

Wadleigh Memorial Library



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~ 2013 DIRECTOR'S REPORT ~

As we began 2013, the Library hired a professional library consultant to help lead us through a process resulting in an in-depth strategic plan. A focus group of approximately a dozen community members met several times to discuss key components of the town's—and the library's—current strengths, opportunities for growth, aspirations for the future, and desired outcomes. The library staff also went through an abbreviated form of the same process. The results of these meetings provided the framework for the Library's first strategic plan as well as vision statements and a new mission statement.

Mission Statement: 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.

Vision Statements: The Library will be...

- A place which is accessible to all, welcoming, visually stimulating, transformative, and comfortable and showcases the vibrant sense of community.
- A place for community members to gather; to learn; to socialize — a literal and figurative center for the community.
- An institution that supports and partners with the town, community organizations, non-profits and small businesses.
- A community resource that is not defined by its four walls but performs outreach and brings diverse groups of people together through common goals and interests.

Our new plan, along with its carefully chosen goals and objectives, will help better guide our focus and efforts in the next few years. In the meantime, however, what follows are highlights from the past year:

Collection & Services

Two years ago we noticed the number of items checked out over the course of the year began to stabilize; the trend persisted this year with only a 1% overall change in total circulation from the previous year. Despite this, we continue to have the second highest circulation per capita in the state and more than double the national average of libraries in our population category.

Although total circulation has remained flat, we saw increases in three areas:

- Downloadable audiobook use increased by 7.6%. With a respectable 2500 downloads, use accounted for only 1% of overall checkouts.
- E-book checkouts increased by a whopping 76% in the past year. This was aided by the purchase of a second platform of titles available only to GMILCS library consortium members. Our other platform via the NH State Library puts our library patrons in competition with patrons from nearly every other library in the state when it comes to waiting for titles. Even with such a sharp increase, e-book checkouts still only account for 2% of total circulation.
- DVD use saw a slight increase of 2.4% but the number of checkouts continued to be nearly as high as adult books. DVD checkouts made up 23% of overall circulation.
- The number of reference questions posed to our staff rose again this year with an average of more than 15,000 requests for information. We gave all sorts of assistance to patrons needing help with their e-readers and devices; software troubleshooting; how to write a resume; finding product reviews; creating websites; and homework and research help. Patrons also performed more than 160,000 searches for books and materials on our online public catalog.
- Subscription database searches also increased modestly with approximately 20,500 queries. Our databases cover a number of topics including genealogy, language learning, auto repair, investments, business and corporation data, and practice tests for civil service and professional education exams.



Programs

Nearly 14,000 people participated in one or more of the 600+ programs hosted by the Library during the course of 2013.

The Reference Department planned a vast array of programs for adults including “Hiking the Appalachian Trail;” “Black Bear Behavior” presented by biologist and author Ben Kilham; “Find Your Way Around the Healthcare Law” led by AARP; and “A Walk Back in Time: The Secrets of Cellar Holes,” a NH Humanities Council program. In addition, a small group of committed volunteers continued to plan and run the Acoustic Café series as well as a weekly Spanish language conversation group and a biweekly knitting group. Our two adult book groups remained popular as did our Adult Summer Reading program, “Groundbreaking Reads.” The grown-ups were just as thrilled to win Summer Reading prizes as their pint-sized and teen counterparts. **Overall, adult program attendance increased sharply by nearly 20%.**

Our Young Adult Services Librarian planned and implemented more than 80 programs throughout the year with a **10% increase in attendance**. Among those programs are various groups and clubs who meet on a monthly basis. The Doctor Who Fan Club went into overdrive in celebrating the series' 50th anniversary by making a life-sized replica of the show's iconic "TARDIS" (seen in the adjacent photo, background). The Anime and Pizza & Pages Book Clubs remained popular as did the monthly teen gaming/Wii Wednesdays. The Summer Reading Theme of "Beneath the Surface" resulted in fun craft programs as well as Jurassic themed and Shark Attack parties. Summer Reading participants were entered in raffle drawings for themed baskets of swag; the more books they read, the more entries they received.



