



Wadleigh Memorial Library
49 Nashua Street Milford, NH 03055

LIBRARY 2018 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: We are proud to announce that PRIMEX has recognized our library as a model of positive workplace culture and invited us to present at their 2019 annual conference. It will be quite an honor for us to represent the Town of Milford in this way! This year library staff participated in the MPD's Active Shooter Training, completed Suicide Awareness seminars and were trained on People Experiencing Homelessness in order to better serve our community. Five additional staff members became Notary Publics, allowing us to offer Notary Services during all open hours and the six Passport Acceptance Agents all became recertified for 2019. Congratulations to Trina McLenon, who was promoted to Head of Children's' Services in September and to Diana LeBlanc, our Head of Technical Services for 13 years, who retired in December.

Programs and Events: A wide range of programs were offered in 2018. The Summer Reading Program entitled "Libraries Rock" was extremely successful. We added an exciting new program of sensory and imaginary play activities for preschoolers as part of Summer Reading and continued it into the Fall. Because of its continued popularity, we will be offering the program twice a week in 2019. Book clubs and writing groups and the monthly "PAWS to Read" (reading to dogs) program remained popular. Presentations made available through the NH Humanities Council were very well attended, as were author visits, musical performances and programs on the history of Stone Walls and the Jordan Marsh Department Store. We produced a field of poppies in honor of the 100th anniversary of Armistice Day in November and we thank the many volunteers who helped assemble and display those poppies on the library's front lawn.

Community Partners: Thanks to the amazing efforts of MHS marketing student Brianna Berry, we saw an increase in the number of Milford business employees who own library cards. It was also our great pleasure to partner with the following organizations: the Milford High School Steam Night organizers, the Milford Police and Fire Departments, the Supervisors of the Checklist and the Recreation Department. We also appreciated the support of the Benevolent 7 Masonic Lodge, the Arthur L. Keyes Memorial Trust, the Friends of the Library and the Wadleigh Development Fund.

We were pleased to open as a cooling center during the hot summer of 2018 and to once again participate in the annual Labor Day Parade. 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

2018 STATISTICS			
People			Library Services
Registered Patrons	10,236	Computer & Wireless Usage	22,923
Patron visits to library	111,266	Online Catalog Searches	138,087
Volunteer hours	1,959	Database Searches	27,432
(Includes Friends, Trustees & Public)		Reference Questions Asked	17,160
		Number of Notaries	7
		Notary Public Use	109
Circulation		Number of Passport Agents	6
Adult Books	44,248	Passport Applications Accepted	865
YA Books	8,529	Public Cell Phones	1
Children's Books	47,296		
Magazines	2,476	Library Holdings	
Audiobooks	4,815	Adult Books	37,512
Downloadable audiobooks	7,698	Young Adult Books	5,420
E-books	6,353	Juvenile Books	17,018
Downloadable magazines	79	Reference Books	3,188
DVDs	34,991	Magazine & Newspaper Subscrip	159
Music CDs	2,062	Back Issues	5,245
Museum Passes	453	Total Books & Periodicals	68,542
Equipment	145		
Other	68	Museum Passes	14
Items from GMILCS network	19,196	Telescopes	1
Items borrowed outside network	899		
Total Circulation	179,308	Music CDs	2,209
		Audiobooks	3,243
		DVDs	7,159
		Misc/Other	15
		Microfilm (18 Titles)	212
Library Programs and Events		Total AV Materials	12,838
Adult	297		
Youth	446	Items added	7,441
Total Events	743	Items withdrawn	8,123
		Total Holdings	81,395
Library Program Attendance		Community Rooms	
Adult Events	3,872	Meeting Rooms Available	5
Youth Events	11,285	Number of Community Meetings	727
Total Event Attendance	15,157	Community Meeting Attendance	3,199



Wadleigh Memorial Library 49 Nashua Street Milford, NH 03055 2018 Library Trustees Annual Report

The Wadleigh Memorial Library continued to be a vital and dynamic community asset in 2018. Under the supervision and insight of Director Betsy Solon, the Library is a place for patrons and area residents to gather and experience cultural opportunities. The library's innovative programs, resources and services encourage both local connections and discovery of a wider world. The Passport program also continues to bring business and outside visitors to Milford.

