

**DUNBAR FREE LIBRARY**

**FIVE YEAR STRATEGIC PLAN**

**2017 - 2022**

**January 2017**

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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.

In 2009 the southerly adjacent property was purchased for the next expansion. In 2016, a 1445 square foot addition and a new 32 space parking lot were completed and the Library now has the needed space to serve all our patrons, young and old.

#### **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 20 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 close to 27,000 items (26,855 as of 12/14/16), including books, magazines, newspapers, audiobooks on CD, MP3 discs, and a few cassettes, videos on Blu-Ray, Blu-Ray 3D, and DVD, puzzles, and games. There is complete access to decades of issues of both National Geographic and The New Yorker via CDs. Interlibrary loan (ILL) of books, audios, movies, and magazine/journal articles is available to patrons via the New Hampshire State Library and its automated union catalog of all the holdings of libraries throughout the state.

**Technology:**

Equipment available for public use at the library includes 6 desktop computers, a laptop, a Chromebook, an iPad, fax machine, photocopier/scanner and an audio-visual projection system which can show and stream from several different devices. Available for checkout are DVD player, a Kindle Fire, a Nook Color, Kindle e-reader, Kobo, an iPod, an MP3 player, and a device to play audios from the iPod or the MP3 player through the car radio as well as 2 "Kilowatts" (devices that allow measurement of your various electrical devices electricity consumption). The library uses the Follett Destiny system to circulate and catalog materials, and the public can search the catalog, reserve and renew materials via the web from the library or at home.

Other information sources patrons can access via the computer include 2 genealogy databases: Ancestry.com and HeritageQuestOnline, the Encyclopedia Britannica, and Nations of the World, providing annually updated info on countries' currencies, political situations, health notices, visa requirements, etc. The library ALSO has Weiss Financial Ratings which include stock information and informed ratings that are updated weekly, and mutual fund information that is updated not quite so frequently. Some of the guides are updated twice a year, but most the information is updated at least monthly. The State Library also provides access to newspaper and magazine/journal resource databases which often have the full text of articles available. There are also services providing well-regarded websites with trusted information.

**Programs:**

The Dunbar Free Library provides a range of adult, young adult, and children's programs. There are two story times a week for lap-babies, toddlers, and preschoolers. A summer reading program is offered for school-age children. Maker-space and craft programs are offered once a month or more. Special programs including book discussions, poetry readings, movies, performances and lectures on various subjects are scheduled throughout the year, sometimes in conjunction with Eastman, and sometimes in co-operation with the Town activities director.

**Facilities:**

With the completion of the addition, total renovation of the building and the new parking lot in the spring of 2016, the Library has an updated, modern facility to serve the patrons now and into the future.



## **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:**

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

### **Objectives:**

- 1. Maintain the DFL web site and continue to update the information on collections, policies, programming, hours, etc.**
- 2. Keep strong, open lines of communication with town office and selectmen.**
- 3. Build a strong relationship with the Grantham Village School.**
- 4. Develop a relationship with Lebanon Middle and High Schools.**
- 5. Broaden outreach to local youth.**
- 6. Continue 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.**
- 2. 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 staff and volunteer training.**
- 2. Continue updating staff procedures manual.**
- 3. Maintain regular staff meetings.**

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

**Objectives:**

- 1. Annually review 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. Continue to follow an annual schedule of routine maintenance to the building and grounds.**
- 2. Utilize green technology and practices whenever possible.**
- 3. Evaluate and implement facility improvements that become available.**

## **Appendix 1**

### **Community Survey 2016**

#### **COMMUNITY SURVEY HIGHLIGHTS**

Community residents and patrons completed an extensive survey concerning services, programs and materials in the fall of 2016.

