Wadleigh Memorial Library

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~ 2011 DIRECTOR'S REPORT ~

Milford residents continued to flock to their public library in droves this year, but after eight solid years of sharp increases, we are finally seeing our numbers start to stabilize. The country's economic situation still has families and individuals looking for bargains and as many have discovered, they can't beat the bargain their library provides. For the cost of filling up the family minivan with gas, residents have access to over 65,000 books for all ages; 175 magazine and newspaper subscriptions; nearly 5,000 DVDs of the latest blockbuster and classic films, documentaries and television series; over 2,500 music CDs encompassing all genres; subscription databases such as Ancestry.com and Transparent Language; a searchable, full-text online archive of thousands of magazines and newspapers including *Consumer Reports, Time, Newsweek*, *New York Times, Boston Globe*, *Nashua Telegraph* and the pièce de résistance? As a GMILCS library consortium member, residents have access to over a million items in GMILCS libraries.

This year nearly 3,000 people visited the Wadleigh each week; that's 12,000 visits each and every month. To put that into perspective, imagine 75% of the town's population coming through your doors on a monthly basis.

We were also the recipients of exceptionally thoughtful and generous gifts. Throughout the year we received several donations including a pass to the New England Aquarium from Jaiden's Angel Foundation and an anonymous donation enabling the Friends to purchase a pass to the Museum of Fine Arts. Our NH Room also benefited from the donation of a gorgeous antique oak trestle table and chairs. Bookending the year, however, were two extraordinary acts of kindness. In January, we were sad to lose one of our "frequent flyer" patrons: Dr. Reno Orsi used to visit the library on a near daily basis to read the *Wall Street Journal*. His widow, Dardana Hoyt Orsi, asked in lieu of flowers that donations be made to the Wadleigh Library, his "home away from home." We received over $800 in donations and with Mrs. Orsi's blessing, purchased the library's first automated external defibrillator (AED) unit. In addition, Mrs. Orsi very generously donated a 5 year subscription to the *Wall Street Journal* in her husband's memory.

In December, the Library and Library Development Fund received an anonymous donation of $10,000 in memory of Mary Evelyn Quinn. A "second mother" to the donor, she was widowed at an early age with 5 young children and supported her family by working as a visiting nurse. It was the donor's wish that Ms. Quinn's legacy not be forgotten and so the donation will be used to further supplement and develop library programs, collections and resources for area senior citizens.

Collection Highlights

Milford residents continued to benefit in large numbers from our library's membership in the GMILCS consortium. GMILCS remains the only consortium in the state and in 2011, our patrons borrowed 25,000 items from the pooled resources of its twelve member libraries. All GMILCS libraries share

a catalog and patrons are able to do things from any computer or smartphone that they cannot at non-GMILCS libraries: check their accounts; renew items; and place their own requests on items at <u>any</u> of the libraries through our shared catalog.

In order to transport requested materials among libraries in the state, the New Hampshire State Library has long provided a van delivery system upon which libraries have become increasingly reliant—especially when trying to do more with less. That said, the budget crisis hit the library in unexpected ways this past year. In June, with only a few days' notice, the State Library cut Milford's van delivery service by 40% and imposed an across the board limit on the number of materials libraries were able to put on the vans for each pickup. Manchester City Library, a major net lender given its size, was only allowed to put the same amount of material on the vans as Amherst or Milford. This created a huge backlog of materials thus impacting the time patrons waited for requested items. GMILCS worked to alleviate the situation by hiring private couriers on an ad hoc basis and continues to do so.

For the first time in eight years, library checkouts appeared to stabilize with a slight decrease of 4.6%. This could be for a number of reasons; in all likelihood, it's a combination of the following:

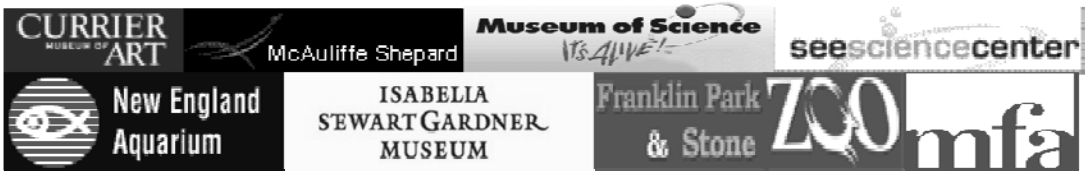
- **Public library use has been known to have an inverse relationship to the economy.** Several studies have shown that when the economy is down, library use increases; when the economy improves, library use decreases or levels off.
- **E-books have taken off as more people obtained e-readers.** We offer over 5,000 e-book titles and while their checkouts *are* included in our circulation statistics, they obviously don't require a visit in person. *Still, e-book checkouts only accounted for less than .5 % of our total circulation.*
- **Historically speaking, the library has seen plateaus in the past.** Statistics show that from 1995-2000, 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 50% higher than in 2000.