The Trustees, who are all volunteers, meet on the third Tuesday of each month. We are currently in the process of selecting a firm to design the proposed renovation and expansion of the library for the March 2020 ballot. A space needs study was commissioned and the Library Expansion Task Force (LETS) finalized their yearlong task with a recommendation, *to repair, renovate and expand the Wadleigh Library to better serve the needs of staff, the current users, and the community.* A Building Committee, consisting of Trustee representatives and independent professionals, was then formed and a Request for Proposal (RFP) for architectural services was sent out in October. The Trustees would like the community to know that we heard your comments and concerns and are coming back with a reduced plan to repair this facility while considering available resources, service to the community and the opinions of the voters.

The Trustees wish to thank our Facilities Manager, Jeff Mackey who repairs and maintains this facility with creativity and dedication. Our front entrance has been transformed with a new walkway and granite steps that are no longer a safety hazard and a refurbished irrigation system. Insulation was removed from two ceiling areas that was causing the panels to collapse and the building looks a bit brighter with LED lighting in the hallways and improvements to the circulation desk area.

Both vacant houses at 29 and 39 Nashua St. were demolished this summer. The re-grading provided a new area for staff parking thereby creating additional parking for our patrons. New parking lot lighting was installed making the area more secure and visible on the new security camera system. Parking lot signage was refreshed, and a dog waste station was added. Completion of these tasks demonstrates our commitment to chip away at the list of facilities projects to optimize library operations and safety.

Our Soldiers Memorial Light project is nearing completion. The final piece to this project is to restore the missing stones. We are asking residents to check their yards and gardens; a list can be found at <http://www.wadleighlibrary.org/about-us/fountain-restoration-project/>. The Trustees would like to express our appreciation to Ruth Smith for her many years of service, tending the beautiful gardens that surround the memorial and to the Milford Water Dept. team for refurbishing "the Lady". We are planning an unveiling ceremony in 2019.

The Library Trustees appreciate 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; 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

2018 Wadleigh Memorial Library Library Trustee Funds

(Unaudited)

	43002	43505	43590	
	Town	Trustees	PDIP	
	Appropriation	Fund & Gift \$	Investment	TOTAL
Fund Balance as of 01/01/18:	\$ 11,671.83	\$ 93,928.40	\$ 26,910.20	\$ 132,510.43
Town Appropriation & Cap Outlay	\$ 780,428.00	\$ 11,671.83		\$ 792,099.83
Fines Received		\$ 12,245.27		\$ 12,245.27
Interest Income		\$ 8.77		\$ 8.77
Interest on Investments			\$ 498.59	\$ 498.59
Refunds/Reimbursements	\$ (11,671.83)	\$ 1,004.95		\$ (10,666.88)
Miscellaneous		\$ 372.14		\$ 372.14
Copy Fund Revenue		\$ 4,854.18		\$ 4,854.18
Book Sales		\$ 1,414.00		\$ 1,414.00
Non Resident Cards		\$ 3,850.00		\$ 3,850.00
Building Fund		\$ 973.50		\$ 973.50
Passport Execution Fees		\$ 27,065.00		\$ 27,065.00
Grants/Donations/Building Fund		\$ 32,685.68		\$ 32,685.68
Rental Property		\$ 5,579.06		\$ 5,579.06
Transfer from Trust Funds		\$ 27,379.66		<u>\$ 27,379.66</u>
TOTAL INCOME:	\$ 768,756.17	\$ 129,104.04	\$ 498.59	\$ 898,358.80
EXPENSES:				
Salaries & Wages	\$ 585,101.05	\$ 328.99		\$ 585,430.04
Professional Services	\$ 43,223.26	\$ 12,925.41		\$ 56,148.67
Property Services	\$ 36,081.05	\$ 43,377.21		\$ 79,458.26
Rental Property Expenses		\$ 23,710.74		\$ 23,710.74
Other Services		\$ 5,594.05		\$ 5,594.05
Supplies & Materials	\$ 111,641.39	\$ 46,551.33		\$ 158,192.72
Capital Outlay	\$ 1,525.88	\$ 23,718.26		\$ 25,244.14
General Ledger Adjustment	\$ 1,485.00			\$ 1,485.00
Return to General Fund	<u>\$ 1,370.37</u>			<u>\$ 1,370.37</u>
TOTAL EXPENSES	\$ 780,428.00	\$ 156,205.99	\$ -	\$ 936,633.99
Change in Fund Balance	\$ (11,671.83)	\$ (27,101.95)	\$ 498.59	\$ (38,275.19)
BALANCE HELD BY TRUSTEES @ 12/31/18	\$ (0.00)	\$ 66,826.45	\$ 27,408.79	\$ 94,235.24