Highlights are summarized below:

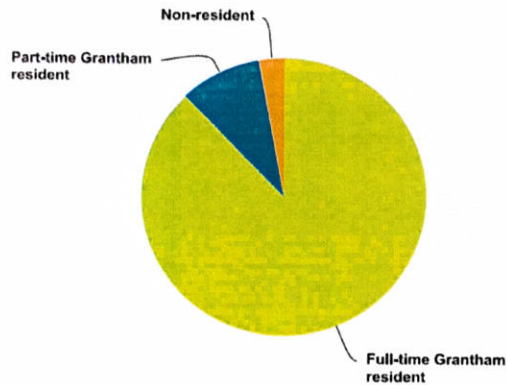
- 204 individuals completed the survey.
- 88% of respondents are full-time Grantham residents and 54% are in the 65+ age group.
- 44% of respondents visit the library once a week or more and 16% visit twice a month.
- 63% of respondents are very satisfied with our currently scheduled hours. Of the 32% who are somewhat satisfied; 20% would like the library open Tuesday, 23% would like additional hours on Friday afternoon and 19% would like additional hours on Saturday or open on Sunday.
- The most popular media checked out are books (adult & children), DVD's/Blu-ray's, audio books (CD's & downloadable) and museum passes in that order.
- 58% of respondents use Interlibrary Loan (ILL) and Book Reserve services and 57% use Librarian assistance. Other popular services include photocopying/printing/etc., adult programs/workshops and children programs/story times.
- Popular suggestions for additional programs/services include more adult & children programs, speakers, and computer classes.
- Most respondents hear about library programs/events via library emails, flyers and word of mouth.
- At least 67% of respondents would like to see a Little Free Library in Grantham.

## **2016 Survey Questions and Responses**



**Q1 Please tell us about your resident status  
(check the one that most applies):**

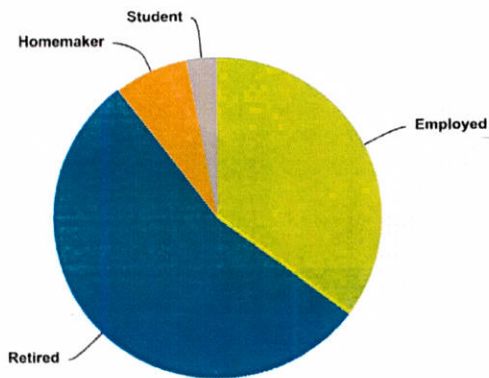
Answered: 204 Skipped: 0



Answer Choices	Responses
Full-time Grantham resident	87.75% 179
Part-time Grantham resident	9.31% 19
Non-resident	2.94% 6
<b>Total</b>	<b>204</b>

**Q2 You consider yourself to be (check the one that most applies):**

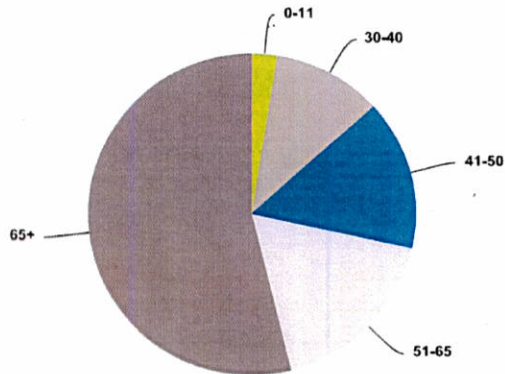
Answered: 204 Skipped: 0



Answer Choices	Responses
Employed	35.29% 72
Retired	54.41% 111
Homemaker	7.35% 15
Student	2.94% 6
<b>Total</b>	<b>204</b>

