

DUNBAR FREE LIBRARY

FIVE YEAR STRATEGIC PLAN

2010 - 2015

April 2010

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Dunbar Free Library

OUR LIBRARY

History:

The Grantham library started in 1893 when the Ladies' Aid purchased 360 books to be placed in the corner of the town hall. In 1900, Lorenzo Dunbar of Grantham offered a piece of land on Main Street and supplied the money to build a town library in memory of his wife, Ellen. In June 1901, the Dunbar Free Library was completed, and a yearly sum of \$50 was raised to purchase new books.

As the town of Grantham continued to grow, so did library use. By the early 1980s, the town library had outgrown the building on Main Street, and in 1983 it was combined with the library at the Grantham Village School. By 1988, the school building had also proved to be too small, and in 1991 a two-phase expansion was planned. Phase one would add a small entrance and circulation area to the back of the building. Phase two would double the size of the building by mirroring the original building. When the first addition was completed in 1992 town officials relocated to the former village school on Dunbar Hill Road, and the library, with its new addition, was devoted exclusively to library functions.

By 1997, the library was circulating 25,000 items and the budget had grown to \$56,000 a year. Phase two of the library addition was initiated in 1998 and completed in October 1999. The library size was increased from 1,522 to 2,689 square feet, and the parking lot was extended and paved.

Staffing:

Library staff includes 1 full-time Librarian/Director and 5 part-time Assistant Librarians (1.4 equivalent FTE). The Assistant Librarians are responsible for Circulation and Technical Services, and programming, as well as assisting with materials suggestions. The Librarian/Director is responsible for the overall operations of the library, the library budget, and book purchasing.

Volunteers:

The library has 25 active volunteers, and a number of occasional ones. Volunteers help to keep the library running by working the circulation desk, shelving and processing books, and coordinating some of the children's programs. Volunteers also take on special programs and projects when needed.

Collection:

The collection contains over 23,000 items, including books, magazines, newspapers, audio books on CD and cassette, videos on DVD and VHS, puzzles, and board games. Interlibrary

loan (ILL) service is available to patrons via the New Hampshire State Library and its database of surrounding library holdings. The State Library also provides access to newspaper and journal resource databases.

Technology:

Equipment available for public use includes 6 computer terminals, MP3 player, fax machine, scanner, and photocopier. Internet access and e-mail are available through a high-powered cable modem for quick and easy access. The library offers wireless internet access inside and out, 24-7. The library uses Follett automated software to circulate and catalog books and the public can search the library catalog and reserve materials via the web from the library or at home.

Programs:

The Dunbar Free Library offers a range of adult, young adult, and children's programs. Storytime for pre-schoolers is offered twice a week in spring, summer, and fall. A summer reading program is offered for school-age children. Craft programs are offered seasonally. Special programs including book discussions, poetry readings, and lectures on various subjects, are scheduled throughout the year.

Facilities:

Lack of an adequate size building and sufficient parking space has become a major problem for the library. By 2009, the library was circulating 55,700 items, an increase of 47% since the 2004 Long Range Plan update. Space limitations have held the collection to 23,400 items, an increase of only 20%. To add new materials "weeding" of old materials must be done. There is no adequate area for meetings or gatherings in the library. Storage space is almost nonexistent. A small shed was purchased in 2009 to provide temporary relief. With the expansion of computer stations to six and the build out of collection storage, the staff work area has been reduced to a five foot desk space in the Directors office. Furthermore, the parking area is congested and many days cars must park on Route 10 or at the church lot.

The inadequacy of the present facility was emphasized by the patrons in the survey that was conducted in the summer of 2009 (Appendix 2). This finding was reinforced when members of the planning committee visited other libraries in the area and observed their facilities and discussed operations with their staffs.

The requirements for a larger collection area, space for additional offerings, programs and features are prioritized in the "Physical Upgrades/Needs to Consider" document (Appendix 1).

A first step at expansion was the purchase of the adjacent property owned by A. E. MacNeill in December 2009. The report from an engineering review showed the library could double its size and provide over 30 parking spaces with the addition of this land.

OUR MISSION

The Dunbar Free Library is a free resource to all residents in the town of Grantham. We encourage and provide opportunities for lifelong learning and cultural enrichment for all families and individuals. The Dunbar Free Library supports the expanding and diverse needs of the community by offering information for practical living related to work, school, and personal life. We strive to maintain current and high interest materials along with the latest technological resources. We serve as a community center that offers materials and programs for adults, young adults, and children.

OUR PRIORITIES

Our Five Year Strategic Plan for improving our library service in Grantham will address the following priorities. The objectives will be reviewed annually and modified as necessary.