The Children's Department also went into high gear in celebrating Summer Reading with their theme of "Dig in to Reading." In addition to prizes and raffle drawings, entries of which were based on the amount of time children spent reading, participants enjoyed a number of programs including an Archaeology Adventure, a Dinosaur Dig and a Gardening Party. Summer storytimes at Keyes Field remained popular as did our "Mad Science" and "Art Afternoon" program series; book groups; Lego parties; and our

"Paws to Read" series where children work on their reading skills by reading aloud to certified therapy dogs. We also partnered 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 thank them for their continued support!

Facilities & Grounds

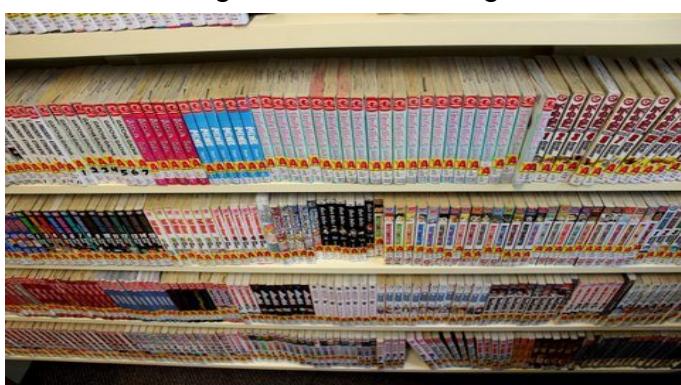
Looking towards our impending building project, we had the opportunity to purchase an adjacent property. Using trust fund monies, in November, papers were signed to acquire 29 Nashua Street. In addition to squaring off our lot, once demolished along with the "Library Annex" next door the lots will provide additional, badly needed parking.

The building project itself continued to move forward. After meeting regularly with the town's Community Facilities Committee, the decision was made to issue a Request for Proposals. From 11 respondents, the Library selected Lavallee Brensinger Architects to reassess our facility and needs and present a design and cost analysis for the renovation and expansion of the library. We look forward to building momentum and support for this exciting—and badly needed—project.

Once again, our community meetings rooms were very heavily utilized with nearly 600 bookings. As we have no group study rooms for tutoring, group projects, or individual quiet study, we allow our meeting rooms to be used as such if they are not reserved for group meetings or library programs. Since we receive daily requests for quiet study spaces, in 2012 we began tracking them to get a better idea of the perceived need in town for such spaces. Of the near 600 times our rooms were used by community members in 2013, approximately half were requests for quiet spaces to meet or study. This is a 50% increase over the previous year and demonstrates a clear need for quiet spaces in which individuals or small groups may study or work.

The Keyes Room, our largest meeting room, has a fire code capacity of 40 people. Because attendance at a large number of our adult programs often exceeds that number, we must also usually reserve the adjacent conference room (capacity of 8-10). This, of course, limits the available rooms for community groups to meet. It's not uncommon for some of our adult programs to have standing room only. Indeed for our Acoustic Café series and a few of our larger programs where we anticipate less than 100 people, we must clear the Children's Room of all furniture and set up staging, seating and lighting. For larger children's programs where the anticipated attendance is over 100, we must hold them off-site, defeating the purpose of drawing people into the library.

Our Children's and Young Adult departments continue to receive heavy use. A few years ago the size of the Young Adult collection began exceeding the available space. Our Facilities Manager created shelving and the collection began spilling out and around the corner.



We recently relocated two of the four pc workstations in that area in order to reach blocked shelves. We also added even more shelving around the corner. Nearly as soon as these changes were made, the shelving was full (see photo, left). There is no more available space in which to create additional shelving. There is no space for seating other than at two computer stations. The room is small enough that

it becomes uncomfortably crowded when more than 6-7 teens are browsing the shelves.

The Children's Department has long since outgrown its space. Approximately a third of its collection spills outside the department and into the adult section of the library. Many 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.

While we have long been aware of the shortage of parking, the lack of sufficient handicapped parking in particular was vocalized by many concerned residents this year. Depending on funding, we hope to address the situation in the coming year.

For the second year in a row, we have been unable to turn on the beautiful, historic fountain which graces the side of our building. Formally known as the "Soldiers' Light & Fountain," it was dedicated in 1894, with much pomp and circumstance, by Dr. Mary Lull to honor and memorialize Milford's Civil War veterans. Those veterans included her own husband, Colonel Oliver Lull, who at age 37, died in the war. One of the town's two Civil War memorials, the fountain has deteriorated to such an extent that it needs extensive plumbing and conservation work. We consulted with the NH Preservation Alliance and contracted with a professional conservator for an assessment. The cost to fix and preserve the fountain is not insubstantial. We hope to address its needs as soon as possible but once more, the work is dependent on funding.