### Q3 What is your age?

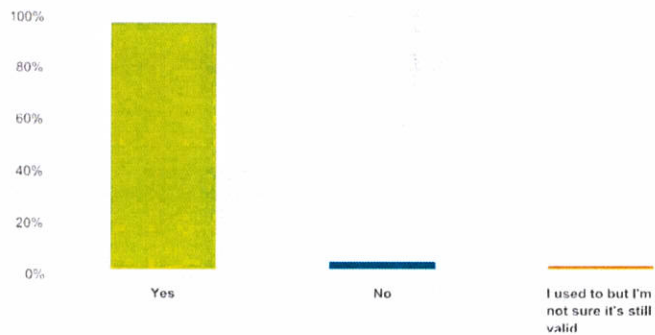
Answered: 204 Skipped: 0



Answer Choices	Responses	
0-11	2.45%	5
12-18	0.00%	0
19-29	0.00%	0
30-40	10.78%	22
41-50	15.20%	31
51-65	17.65%	36
65+	53.92%	110
<b>Total</b>		<b>204</b>

### Q4 Do you have a Dunbar Free Library card? (Whether or not you know where it is.)

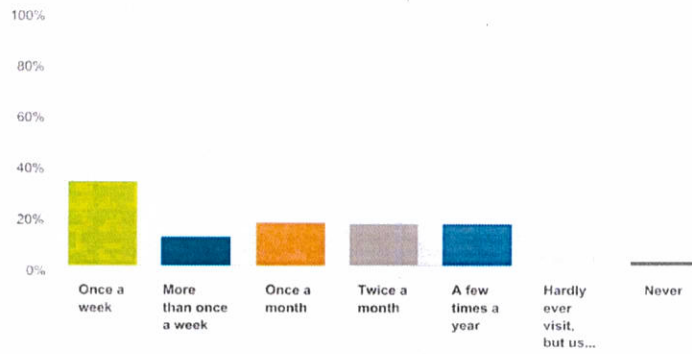
Answered: 204 Skipped: 0



Answer Choices	Responses	
Yes	95.59%	195
No	2.94%	6
I used to but I'm not sure it's still valid	1.47%	3
<b>Total</b>		<b>204</b>

**Q5 How often do you visit the Dunbar Free Library? (check only one)**

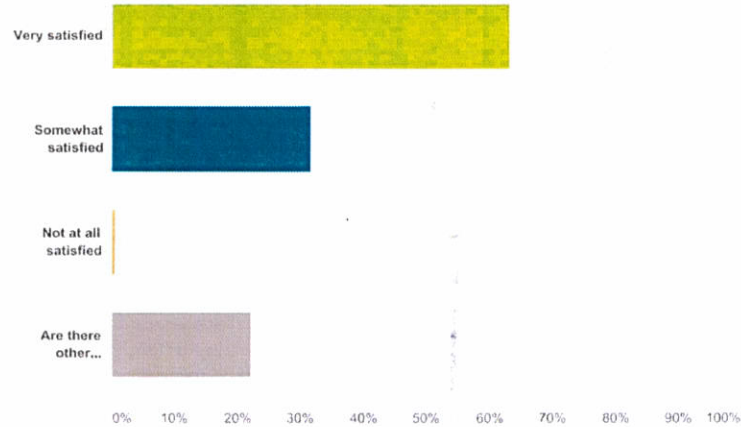
Answered: 203 Skipped: 1



Answer Choices	Responses	
Once a week	33.00%	67
More than once a week	11.33%	23
Once a month	17.24%	35
Twice a month	16.26%	33
A few times a year	16.26%	33
Hardly ever visit, but use the resources available online	3.94%	8
Never	1.97%	4
<b>Total</b>		<b>203</b>

**Q6 How satisfied are you with the Dunbar Free Library's current hours? Monday and Wednesday, 9:00 AM - 7:30 PM; Thursday, 9:00 AM - 5:00 PM; Friday, 9:00 AM - 12:00 Noon; Saturday 9:00 AM - 2:00 PM, Closed Tuesday and Sunday**