Goal 1: To improve communication between the Library and Grantham community:

Objectives:

- 1. Redesign the DFL web site and continue to update the information on collections, policies, programming, hours, etc.**
- 2. Enhance lines of communication with town office and selectmen.**
- 3. Maintain a strong relationship with the Grantham Village School.**
- 4. Broaden outreach to local youth.**
- 5. Send monthly email newsletters describing new additions to the library collection and upcoming events and programs**

Goal 2: Provide patrons with the resources required for lifelong learning and entertainment.

Objectives:

- 1. Continue updating collections, particularly strengthening travel and periodical sections.**
- 2. Analyze hours of operation and institute changes to best meet the evolving needs of the community.**
- 3. Offer programming of interest to the community.**

Goal 3: Continue staff development to deliver services and best practices.

Objectives:

- 1. Formalize volunteer training.**
- 2. Develop and update staff procedures manual.**
- 3. Maintain regular staff meetings.**

Goal 4: Plan and implement technologies that are beneficial to library services.

Objectives:

- 1. Review, annually, user-friendly policies for technology use.**
- 2. Continue to upgrade existing hardware and software systems.**
- 3. Evaluate new technologies and implement those which improve library services.**

Goal 5: Provide a facility that meets the needs of the library and the community.

Objectives:

- 1. Appoint a Building Committee to develop plans to design and fund the expansion of the library and parking area to be completed within the next five years.**
- 2. Develop an interim plan to maximize existing space.**
- 3. Continue to follow an annual schedule of routine maintenance to the building and grounds.**
- 4. Utilize green technology and practices whenever possible.**

OUR COMMUNITY

Population:

The Town of Grantham is located in the Northwest corner of Sullivan County and encompasses 28.1 square miles. The 2009 Community Report estimated a population of 2517 residents, a 16.2% increase over the 2000 census. It should be noted that our population increases an additional 20-25% during the May to September period with the occupancy of the vacation and second homes in Eastman.

Housing:

The total housing units as reported in the 2009 Community Report was 1818. This number can be further broken down into the following:

Single units:	1463
Multi-family units:	328
Manufactured Housing units:	27

Education:

The town school system is comprised of a local elementary school with grades K-6. The enrollment at this facility for the 2009-2010 school year was 238. Administratively, this school is part of Supervisory Union # 75. Junior and Senior High students are bused to Lebanon. There are number of private schools in the local area. These include Kimball Union Academy, Cardigan Mountain School, Proctor Academy, Mount Royal Academy, Montessori Discovery School, and Newport Montessori School.

Local colleges include Dartmouth College in Hanover, Colby Sawyer College in New London, Lebanon College in Lebanon, and Franklin Pierce University in West Lebanon. The River Valley Community College and Granite State College in Claremont provide technical/vocational training for both adult and young adult students. These programs include associate degree courses in accounting, healthcare, early childhood education as well as many other diploma and certificate programs.

According to the 2000 Census, 96.7% of Grantham residents 25 years and over have completed high school. This is significantly higher than NH statewide average of 87.4%. The number of residents attaining Bachelor's Degrees is 51.2%. This is almost double the NH statewide average of 28.7%.

Employment:

Due to the rural nature of the town, there is not a large employer base and as a result, many of the residents must travel to find employment. The mean travel time to work is 29.7 minutes, compared to the national average of 25.5 minutes. Within the town the largest employers are the Grantham Village School District and Yankee Barn Homes, followed by the Eastman Community Association. Grantham boasts an active Chamber of Commerce that represents

“more than 150 retail, service and home-based professional businesses”, including a number of those businesses located in three separate retail/service plazas situated along Route 10.

According to the most recent data provided in the Grantham Master Plan of 2005, the majority of commuting is for employment at Dartmouth College and the Dartmouth-Hitchcock Medical Center. “These two institutions are the largest area employers providing over 10,000 jobs. Other major employers are Timken Aerospace, Hypertherm, Thermal Dynamics, the US Army Cold Regions Research and Engineering Laboratory, the various high-tech and retail enterprises in Centerra Business Park and Lebanon Airport Business Park, plus the many retail sales and service establishments and professional offices in Lebanon, West Lebanon, Hanover, and White River Junction.”

According to the most recent published data from New Hampshire Employment Security (NHES), the unemployment rate for the Town of Grantham was 2.9% in 2008, although this may be considered low, as NHES reports the Sullivan County unemployment rate as of December 2009 at 6.2%.

