Amann and Kim Gabert arranged adult programs which drew several hundred attendees over the course of the year. Residents enjoyed a visit from local weatherman Josh Judge and attended programs on Facebook, traveling in Peru, civil liberties vs security in post 9-11 America and cemetery mapping. They learned about



the Peace Treaty of Portsmouth, invasive plant species in NH, dark matter and energy and how to organize and maintain special family papers and photographs. The Acoustic Café series continued to bring in nearly 400 people over the course of 6 concerts. ESOL tutoring and the AARP tax assistance programs also remained popular last year. We took part in the state-wide Big Read program and celebrated the life and works of Edgar Allan Poe and also added regularly scheduled knitting and Spanish conversation groups.

Facilities Update

This year we completely revamped the Children's Room with some new lighting, shelving, and brand new furniture. Some of the old furniture we replaced was original to the 1950 building; other furniture—largely seating—was from the 1986 addition. Utilizing over \$35,000 in fine monies, the Children's



Room now looks up to date and more spacious given some re-arranging of shelving units. Our own Facilities Manager Joel Trafford custom built a window bench to create more seating in the Juvenile Fiction area; it quickly became a favorite place to cozy up with a good book. Furthermore, we upgraded the lighting fixtures to more energy efficient bulbs, added fixtures to better illuminate the shelving along the walls and supplemented the 'can' lights with long-lasting, more efficient LED fixtures. The response to the changes in the Children's Room has been overwhelmingly positive.

In other areas of the facility, we began using energy efficient LEDs to replace exterior fixtures as they began to fail, we repainted the atrium and reading room areas and finished replacing the carpeting in the remaining areas of the building.

Community meeting rooms continued to be very heavily utilized. They are booked so frequently, it's not uncommon that we turn people away on a regular basis. This year we had over 500 reservations for our community rooms.



There are no group study rooms for teens to work on homework projects or when someone needs a room for quiet study; when there happens to be a free meeting room, we allow them to work there. For the first time, last year we started keeping track of the times our rooms were used for quiet study and tutoring: they were booked nearly 200 times over the course of the year.

Our largest meeting room is inadequate for our bigger programs. As an example, a program on dark matter and energy drew 71 attendees. For the last 13 years, we've had to clear the children's room of all furniture and bring in a portable stage for our Acoustic Café series. With special children's programs, we either hold them off-site (when the point is to bring people into the library) or clear the children's room and hold two separate sessions of the same program (costing us twice as much).

While we were able to re-do the Children's Room, the department itself remains too big for its space. Craft programs and some storytimes must be held on the third floor; the collection long ago outgrew the room and spilled out into the adult section of the library; and program supplies are stored away throughout the building on both the basement and third floor.

Given the continued usage increases in our Young Adult department, our needs in that area have never been greater. The Young Adult area is so very small, their book collection has begun spilling out towards the circulation desk. There is no seating other than at the few pc workstations located there and only a half dozen teens can comfortably use the area at one time.

Since the building addition in 1986, the town's population has grown 25% but library use has increased four times that-by 230%. Based on the previous years of work completed by the Library Steering Committee, a subcommittee of the Library Trustees, the Board of Selectmen made an important step towards our upcoming building addition and renovation project by charging the Community Facilities Committee with evaluating the Steering Committee's plan. As of this writing, our project is due to go before the town for a vote in 2014.

Staffing update

Jen Hansen and Deb Faucher joined the Library Board of Trustees and Kim Paul was elected to her first three year term after serving as Alternate for the past two years. Trustee Tim Barr resigned at the end of his term after serving for 15 years. Trustees Edith March and Kristie Popp also left the board after 6 and 3 years respectively. We thank them for their service at what can be a thankless position at times!

Library Page Michelle Duchesne was trained as a circulation desk Library Assistant and now ably fills both positions as needed. And after 5 years at the Wadleigh, Library Assistant Alexi Galica-Cohen completed her master's degree in information and library science and left to take a professional position out of state. We wish her well. Joel Trafford was promoted to Facilities Manager after 8 years as the building custodian. Given Joel's background as an independent contractor, he has saved the library untold sums of money with his extensive knowledge and expertise.

We were saddened to learn of the untimely death of former Library Page Jared Davison. Jared was a voracious reader and loved the library. In lieu of flowers, his family asked that donations be made in his name to the library. These funds will be applied towards a badly needed new flagpole with a plate memorializing Jared and his service to our country. We also learned of the death of former Library Trustee Denise Johnson. Ms. Johnson chaired the board for several years and in 1992 was named Library Trustee of the Year by the NH Library Trustees' Association. She was instrumental in guiding our 1986 building addition as well as establishing the Wadleigh Library Development Fund with a sizeable donation before she retired.

On behalf of the Wadleigh Library staff, thank you for continuing to support *your* library.