Answered: 203 Skipped: 4

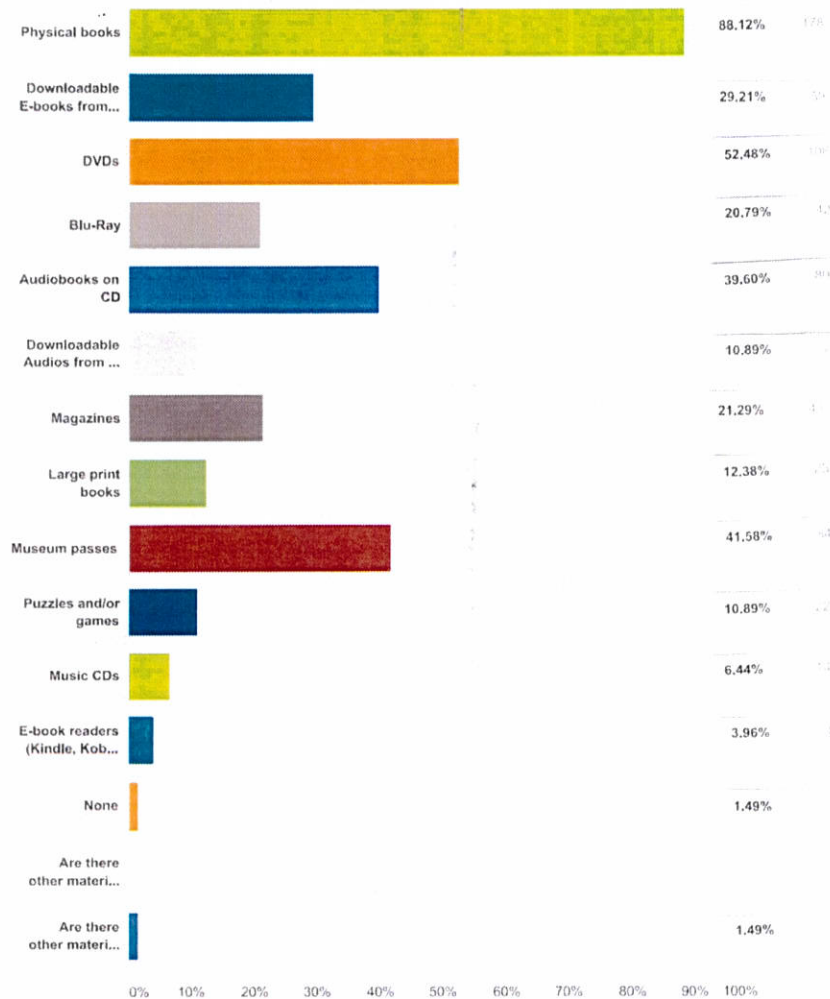


Answer Choices	Responses
Very satisfied	63.05% 128
Somewhat satisfied	31.53% 64
Not at all satisfied	0.49% 1
Are there other days/times you would like the library to be open? When?	22.17% 45