During the course of 2013, we purchased a new, much larger book return with separate bins to accommodate both print and audiovisual resources. Prior to this, when returning AV materials after hours, patrons had to walk to the front of the building to deposit them in an old mail slot type return (to do otherwise nearly always resulted in discs being crushed or cracked by the weight of heavy books). We also repaved the walkway from the back parking lot to the entrance and installed a new phone system, joining us with the rest of the town's telephone network.

In June we dedicated a beautiful new flagpole and monument, purchased in large part with donations in memory of former Milford resident, Library Page and soldier, Jared Aaron Davison. Jared died inexplicably and tragically at the age of 24 while stationed in Virginia. More than 50 people gathered on a bright, sunny day for the dedication of a fitting memorial for such a special young man.



Summary/Conclusion

2013 was a very busy year and one in which we made great strides in planning for the Library's future. We've been quite fortunate to be in a community whose residents not only take advantage of everything their library has to offer, but who also support the library and its mission. On behalf of the staff, thank you for that continued support.

Respectfully Submitted,

Michelle R. Sampson
Library Director

2013 Wadleigh Memorial Library Statistics

Registered Patrons	12,596	PC logons (inc. partial year wireless access)	18,314
Patron visits to library*	136,431	Online catalog searches (new stat)	160,973
Volunteer hours	313	Database searches	20,466
		Reference Questions Asked	15,548
 2013 Circulation Statistics		 Library Holdings as of 12/31/13	
Adult Books	57,265	Adult Books	39,557
YA Books	12,413	Young Adult Books	4,535
Children's Books	63,948	Juvenile Books	19,412
Periodicals	4,347	Reference Books	4,446
Audiobooks	9,382	Magazine & Newspaper Subscriptions	178
Downloadable audio	2,510	Back Issues	5543
E-books	4,945	Total Books & Periodicals	73,671
Videos	55,785	Music CDs	2,887
Music CDs	7,629	Audiobooks	2,737
Museum Passes	525	DVDs	5,810
Other	95	Misc/Other	15
Items from GMILCS library network (all formats)	24,197	Microfilm (18 Titles)	198
ILL-Loaned from outside network (all formats)	1,023	Total AV Materials	11,647
TOTAL CIRCULATION	244,064	Items added	9,153
		Items withdrawn	8,252
		TOTAL HOLDINGS	85,318
 Library Program Events		 Community Room Reservations	
Adult	233	Adult	463
Young Adult	81	Young Adult	91
Children	250	Children	33
Offsite Outreach	49	Total Reservations	587
All Ages	11	 Community Room Attendance	
Total Events	624	Adult	1743
 Library Program Attendance		Young Adult	277
Adult/Unclassified	2351	Children	301
Young Adult	639	Total Attendance	2,321
Children	5109		
Offsite Outreach	5006		
All Ages	632		
Total Participation	13,737		

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Wadleigh Memorial Library Library Trustee's Funds January 1, 2013 thru December 31, 2013 (Unaudited)				
	43002	43505	43590	
	Town	Trustees	PDIP	
	Appropriation	Fund	Investment	TOTAL
Fund Balance as of 01/01/13:	(24,015.72)	\$43,523.56	\$44,480.37	63,988.21
Town Appropriation	706,309.00			706,309.00
Fines Received		18,234.73		18,234.73
Interest Income		6.11	15.83	21.94
Interest on Investments		-		-
Refunds/Reimbursements	24,015.72	1,873.70		25,889.42
Miscellaneous		90.00		90.00
Copy Fund Revenue		4,877.45		4,877.45
Book Sales		1,343.59		1,343.59
Non Resident Cards		4,992.52		4,992.52
Program Receipts		222.80		222.80
Building Fund		704.00		704.00
Grants & Donations		6,337.42		6,337.42
Rental Income		-		-
Transfer from Trust Funds		191,500.00		191,500.00
Balance Transfer Incoming				-
TOTAL INCOME:	\$ 730,324.72	\$ 230,182.32	\$ 15.83	\$ 960,522.87
EXPENSES:				
Salaries & Wages	526,286.35			526,286.35
Professional Services	35,608.86	11,459.73		47,068.59
Property Services	34,918.50			34,918.50
Rental Property Expenses				-
Other Services	2,563.28	9,331.00		11,894.28
Supplies & Materials	121,053.26	38,913.72		159,966.98
Capital Outlay	9,016.27	180,096.51		189,112.78
Balance Transfer Outgoing				-
Transfer Outgoing to NHPDIP				-
TOTAL EXPENSES	\$729,446.52	\$239,800.96	\$0.00	\$969,247.48
BALANCE HELD BY TRUSTEES @ 12/31/13	(\$23,137.52)	\$33,904.92	\$44,496.20	\$55,263.60

