



Wadleigh Memorial Library
49 Nashua Street Milford, NH 03055

LIBRARY 2017 ANNUAL REPORT

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.*

Staff: Thank you to the warm, amazing, service-oriented library team which welcomed me aboard in January. Milford is very fortunate to have such dedicated people working on their behalf. Joining the Library in 2017 were Katie Ondre (Children's Services), Jeff Mackey (Facilities), Emily Bouffard and Tammy McCracken (Circulation) and Kyle Rysdam, Ryleigh Schwab and Jared Duchesne (Library Pages). We thank and wish all the best to Melissa Deschenes, Tanya Roberts and our longtime Facilities Manager, Joel Trafford. Library Staff developed a schedule allowing the library to open an extra 2.5 hours/week (at 9am on weekdays) at no additional cost to the Town. Most frontline personnel became AED/CPR certified, while six employees completed U.S. passport acceptance training in order to provide a new service to the community. Milford's library personnel hold leadership positions in 2 area consortiums and 5 professional library organizations, an impressive accomplishment which also provides us with resources and knowledge to develop local state-of-the-art library services.

Programs and Events: A wide range of programs were offered in 2017. The Summer Reading Program entitled "Build a Better World" was extremely successful. Children logged 1561 hours of reading, while the 68 adult participants read at least 361 titles. Book clubs and writing groups and the monthly "PAWS to Read" program remained popular. "Big Truck Day," a chance to see and touch many of the Town vehicles, was a huge hit. Presentations made available through the NH Humanities Council were very well attended, as were programs on the Opioid Crisis and Dealing with Hate Speech. In March, Governor Chris Sununu helped us honor Milford's Harriet Wilson, the first African American to publish a novel in the U.S., as we accepted the gift of a memorial chair from Dan and Renee Plummer.

Community Partners: It was our great pleasure to partner with the following organizations in 2017: Milford High School's marketing classes, Union Coffee Co., The Toadstool Bookshop, and the Milford Police, Fire, Emergency Services and Public Works Departments. We also appreciated the support of the Benevolent 7 Masonic Lodge, the Arthur L. Keyes Memorial Trust and the Wadleigh Development Fund.

In these times of increased social isolation, libraries are more relevant than ever. With actual books, welcoming spaces and modern technology, the Wadleigh Memorial Library provides a place to think, research, communicate, relax and learn for free. We are both an information hub and a place where you can leave technology behind. We look forward to continuing our efforts to improve Milford's library facilities and services in the year ahead.

Respectfully Submitted,
Betsy Solon, Library Director

2017 STATISTICS			
People		Library Services	
Registered Patrons	9,616	Computer & Wireless Usage	23,496
Patron visits to library	115,205	Online Catalog Searches	141,798
Volunteer hours	2,064	Database Searches	44,938
(Includes Friends, Trustees & Public)		Reference Questions Asked	11,856
		Number of Times Notary Public Used	80
		Passport Applications Accepted	
		(new in December)	28
Circulation		Library Holdings	
Adult Books	46,260	Adult Books	37,271
YA Books	10,825	Young Adult Books	5,774
Children's Books	47,563	Juvenile Books	18,020
Magazines	2,837	Reference Books	3,769
Audiobooks	6,143	Magazine & Newspaper Subscriptions	162
Downloadable audiobooks	6,267	Back Issues	3,515
E-books	6,116		
Downloadable magazines	184	Total Books & Periodicals	68,511
DVDs	39,552		
Music CDs	3,102	Music CDs	2,500
Museum Passes	576	Audiobooks	2,883
Equipment	272	DVDs	7,036
Other	316	Misc/Other	62
Items from GMILCS library network	19,861	Microfilm (18 Titles)	210
Items borrowed outside network	1,081	Total AV Materials	12,691
Total Circulation	190,955		
Library Programs and Events			
Adult	3,112	Items added	7,390
Youth	391	Items withdrawn	8,095
Total Events	3,503	Total Holdings	81,202
Library Program Attendance		Community Rooms	
Adult Events	4,344	Meeting Rooms Available	4
Youth Events	11,478	Number of Community Meetings	552
Total Event Attendance	15,822	Community Meeting Attendance	2,724



Wadleigh Memorial Library 49 Nashua Street Milford, NH 03055 2017 Library Trustees Annual Report

The Wadleigh Memorial Library continued to be a vibrant, happening place in 2017. We welcomed new director Betsy Solon in January and benefited from her fresh eyes and perspective. The Library was truly a place which supported lifelong learning while connecting Milford residents not only to each other, but also to new resources and services such as US Passport application acceptance. All this was done in an increasingly comfortable space that transformed and inspired all who walked through its doors.