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

Large print book checkouts increased by 13%.

- DVD checkouts continued their upward climb and increased by 5% over last year. In the past five years, DVD circulation has increased by 33%.
- In our first full year offering downloadable e-books, checkouts increased by 47% as more people purchased or received e-readers as gifts.
- Museum pass checkouts for free and reduced admission to local and Boston area museums increased by 11%. In the past 5 years, museum pass use has risen by 50%.

Thanks to the generosity of the Friends & Trustees of the Library, Jaiden's Angel Foundation and an anonymous family who make it possible for us to offer these passes.



Program Highlights

This year the Library hosted over 600 programs drawing over 15,000 participants. Almost 300 of those were children's programs attended by more than 11,000 children.

A crowd gathers for "The Science of Bubbles" held offsite at Heron Pond.

Miss Mary Beth & Miss Joan held traditional storytimes and baby lapsits in addition to family bingo nights, Lego "block parties," Big Truck Day" and performances by magician Peter Boie, Riverbend Youth Company, Peterborough Players and storyteller Odds Bodkin. Wingmasters returned by popular demand to present "Live Birds of Prey" and Project Nature taught kids how to be "Wild About Turtles." Keith Michael Johnson presented "The Science of Bubbles" to an awestruck audience at Heron Pond and children remained enamored with reading to certified therapy dogs as part of our "PAWS to Read" program. The number of outreach programs at preschools and schools decreased this year due to Head Start moving out of town and a change in teachers at some of the preschool locations.

As part of our September Project program series, we adopted a Milford marine and his unit stationed in Afghanistan. We collected letters and supplies for a few weeks in September before the box holding all of the letters was unceremoniously broken into and all the letters stolen. While this could have ended as a sad and senseless story, the community rallied. The *Cabinet*, *Nashua Telegraph* & *Union Leader* all ran articles about the theft which alerted WMUR who came to the library to film a story for the evening news. Before we knew it, cards and letters were flooding our mailbox from as far away as Colorado and Tennessee. A certain presidential candidate in town for an appearance even caught wind of the story and visited the library (followed by an entourage of national news media with their cameras) to drop off some cards. When all was said and done, we shipped out 15 large boxes to some very grateful soldiers.

Young Adult Services Librarian Katie Spofford planned nearly 75 teen programs over the course of the year. Attendance for young adult programs has been on the rise every year since we made a concerted effort to address their needs by hiring a Young Adult Services Librarian; 2011 was no different. Teens flocked to the library in numbers 20% higher than last year. They enjoyed a multitude of creative programs including a Haunted Hogwarts Halloween Party and a "book crush" party to celebrate Valentine's Day. Monthly, recurring programs included the "Pizza & Pages" and "Chicks with Sticks" book clubs; Dr. Who Fan Club; Animanga club and Wii Wednesdays.

Our Summer Reading theme, "One World, Many Stories," provided the basis of several fun events. The series kicked off with a luau where teens received special passports. Stamps were earned not only by reading, but by attending "You Are Here" activities about countries including India, Mexico and Africa.

In the past 3 years, attendance for teen programs has increased by nearly 300% — an overwhelming figure proving "if you build it [a teen department], they will come!"

Our Reference Staff, Lucinda Mazza, Sue Amann and Kim Gabert, organized a number of well-attended adult programs throughout the year. For the 10th anniversary of 9/11, they planned a series of well-attended programs including "A Study on Freedom and Genocide." We welcomed back Milford resident and Rwandaan genocide survivor Justin Mazimpaka who was joined by Dr. James Waller, New Cohen Endowed Chair of Keene State College's Holocaust and Genocide Studies Department for a thought-provoking evening of discussion. Our two adult book groups discussed a wide range of fiction, nonfiction and classics and once again, they joined with Wilton and Mont Vernon for a summer Tri-Town Book Discussion series. The response to a NH Humanities Council "A Short Course in Islam for non-Muslims" proved to be so overwhelming that we asked the presenter, Dr. Charles Kennedy of Yale University's Divinity School, back for a repeat presentation. The Acoustic Café series also continued to draw large crowds throughout the year. Our Over 250 adult programs brought over 3,000 attendees into the library.