Recreation:

There are numerous recreation opportunities within the Town of Grantham. The Town of Grantham is home to numerous hiking/snowshoeing trails, including those located in the Reney Memorial Forest. Grantham also boasts a number of snowmobile trails, and many acres of private and public owned acreage that permit and support hunting and fishing activities. The town’s most recent addition is the Shedd Road Recreation Park, where families can enjoy a plethora of organized youth sports and family events organized by the Grantham Recreation Department.

Athletic enthusiasts will enjoy Grantham Indoor, an indoor sports facility for all ages and abilities, featuring an indoor golf driving range and Full Swing Golf Simulator, as well as multi-functional athletic fields for a variety of sports including soccer, lacrosse, and field hockey.

Eastman, a four-season recreational and residential community, located mostly in Grantham has an 18-hole golf course and, in the winter, 17 miles of groomed cross-country ski and snowshoe trails, all open to the public. The Eastman community also offers other recreational activities available to owners and their guests.

Throughout each year, the Dunbar Free Library, as well as other local organizations, host community lectures, book discussion groups, entertainers, and workshops.

Appendix 1

Physical Upgrades/Needs To Consider (Prioritized)

1. Larger adult book area
2. Separate quiet/sitting/reading area
3. Staff work/activities room with kitchen and eating area
4. Separate and larger children activities and book area
5. Separate computer area with kiosks for laptops
6. Meeting and combined multi-media/arts & craft room
7. Enlarged check in-check out area and "help" desk
8. Larger audio/visual (DVD/VCR/audio book) area

Appendix 2

Community Survey 2009

COMMUNITY SURVEY HIGHLIGHTS

Community residents and patrons completed an extensive survey concerning services, programs and materials in the summer of 2009. (See Appendix 2)

Highlights are summarized below:

- 315 residents completed the survey
- 67% of respondents are full-time Grantham residents and 53% are in the 50+ age group
- 33% of the respondents visit the library once a week and 26% visit twice a month
- The majority of respondents are satisfied with our currently scheduled hours. Of those who are somewhat satisfied, 45% would like the library open on Tuesday and 27% would like additional hours on Friday afternoons
- The most popular materials checked out are books (adult & children), DVD's, and audio books
- 68% of respondents would like to see a larger facility to accommodate some of the following; more books and other media, a quiet work area, meeting area for book discussions or group meetings, a staff room and a larger parking lot
- 50% of respondents use Interlibrary Loan (ILL) or Book Reserve services. Slightly fewer (44%) use librarian assistance. Other popular services include photocopying, computer/wireless use and story time
- Suggestions for additional programs/services included more adult & children programs, speakers, computer classes and a meeting area
- 90% of respondents hear about library programs/events via library emails & flyer

SELECTED QUESTIONS

Survey Questions and Responses

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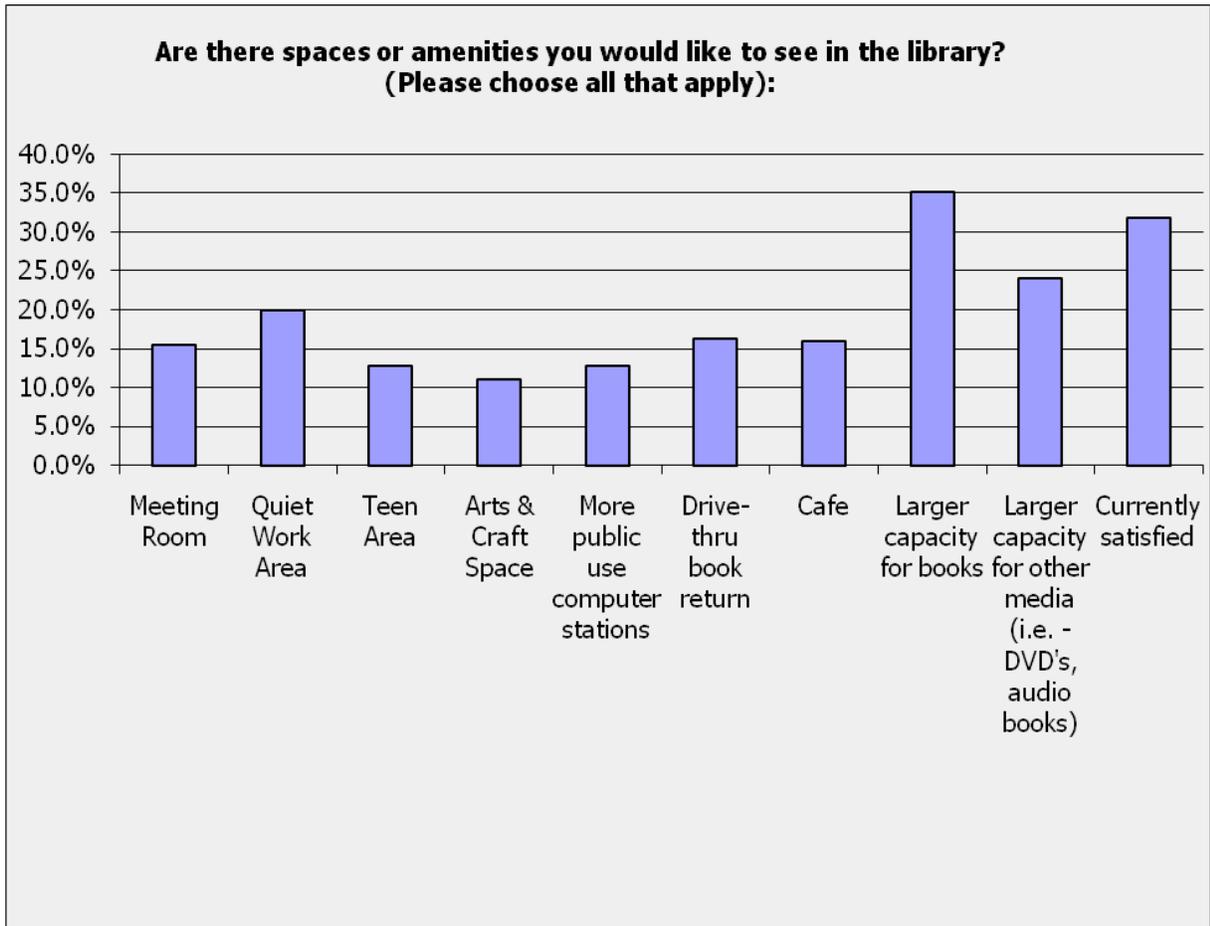
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Free Library 2009

