

## FACILITIES & SERVICES

### o Facilities

- o Security cameras
- o Parking lot
- o Improvements made
  - o Stormwater drains
    - o Sidewalk
  - o Fire alarm panel
  - o NH Room furniture
  - o Sign over entrance

### o Services

- o Program highlights
- o Ebooks
- o Mobile devices
  - o Catalog
  - o Messages via text
- o NHSL van service
  - o 40% cut to Milford
  - o Limits on items

## STEERING COMMITTEE

- o **Met weekly to plan for upcoming addition/renovation**
- o **Engaged Manypenny Murphy Architecture to**
  - o Explore potential redesign of current building to improve space utilization and traffic flow
    - o Limited gain to solve the needs ("moving deck chairs around on the Titanic")
  - o Assemble a team of engineers that would work on the project
    - o Steering Committee met with the team in Portsmouth
- o **Hired Structural Engineer for study of existing building**
  - o Investigated potential vertical expansion over part of '86 addition
  - o Evaluated requirements; created foundation, roof framing plans

## STEERING COMMITTEE

- o **Revisited the 2007 Needs Assessment**
  - o Met with professional consultant who authored study
  - o Group wrestled with space requirements
- o **Visited libraries with recent construction projects**
  - o Derry, Londonderry, Dover, Portsmouth, Groton, Leominster, Bedford, New Boston, Windham, Hudson, Keene
  - o Met with directors and staffs
- o **Interviewed 4 professional fundraisers**
  - o Received advice from their experiences on similar projects
  - o Identified most appropriate fundraiser for project

## STEERING COMMITTEE

- o **Re-engaged Adams & Smith Architects**
  - o Concerns with Manypenny Murphy's library design experience
  - o Adams & Smith developed expansion designs in 2007
  - o Developed 7 different design concepts for consideration
  - o Steering Committee solicited staff feedback on designs
  - o Selected one design to develop for cost estimates
  - o Cost estimate for selected design exceeded our budget
  - o Designs require relocating during construction
  - o Requested additional design utilizing only 91 Nashua property

## STEERING COMMITTEE

### Next steps:

- o Finalize design and cost
- o Meet with Committees/Board to present plans
  - o CIP
  - o Board of Selectmen
  - o Facilities
- o Contract with professional fundraiser
- o Implement marketing plan to inform residents of Library's needs and plans to meet those needs

## HOW DO WE COMPARE?

### PER CAPITA STATISTICS (2010)\*

#### o Items checked out

- o Milford=17.72
- o NH=13
- o USA=9.3

#### o Program attendance

- o Milford=1.2
- o NH=.81
- o USA=.47

#### o Visits

- o Milford=12.65
- o NH=8.73
- o USA=7.1

#### o PC usage

- o Milford=1.84
- o NH=1.28
- o USA=1.47

\*NH stats are from 2009, latest figures available [http://www.nh.gov/nhsd/cds/2009\\_statistics.html](http://www.nh.gov/nhsd/cds/2009_statistics.html)

### AVERAGE (MEAN) VALUES OF LJ INDEX MEASURES OCTOBER 2010 RATINGS

EXPENDITURE GROUP	VISITS PER CAPITA	CIRCULATION PER CAPITA	ATTENDANCE PER CAPITA	PUBLIC INTERNET TERMINAL USE PER CAPITA
\$10K-\$49.9K	3.8	5.0	0.32	1.09
\$50K-\$99.9K	5.4	7.5	0.47	1.45
\$100K-\$199.9K	5.7	8.2	0.45	1.37
\$200K-\$399.9K	6.3	8.1	0.47	1.38
\$400K-\$999.9K	7.1	9.3	0.47	1.47
\$1M-\$4.9M	7.0	10.1	0.44	1.48
\$5M-\$9.9M	6.7	11.2	0.38	1.69
\$10M-\$29.9M	6.1	11.0	0.31	1.61
\$30M and above	5.8	10.5	0.29	1.32

**KEY:** M-Millions K-Thousands

Source: <http://tinyurl.com/2010PL-data>

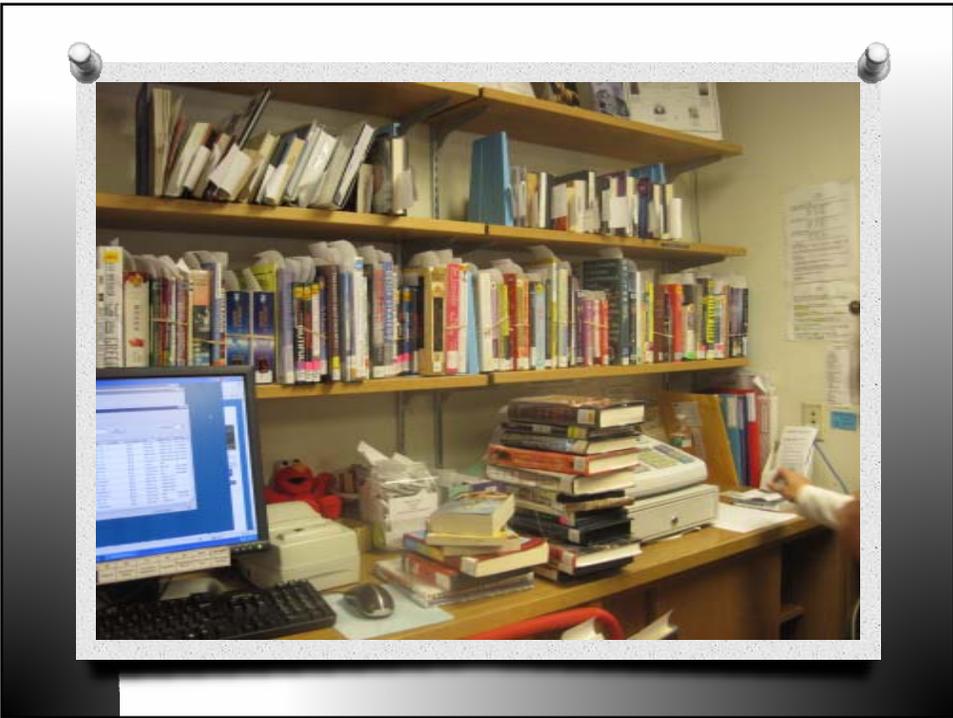
- ## HOW DO WE COMPARE?
- ### PER CAPITA STATISTICS (2010)\*
- o **Circulation**
    - o 36% higher than NH avg
    - o 90% higher than US avg
  - o **Program attendance**
    - o 48% higher than NH avg
    - o 155% higher than US avg
  - o **Visits**
    - o 44% higher than NH avg
    - o 78% higher than US avg
  - o **PC usage**
    - o 44% higher than NH avg
    - o 25% higher than US avg