In August, a Library Expansion Task Force consisting of community members and staff was formed to examine the failed building project proposal and to explore options to address space needs. The committee's recommendations will be brought to the Trustees in March. We appreciate their fresh eyes on our space needs issues.

Many issues with the library building were addressed this year. The Trustees wish to thank Joel Trafford for his many years of service as our Facilities Manager and to welcome new Facilities Manager Jeff Mackey. The asbestos floor in the basement office was removed by an abatement company in order that the room could become a much-needed staff office. A new meeting room was created by repurposing another office. Moveable shelving was installed in the large print area to allow for additional program space. The circulation and lobby areas were renovated to increase patron comfort. The 1950's ceiling above the reference and circulation areas was tested for asbestos, and none was found, so we can complete future repairs ourselves. Thanks to Milford's DPW, the concrete sidewalk to the rear entrance was raised, repaired and sloped to drain away from the building, making the library more compliant to Americans with Disabilities standards and solving one of our basement water leak issues. New signs were placed over the rear entrance and a new bike rack was installed. Windows were mounted in all of the upstairs meeting room doors, adding more ambient light and improving patron/staff safety.

The 29 Nashua Street property is currently being rented and profits from the rent will go to offset the cost of future building/renovation projects. The 39 Nashua Street property has been used by both the police and fire departments for training and is targeted for 2018 demolition in order to increase parking space for our facility.

Restoration work is nearly complete on the fountain. Joel Trafford did a magnificent job repairing "the Lady" while Dave Boucher and his team at the Water Dept. overhauled the base. Both pieces will be painted this winter and it is our hope that the fountain will be running again by Memorial Day.

The Library Trustees appreciate the continued support of the Board of Selectmen and the efforts of the Town administrative and departmental staff on behalf of the Library. We invite you to experience for yourself the welcoming atmosphere and friendly competence that are the envy of visitors from other towns. We are proud and grateful to our Director and her matchless team; to the Friends of the Library who do so much to enrich what we can offer; and to our patrons, whose support, feedback and loyalty constitute our reason for being.

Respectfully Submitted by the Trustees of the Library

2017 Wadleigh Memorial Library Library Trustee Funds

(Unaudited)

	43002	43505	43590	
	Town	Trustees	PDIP	
	Appropriation	Fund & Gift \$	Investment	TOTAL
Fund Balance as of 01/01/17:	\$31,824.92	\$67,049.07	\$26,662.53	125,536.52
Town Appropriation & Cap Outlay	774,191	31,824.92		806,015.92
Fines Received		13,960.84		13,960.84
Interest Income		4.74		4.74
Interest on Investments			247.67	247.67
Refunds/Reimbursements	(31,824.92)	3,866.92		(27,958.00)
Miscellaneous		956.47		956.47
Copy Fund Revenue		5,601.19		5,601.19
Book Sales		1,466.40		1,466.40
Non Resident Cards		4,025.00		4,025.00
Building Fund		836.60		836.60
Passport Execution Fees		700.00		700.00
Grants/Donations/Building Fund		7,380.95		7,380.95
Rental Property		22,850.00		22,850.00
Transfer from Trust Funds		-		-
Balance Transfer Incoming				-
TOTAL INCOME:	\$ 742,366.08	\$ 93,474.03	\$ 247.67	\$ 836,087.78
EXPENSES:				
Salaries & Wages	582,609.00	1,300.00		583,909.00
Professional Services	39,605.46	8,721.36		48,326.82
Property Services	33,020.80	2,975.00		35,995.80
Rental Property Expenses		9,923.48		9,923.48
Other Services	-	1,174.69		1,174.69
Supplies & Materials	113,078.90	30,772.06		143,850.96
Capital Outlay	5,191.18	11,373.04		16,564.22
Return to General Fund	<u>685.66</u>	-		<u>685.66</u>
TOTAL EXPENSES	774,191.00	66,239.63	\$0.00	840,430.63
Change in Fund Balance	(\$31,824.92)	\$ 27,234.40	\$247.67	\$ (4,342.85)
BALANCE HELD BY TRUSTEES @ 12/31/17	(\$0.00)	\$94,283.47	\$26,910.20	\$121,193.67