Total Respondents: 203

**Q7 What kind of materials do you check out? (check ALL that apply):**

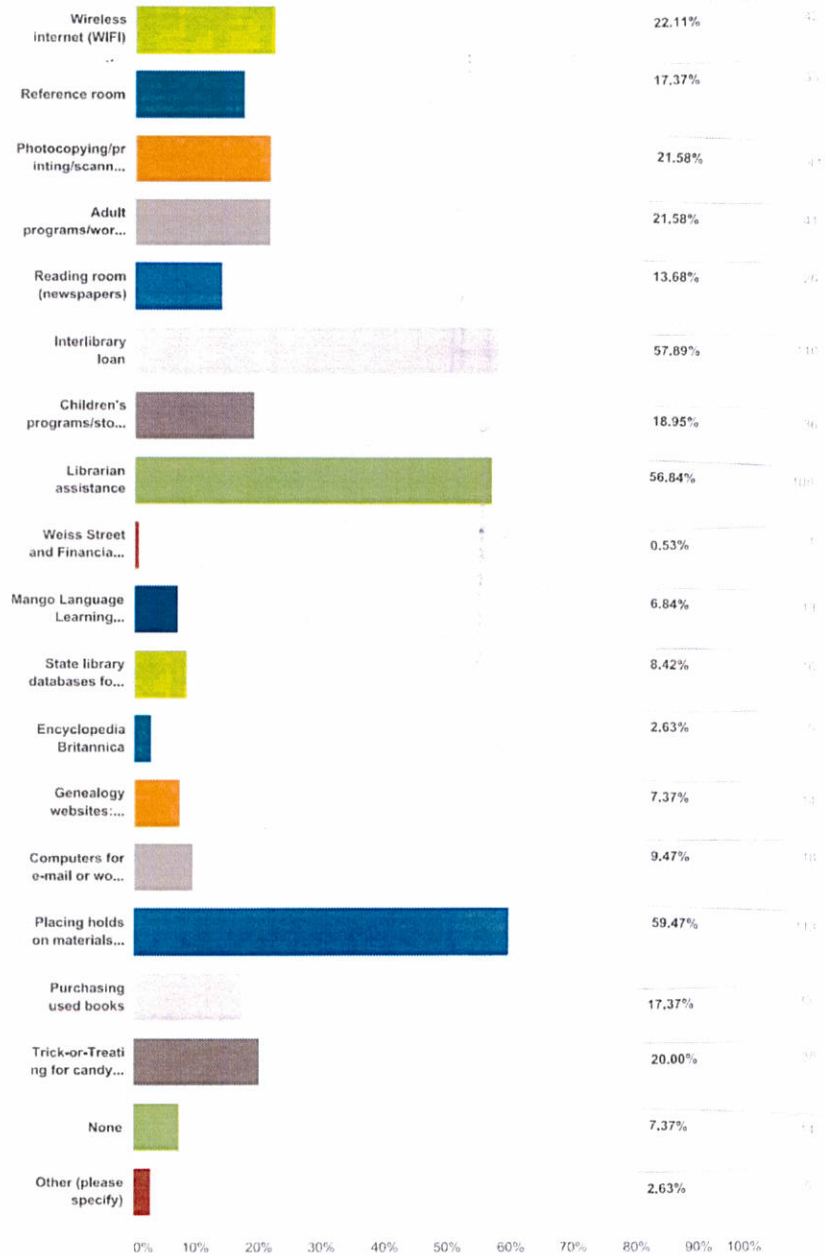
Answered: 202 Skipped: 2





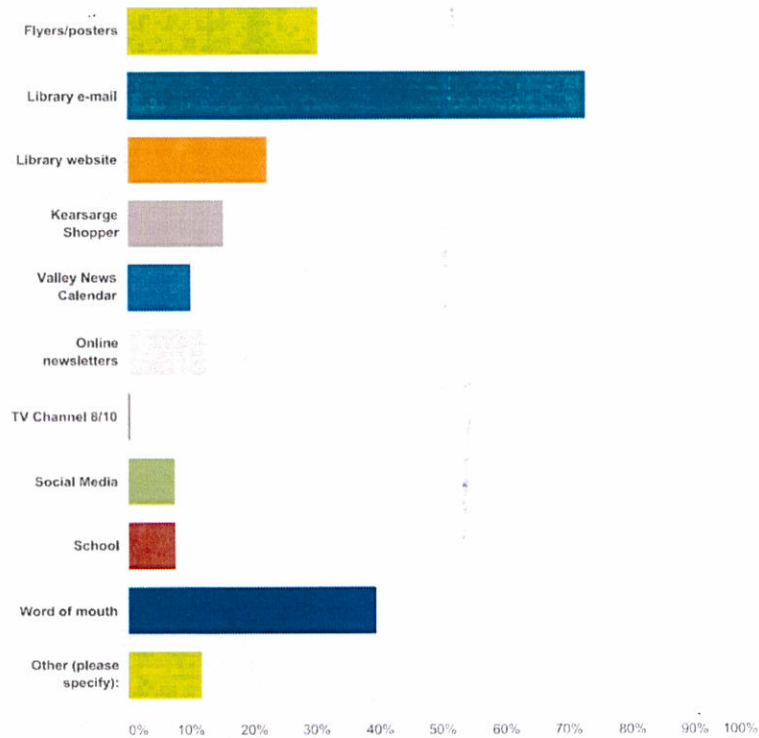
**Q8 What Dunbar Free Library programs or services do you use? (check all that apply):**