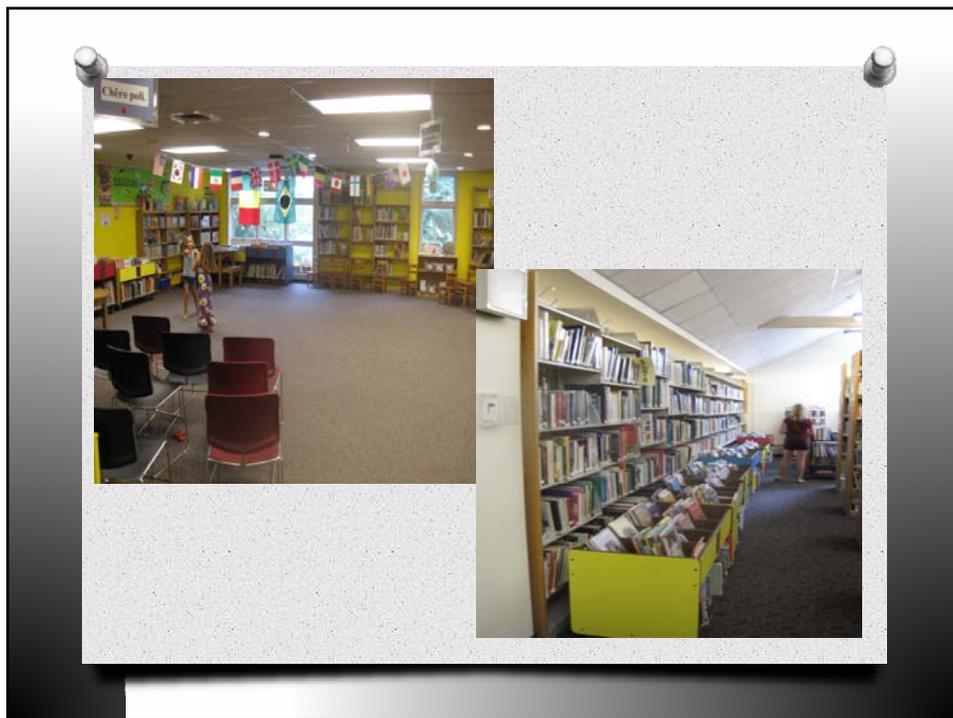
## RETURN ON INVESTMENT

2010 Quantity of Use	Services Utilized	Individual Avg. Retail	Total Value of Services
155,402	Books Borrowed	\$15.00	\$2,331,030.00
5,357	Magazines Borrowed	\$2.00	\$10,714.00
50,703	Videos Borrowed	\$4.00	\$202,812.00
10,474	Audiobooks Borrowed	\$35.00	\$366,590.00
2,610	Downloadable Audiobooks or eBooks	\$12.00	\$31,320.00
506	Museum Passes Borrowed	\$10.00	\$5,060.00
8,954	Music CDs Borrowed	\$9.00	\$80,586.00
30,737	Interlibrary Loan-all formats	\$10.00	\$307,370.00
424	Non Library Meeting Room Usages	\$50.00	\$21,200.00
2,804	Adult Programs Attended	\$8.00	\$22,432.00
15,148	YA/Children's/All Ages Programs Attended	\$5.00	\$75,740.00
24,638	Hours of Computer Use, e.g., Internet and MS Office, printer access	\$10.00	\$246,380.00
21,783	Database Searches	\$5.00	\$108,915.00
10,348	Reference Questions Asked	\$5.00	\$51,740.00
	<b>Total Value of Services in 2010</b>		<b>\$3,861,889</b>
	2010 Town Appropriation inc. wages		\$680,692
	2010 Benefits (estimate)		\$165,086
	<b>Total Expended by Town in 2010</b>		<b>\$845,778</b>

**For every \$1 Milford invested in its Library last year,  
it received a return of \$4.56 in services.**

POSTCARDS FROM  
THE EDGE...





HIGHLIGHTS FROM  
*THE STATE OF AMERICA'S  
LIBRARIES: 2011*

- o "Two-thirds of U.S. public libraries report they are the only provider of free public access to computers and the Internet in their communities."
- o "...key resource for jobless, entrepreneurs and community."
- o "Because it provides free access to materials and resources, the public library plays an important role in giving everyone a chance to succeed."
- o "The library improves the quality of life in our community."
- o "The nature of the landscape may shift, but the need for a navigator will remain."