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~ 2013 TRUSTEES REPORT ~

The Wadleigh Memorial Library's mission 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. Our 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

This past year, longtime trustee Mary Burdett left the Library Board of Trustees after 14 years of service. We thank her for her dedication and support and wish her well. In her stead, Wayne Hardy joined the Board and we look forward to working with him in the coming years.

We continue to be blessed with a great staff in Milford. They work well together to make the many programming opportunities run smoothly and successfully. In late summer we said goodbye to Library Pages Michelle Sprague, Kylie Hargrove and Ceilidh McKillop and wished them well in their college adventures. As incoming Library Pages, we welcomed Shannon Drew, Erin Giles, Marcia Nelson and Maria Romanenko. In September, our Assistant Children's Librarian, Mary Girard, resigned in order to take a position closer to her home. We welcomed Tanya Roberts as the new Assistant Children's Librarian in October. We are pleased to have her as part of our team.

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 a committee of community members, including two staff members and two trustees, worked with a consultant to develop the library's strategic plan. The committee identified plans for the library's future needs, ways to expand Milford's access to information and ideas, and plans to encourage lifelong learning for all ages while continuing to build on Milford's sense of community pride. 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. We added services to our existing photocopier to allow patrons to have access to public fax capabilities as well as the ability to scan and email documents. A new and improved book drop was



installed this summer, allowing patrons to drop off media, such as DVD's and CD's instead of having to drop them off inside the building. It also has a bigger storage space, which enables our staff to enjoy long weekends without having to empty the book drop. We added iPads to our collection this year, purchased with money from our trust fund. They have been mostly used in conjunction with library programs, such as a QR code

scavenger hunt through the library. Having iPads in our collection allows the staff to help patrons understand and utilize eBooks on their own devices. The staff also incorporates the iPads into the programs to better serve the community. We are very thankful that our staff always wants to stay on top of the current technology trends.

In June, we dedicated our new flagpole, purchased with funds donated in Jared Davidson's memory, a former page who passed away last year while serving our country.

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. The Lull Fountain that graces the side of the library has aged! We hired a conservator to assess the fountain to determine the course of action that would restore it to its former glory and were dismayed at the enormity of the cost. We applied for grants from several local foundations as well as tried to get it listed as an historical monument, but have not been successful in gaining approval. We currently have the repair costs in our budget.

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. The Library Trustees and Michelle have continued to work with the Community Facilities Committee (CFC) regarding the renovation/expansion plans. After much evaluation, we decided to retain the services of Lavallee Brensinger Architects to revisit the design of our proposed renovation/expansion. A combined group of trustees, CFC members and Michelle have been meeting with the architect and expect to have a working design by the spring in order to begin our fundraising campaign.

Programs and Services

2013 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 fourteenth season. Our adult population has access to a large variety of classes/groups. There are many services available at the library on subjects including income tax assistance, computer classes, knit/crochet, conversational Spanish, book clubs and introductions to e-books/digital media.



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

Our library is so 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 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.

In November, we purchased 29 Nashua Street in order to have the ability to expand our parking lot in the future. This bank owned property was winterized prior to our purchase, so we are not planning to open it for use until the spring.

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, expand access to information, create and sustain young readers and life-long learning and engage the sense of pride within our community.

We are fortunate to have such a wonderful library that has benefited our community throughout 2013. The Wadleigh Memorial Library has worked hard to fulfill its mission for the citizens of Milford, NH. As we enter 2014, 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