Facilities Update

This year we undertook a long overdue stormwater drain replacement project. Anytime we received a large amount of rain or snow melt, we would have flooding in our elevator shaft, the NH Room and in storage and office space on the basement level. When the contractor started digging, we quickly discovered the cause of our flooding. When the 1986 addition was built, in some places the stormwater drains were not tied into those original to the 1950 building; in other places the 1986 drains were not tied into the town's stormwater drain system. Due to the "spaghetti" system the contractor found underground, workers had to dig much of the site by hand in order not to disrupt other piping.

The Library Steering Committee, a subcommittee of the Library Trustees, held fast to a rigorous meeting schedule throughout the year to further define the future building renovation and addition project. With an eye on a fundraising campaign, we also began interviewing local professional fundraisers. Library Trustees contracted with architect Richard Adams of Adams & Smith again to revisit his 2007 drawings and create a new conceptual design utilizing the library/town owned 91 Nashua Street property located next door. For the past decade, the property generated rental income as revenue to offset the cost of the future library building project. Mid-year, it was determined the home required extremely expensive structural work and so in October, we razed the structure in anticipation of the future building addition.

It's all about space and we are squeezed. Community meeting rooms remain 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—an increase of more than 20% over last year.

We also don't have a room big enough to hold our more popular programs (without violating fire code!). For the last 11 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).

The Children's Department is also bursting at the seams. Craft programs 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 squirreled away throughout the building.

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. There are no group study rooms for teens to work on homework projects; when there happens to be a free meeting room, we allow them to work there.

As previously mentioned, the existing library was designed 25 years ago to last 20 years and serve a population of 12,000; Milford's current population is 25% higher (15,000) than design capacity. Several years of steep increases in use have tested the limits of how effectively we can serve Milford residents. In order to best serve the needs of our residents, we look forward to working with the community on planning for future library building improvements.

Staffing update

Library Trustees Sarah Sandhage and Mike Tule were re-elected for another 3 year term.

High school students and Library Pages Theresa Shea, Heather Stearns and Kyle Scripter bid us farewell as they launched their college careers. Kylie Hargrove, Ceilidh McKillop and Michelle Sprague were hired as their successors. Library Page Jennifer "Tiger" Lamy was trained as a circulation desk Library Assistant and now ably fills both positions as needed. Halfway through the year, Reference & Adult Services Librarian Lucinda Mazza left to work her "dream job" as Library Director in her hometown of Hollis. Kim Gabert was hired to fill her shoes and quickly fit in with our team. At year's end, "Miss Mary Beth" Choquette and "Miss Joan" Bajek retired after 18 and 23 years, respectively. They were actively involved in hiring their successors and were thrilled with the selection of "Miss Letty" Goerner as Children's Librarian to be joined by "Miss Mary" Girard and "Miss Trina" McLenon as part time Assistant Children's Librarians.

Through the years, Mary Beth and Joan fostered a life-long love of reading and learning for untold numbers of children and their caregivers. Their genuine passion for creating a spark in our pint-sized patrons by bringing the right child together with the right book was obvious to all who visited. Furthermore, they taught children lessons that will last a lifetime. For two decades Miss Mary Beth & Miss Joan have told thousands of stories, planned countless programs, visited hundreds of classrooms and daycares and touched the lives of many along the way. We wish them a well-earned retirement.

In conclusion, we continue to be uplifted by the support the community has shown its library. Throughout the year we were fortunate to see profound acts of generosity and kindheartedness. I think I can speak on behalf of the staff when I say that it truly is a

pleasure to work in such a wonderful, thriving, bustling library. While the news may predict the future demise of books and libraries, it's wise to remember the same predictions were given about radio when television first hit the scene. And as I like to say, I'm still waiting for the paperless office. E-books are a wonderful addition to the many treasurers awaiting you in your public library. If you haven't been in in a while, you may be surprised by what we offer. And for those who continue to clamor for the riches awaiting your every visit, we thank you profusely for your support.