Respectfully Submitted,

Michelle R. Sampson
Library Director

2012 Wadleigh Memorial Library Statistics

Registered Patrons	11,956	PC logons (includes wireless access)	22,052
Patron visits to library*	143,643	Database searches (doesn't include NEGHS genealogical)	19,798
Volunteer hours	367	Reference Questions Asked	14,664
2012 Circulation Statistics		Library Holdings as of 12/31/12	
Adult Books	59,663	Adult Books	39,933
YA Books	13,014	Young Adult Books	4,315
Children's Books	64,791	Juvenile Books	18,749
Periodicals	4,923	Reference Books	4,932
Audiobooks	10,151	Magazine & Newspaper Subscriptions	159
Downloadable audio/e-books	5,148	Back Issues	5,620
Videos	54,465	Total Books & Periodicals	73,708
Music CDs	8,101	Music CDs	2,710
Museum Passes	568	Audiobooks	2,643
Other	261	DVDs	5,299
Items from GMILCS library network (all formats)	24,871	Misc/Other	17
ILL-Borrowed from outside network (all formats)	1,116	Microfilm (18 Titles)	202
TOTAL CIRCULATION	247,072	Total AV Materials	10,871
		Items added	8,520
		Items withdrawn	7,536
		TOTAL HOLDINGS	84,579
Library Program Events		Community Room Reservations	
Adult	243	Adult	364
Young Adult	71	Young Adult	92
Children	237	Children	61
Offsite Outreach (Children's)	42	Total Reservations	517
All Ages	15		
Total Events	608	Community Room Attendance	
		Adult	1925
Library Program Attendance		Young Adult	321
Adult/Unclassified	1970	Children	638
Young Adult	578	Total Attendance	2,884
Children	5410		
Offsite Outreach (Children's)	6626		
All Ages	691		
Total Participation	15,275		

Wadleigh Memorial Library				
Library Trustee's Funds				
January 1, 2012 thru December 31, 2012				
(Unaudited)				
	43002	43505	43590	
	Town	Trustees	PDIP	
	Appropriation	Fund	Investment	TOTAL
Fund Balance as of 01/01/12:	(5,413.77)	\$80,194.76	\$44,431.84	119,212.83
Town Appropriation	684,852.00			684,852.00
Fines Received		17,808.78		17,808.78
Interest Income		30.08	48.53	78.61
Interest on Investments		13,150.00		13,150.00
Refunds/Reimbursements	5,413.77	4,054.59		9,468.36
Miscellaneous		8.75		8.75
Copy Fund Revenue		3,920.53		3,920.53
Book Sales		2,071.35		2,071.35
Non Resident Cards		4,507.00		4,507.00
Program Receipts				-
Building Fund		1,206.68		1,206.68
Grants & Donations		8,540.56		8,540.56
Rental Income				-
Balance Transfer Incoming				-
TOTAL INCOME:	\$ 690,265.77	\$ 55,298.32	\$ 48.53	\$ 745,612.62
EXPENSES:				
Salaries & Wages	506,712.81			506,712.81
Professional Services	33,585.61	15,352.67		48,938.28
Property Services	33,541.97			33,541.97
Rental Property Expenses				-
Other Services	2,030.06	9,970.65		12,000.71
Supplies & Materials	118,362.32	30,238.94		148,601.26
Capital Outlay	14,634.95	36,407.26		51,042.21
Balance Transfer Outgoing				-
Transfer Outgoing to NHPDIP				-
TOTAL EXPENSES	\$708,867.72	\$91,969.52	\$0.00	\$800,837.24
BALANCE HELD BY TRUSTEES @ 12/31/12	(\$24,015.72)	\$43,523.56	\$44,480.37	\$63,988.21

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~ 2012 TRUSTEES REPORT ~

The Wadleigh Memorial Library is an integral part of the Milford community. Our dedicated library staff has continually worked hard to provide a library environment that improves the learning experiences of its patrons. In an ever changing world, 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 library is a very warm, welcoming place that endeavors to accommodate the needs of diverse groups of people.

People

In January 2012, we welcomed two new children's librarian assistants: Mary Girard and Trina McLenon. In May, Alexi Galica-Cohen graduated with her MLS and took an out of state position as a cataloger. We wish her the best.

Library Systems and Building

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

Michelle and the Staff developed and implemented a community survey in order to have a better understanding of the community's perception of library needs. Technology continually advances and information technology continues to be very important to the library and the community. Michelle and the Wadleigh Memorial Library 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. Maintenance and upgrades of computers have been ongoing. We are very grateful to the town IT director Bruce Dickerson for all his hard work. With the goal of improving patron satisfaction and efficiency, the library has added new barcode scanners and receipt printers and will soon be adding faxing and scanning capabilities to the newest public photocopier. The library staff tries to meet the many needs of our various patrons through books and technology.