Answered: 190 Skipped: 14



**Q9 How do you hear about Dunbar Free Library programs? (check all that apply):**

Answered: 198 Skipped: 0

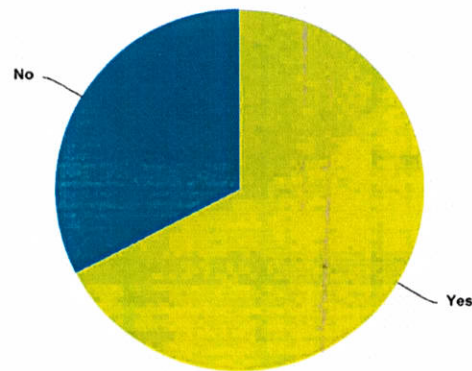


Answer Choices	Responses	
Flyers/posters	30.30%	60
Library e-mail	72.73%	143
Library website	22.22%	43
Kearsarge Shopper	15.15%	30
Valley News Calendar	10.10%	20
Online newsletters	12.63%	25
TV Channel 8/10	0.51%	1
Social Media	7.58%	15
School	7.58%	15
Word of mouth	39.39%	78
Other (please specify)	11.62%	23

Total Respondents: 198

**Q10** There are nearly 40,000 Little Free Library book exchanges around the world, promoting literacy and the love of reading. Little Free Libraries are located in the often-frequented and safe locations and hold 10-25 books. Would you like a Little Free Library in Grantham? For more about Little Free Libraries, see [www.littlefreelibrary.org](http://www.littlefreelibrary.org)