Respectfully Submitted,
Michelle R. Sampson
Library Director

2011 Library Statistics

Registered Patrons	**11,241**	**PC logons** (includes wireless access)	**23,076**
Patron visits to library*	**150,218**	**Database searches** (doesn't include NEGHS genealogical)	**20,195**
Volunteer hours	**304**	**Reference Questions Asked**	**8,771**
2011 Circulation Statistics		**Library Holdings as of 12/31/11**	
Adult Books	**60,938**	Adult Books	39,001
YA Books	**14,646**	Young Adult Books	3,979
Children's Books	**70,632**	Juvenile Books	18,382
Periodicals	**4,951**	Reference Books	4,337
Audiobooks	**9,677**	Magazine & Newspaper Subscriptions	175
Downloadable audio/e-books (up 43%)	**3,740**	Back Issues	4,609
Videos (up 5%)	**53,329**	**Total Books & Periodicals**	70,483
Music CDs	**8,758**	Music CDs	2,740
Museum Passes (up 11%)	**565**	Audiobooks	2,439
Other	**110**	DVDs	4,769
Items from GMILCS library network (all formats)	**24,915**	Misc/Other	28
ILL-Borrowed from outside network (all formats)	**1,374**	Microfilm (18 Titles)	197
TOTAL CIRCULATION	**253,635**	**Total AV Materials**	10,173
		Items added	8,209
Library Program Events		Items withdrawn	5,687
Adult	**253**	**TOTAL HOLDINGS**	**80,656**
Young Adult (up 22%)	**76**		
Children	**242**	**Community Room Reservations**	
Offsite Outreach (Children's)	**51**	Adult (up 34%)	**336**
All Ages	**6**	Young Adult	**63**
Total Events	**628**	Children	**113**
		Total Reservations (up 21%)	**512**
Library Program Attendance			
Adult/Unclassified	**2038**	**Community Room Attendance**	
Young Adult (up 18%)	**612**	Adult	**1,736**
Children	**7531**	Young Adult	**398**
Offsite Outreach (Children's)	**4354**	Children	**1,301**
All Ages (up 54%)	**988**	**Total Attendance**	**3,435**
Total Participation	**15,523**		

~ 2011 WADLEIGH MEMORIAL LIBRARY TRUSTEES REPORT ~

The Wadleigh Memorial Library is an integral part of the Milford community. Many Milford citizens found 2011 to again be economically challenging. Our dedicated library staff has continually worked hard to provide a library environment that improves the learning experiences of its patrons. 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 Wadleigh Memorial Library is a very warm, welcoming institution that endeavors to accommodate the needs of diverse groups of people.

People

2011 has been a year of sadness and excitement. In April 2011, we sadly bid farewell to Lucinda Mazza as she departed to begin a new and exciting chapter in her professional life as director of the Hollis Social Library. Kim Gabert joined the wonderful Wadleigh Memorial staff in June as Reference & Adult Services Librarian. Welcome Kim! August was a busy month. We welcomed new pages Ceilidh McKillop, Michelle Sprague and Kylie Hargrove to the Wadleigh staff.

December brought tears to many with the retirement of longtime children's librarians "Miss Mary Beth" Choquette and "Miss Joan" Bajek (also known as "Miss Mary Joan"). We wish them all the very best in their retirement. Also, in December, we, the trustees and staff along with Miss Mary Beth and Miss Joan, welcomed Miss "Letty": Letisha Goerner as our new children's librarian.

Library Systems and Building

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

Technology continually advances and information technology continues to be very important to the library. Michelle and the 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. E-books have become even more popular. Laptops have become an important piece of the computer plan. Maintenance and upgrades of computers have been ongoing. The library staff tries to meet the many needs of our various patrons through books and technology.

Maintaining our aging facilities continues to be time-consuming and expensive. Joel Trafford, WML Facilities Manager, takes on much of the repairs needed and continues to anticipate and correct many problems that may arise due to age, weather, etc. A major project this year was the storm water/drainage project.

As communities flourish, libraries too must grow so that they can meet the changing needs of town residents. The Library Trustees and Director have been working very hard in their quest to guide the library into the next quarter century. In February 2011, the Library Steering committee began meeting with architect Richard Smith to develop preliminary architectural plans. 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. We are currently investigating the next

steps in the process. In the coming year, we will be actively seeking community involvement.

Programs and Services

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

2011 was a very busy year at the Wadleigh Library. A broad range of programs/activities were instituted to reach a wide variety of patrons. Acoustic Café continues to bring many people to listen to a diverse selection of music during the fall, winter and early spring months.