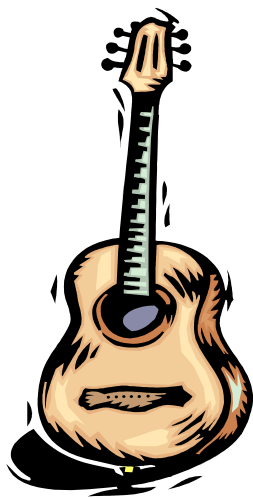
Joel Trafford, WML Facilities Manager, takes on many of the repairs needed and continues to anticipate and correct many building problems that may arise due to age and environment. Joel built a beautiful reading bench in the juvenile fiction area. A long term goal of the library has been to become more energy efficient and environmentally conscious. The lighting in the Children's room, paid for from fines monies, has been upgraded to include LED and more energy efficient

fixtures. The decision was made to start in one area and monitor its effectiveness before expanding. The lights in the parking lot are being replaced with LEDs as they age and wear out. The Lull Fountain that graces the side of the library has aged! The Trustees, along with Joel and Michelle, have been discussing renovation of the fountain and researching grants to assist in the cost. Presently, Rika Smith McNally, a professional conservator, has been out to assess the fountain. We are awaiting her assessment. Fine monies also paid for much needed furniture for the children's room. The room has been redesigned with the creativity of Letty, Trina, Mary and Joel!



As communities flourish, libraries too must grow so they can meet the changing needs of town residents. The Library Trustees and Director have continued to work extremely hard as they balance needs and economics in the library renovation/expansion. After many hours of discussion and revisions, the steering committee presented a supportive CIP (Capital Improvement Plan) committee with the library's expansion/renovation plan. Based on their approval, the Board of Selectmen then charged the Community Facilities Committee (CFC) with reviewing our plan and work we had done over the past few years. Presently the CFC has put together two subcommittees to review the library's work and give their suggestions. The Library Trustees and Michelle have been involved with these meetings. The Trustees have also enlisted a Professional fundraiser. In the coming year, we will be actively seeking community involvement through committees, charettes, etc..

Programs and Services



Our town is so very fortunate to have such a dedicated staff.

2012 was another very busy year at the Wadleigh Library. A broad range of programs/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 thirteenth season.

Our adult population has access to a large variety of classes/groups. Through our Senior Grant money (from an anonymous donor, 2011) we have supplied three local senior facilities with a rotating library of large print books and Bifolkal kits which enhance discussion and are valuable for adults with Alzheimers. There are many services available at the library on subjects including income tax assistance, computer classes,

knit/crochet and book clubs and introductions to e-books/digital media. An evening class entitled "Dark Matter and Energy" left standing room only. Our Wadleigh Memorial website has been enhanced and improved thanks to the hard work of Katie Spofford.

Our children's programs continue to be very popular. We are very fortunate to have creative, energetic children's librarians: Letty Goerner, Mary Girard and Trina McLenon. Letty wrote for and received a grant, "Kids, Books and the Arts" through NHSL. The money from this grant went towards funding some of the wonderful programs planned for the summer reading program. A sampling of programs throughout the year includes: lapsits, family Friday story times, Paws to Read, wildlife programs, arts and crafts, Lego parties, bedtime storytimes, book clubs and shadow puppets. The stuffed animal sleepover remained so special. 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 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 and Chicks with Sticks book clubs; Anime and teen writing clubs 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!



Communication and collaboration is so important in today's global world. 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.



Due to economic times, the state budget was examined to attempt to find areas to reduce the operating budget. As mentioned last year, one area focused on was the van service. The van service provides exchange of books between various town libraries. The decrease in van service does extend the length of time it takes to provide desired books to patrons. In an attempt to improve service, the GMILCS library consortium (of which WML is a part) has hired a private courier service to supplement the van provided by the state. This has improved efficiency and will be re-evaluated regularly.

The library again participated in and exhibited at the Southern NH Expo this year.

Our library is so very fortunate to have many citizens who donate to various programs and initiatives of the library—such as providing museum passes or subscriptions to the *Wall Street Journal*. This year we held a big Red Sox tickets fundraiser thanks to a donation of tickets from an anonymous donor. We are also very often the recipient of many kind and generous memorial gifts in memory of lost loved ones in the community. This year, memorial gifts included donations made to honor the life of Jared Davison, a former library page and lifelong WML patron. We are so very grateful and appreciative to all these donors who treasure the library as we do. Thank you so very much for your support.

Non-Library Property

39 Nashua Street continues to house town departments as needed.

Conclusion

The mission of the Wadleigh Memorial Library is "to provide informational, educational and recreational resources and services to the Milford community". How do we meet this goal? The Wadleigh library will "provide access to a broad range of material and services meeting the present and future needs of the community it serves". It will provide "programs for citizens of all ages that promote literacy, self-education and cultural awareness".

We are fortunate to have such a wonderful library that has benefited our community throughout 2012. The Wadleigh Memorial Library has worked hard to fulfill its mission for the citizens of Milford, NH. As we enter 2013, 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,

Mary Burdett, Chair
Wadleigh Memorial Library Trustees