Are there spaces or amenities you would like to see in the library? (Please choose all that apply):

Answer Options	Response Percent	Response Count
Meeting Room	15.5%	46
Quiet Work Area	19.9%	59
Teen Area	12.8%	38
Arts & Craft Space	11.1%	33
More public use computer stations	12.8%	38
Drive-thru book return	16.2%	48
Cafe	15.9%	47
Larger capacity for books	35.1%	104
Larger capacity for other media (i.e. - DVD's, audio books)	24.0%	71
Currently satisfied	31.8%	94
other (Please specify)		31
answered question		296
skipped question		31





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Appendix 3

Circulation Statics

Fiscal year	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Circ overall	37955	42858	45476	44986	51416	52140	55696	58720	61350	64120	67010	70030
Circ of adult materials	21929	25319	25941	26846	29087	26601	28493	29860	31050	32300	33600	34950
adult fic (cat. 9)	4147	9659	10727	10335	11580	11010	11809	12640	13270	13935	14360	15360
adult non-fic (cat. 10)	2146	3990	4136	3908	4388	3688	4070	4000	4000	4000	4000	4000

Fiscal year	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Circ overall	37955	42858	45476	44986	51416	52140	55696	58720	61350	64120	67010	70030
Circ of juv Materials	16026	17539	19535	19081	22329	25539	27243	28860	30300	31820	33410	35080
juv, ya fic (cat 6,7)	4317	10825	13065	12493	15421	17823	18738	21350	22630	23980	25420	26940
juv, ya nonfic (cat 5, 8)	361	1456	1497	1402	2270	2704	2901	2800	2800	2800	2800	2800



Fiscal year	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Circ over-all	37955	42858	45476	44986	51416	52140	55696	58720	61350	64120	67010	70030
Video (ad and juv)	1735	5720	8605	9567	9860	9275	10398	11440	12000	12600	13200	13850
Audio (ad and juv)	765	4730	3778	4454	4398	3552	3404	3410	3380	3340	3300	3300



Fiscal year	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
computer usage	0	1018	1105	983	1374	1603	1780	2280	2510	2760	3040	3350

Appendix 4

Committee

Diana Conine	Grantham School Media Specialist
Wendi Grant	DFL Patron
Eliza Gray	DFL Patron
Paul Hoffman	DFL Patron
Dawn Huston	DFL Library Director
Ed Jenik	Co-Chair/DFL Trustee
Connie Jones	Grantham Selectboard
Susan Mellow	Co-Chair/DFL Trustee
Katrina McCurley	DFL Children/Program Assistant
Katharine Reichert	DFL Patron
Susan Wren	President DFL Friends

Approved by the Dunbar Free Library Trustees:

Susan Mello, Chairperson

Date

Mary Kronenwetter, Secretary

Date

Edward Jenik, Treasurer

Date

Russell Clark, Trustee

Date

Joy Gobin, Trustee

Date