Our adult population has access to a large variety of classes/groups. A few of the subjects include writing resumes, assistance with taxes, book clubs and introductions to e-books/digital media. Other adult courses focused on gardening, an introduction to Islam for the non-Muslim, motorcycling from NH to South America, and Children's and Parents' Rights Under the Special Education Law. The evening book group read a book about NH towns in the Civil War . A speaker came to talk about our towns and their impact on the Civil War. A grant funded by NHHC provided for this speaker. The September Project series was very successful. The Wadleigh Library Newsletter continues to receive positive reviews.

Our children's programs continue to be so very popular. Our creative and energetic children's librarians (Miss Mary Beth and Miss Joan) planned many activities. A sampling includes: lapsits, story hours, Paws to Read, wildlife programs, arts and crafts, family bingo, Lego clubs, bedtime storytimes and book clubs. The stuffed animal sleepover remained so special. Part of the September project for the Childrens' and Young Adult departments included soliciting letters and packages for an area Marine, Nick Spinosa. Museum passes are available courtesy of the Friends of the Library. This year we were so fortunate to have the MFA pass supplemented by the donation of a local family. The summer reading program, "One World, Many Stories", 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 book club, the Chicks with Sticks book club, Animanga club, Wii tournaments with other libraries, crafts, teen writers clubs and mid-term/finals study time. The Young Adult summer reading program, "You are Here," a passport theme, was very successful. Katie and Kim also attended the NHLA "Reads" Fall conference (NH Librarian Association). 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, IT, etc.

Due to economic times, the state budget was examined to attempt to find areas to reduce the operating budget. 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. This issue is currently being discussed.

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, initiatives of the library, museum passes, Wall Street Journal, etceteras. An AED unit was purchased through memorial gifts for long time library patron, Mr. Reno Orsi. This past December, the Wadleigh Memorial Library & Development Fund was the recipient of a $10,000 anonymous donation to honor the memory of a long time area resident, Mary Evelyn Quinn. The donation will be used in ways to foster a closer connection between the elderly and the library. 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

There have been changes to one of the properties the library has obtained for future expansion. 91 Nashua Street (contiguous to library property) was originally obtained for future expansion/renovation and had been safely maintained for the past few years as a rental. Over this past year, it was determined that further improvements would be too costly for the library. The decision was made to demolish the building. 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 2011. The Wadleigh Memorial Library has worked hard to fulfill its mission for the citizens of Milford, NH. As we enter 2012, we will continue to move forward to meet the ever-changing present and future needs of our community.

Respectfully submitted,
Mary Burdett
Chair, Library Board of Trustees

2011 Wadleigh Memorial Library
Library Trustee's Funds
(Unaudited)

	43002 Town Appropriation	43505 Trustees Fund & Gift $	43590 PDIP Investment	TOTAL
Fund Balance as of 01/01/11:		**$109,715.67**	**$74,380.13**	**184,095.80**
Town Appropriation & Cap Outlay	680,554			680,554.00
Fines Received		20,741.50		20,741.50
Interest Income		46.45		46.45
Interest on Investments		-	51.71	51.71
Miscellaneous		26.00		26.00
Copy Fund Revenue		5,731.37		5,731.37
Book Sales		2,681.21		2,681.21
Non Resident Cards		4,615.00		4,615.00
Building Fund		2,464.00		2,464.00
Grants & Donations		10,478.04		10,478.04
Rental Income		3,807.88		3,807.88
Balance Transfer Incoming		30,000.00		30,000.00
TOTAL INCOME:	**$680,554.00**	**$80,591.45**	**$51.71**	**$761,197.16**
EXPENSES:				
Salaries & Wages	493,795.68			493,795.68
Professional Services	32,640.01	1,013.70		33,653.71
Property Services	41,145.42	1,545.74		42,691.16
Rental Property Expenses		29,598.53		29,598.53
Other Services	2,261.60	7,044.80		9,306.40
Supplies & Materials	111,921.15	48,954.68		160,875.83
Capital Outlay	2,628.00	17,503.59		20,131.59
Balance Transfer Outgoing			30,000.00	30,000.00
Transfer Outgoing to NHPDIP				-
TOTAL EXPENSES	**$684,391.86**	**$105,661.04**	**$30,000.00**	**$820,052.90**
Change in Fund Balance	**($3,837.86)**	**($25,069.59)**	**($29,948.29)**	**($58,855.74)**
Balance Held By Trustees - 12/31/11	**($3,837.86)**	**$84,646.08**	**$44,431.84**	**$125,240.06**