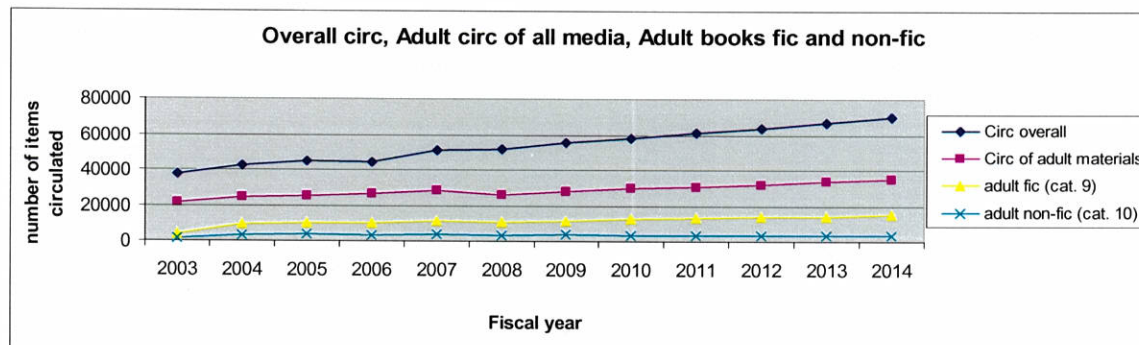
Answered: 172 Skipped: 32



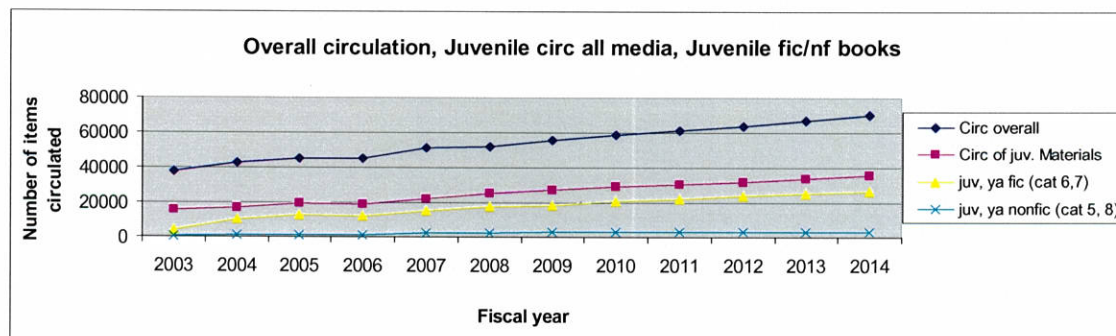
Answer Choices	Responses	
Yes	67.44%	116
No	32.56%	56
Total		172

## Appendix 2

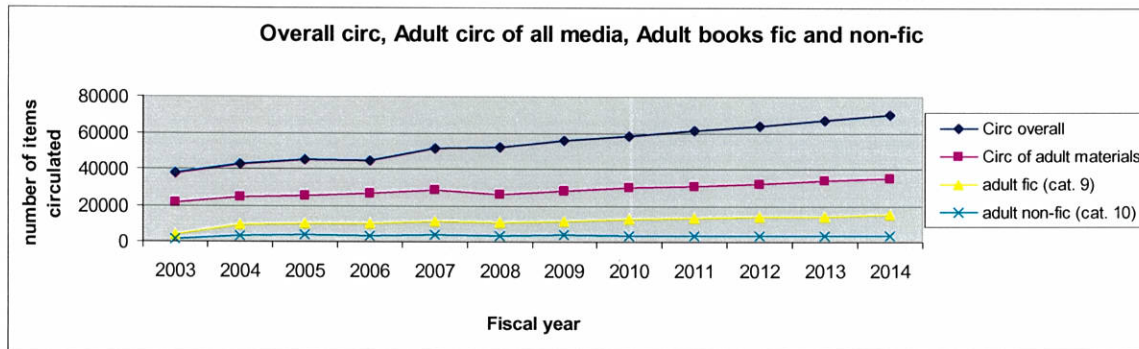
### Circulation Statistics



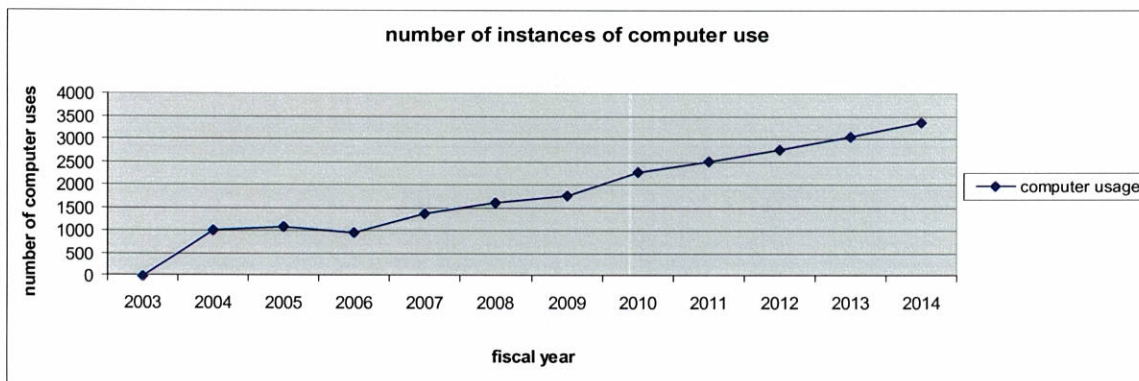
Fiscal year	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Circ overall	37955	42858	45476	44986	51416	52140	55696	58720	61350	64120	67010	70030
Circ of adult materials	21929	25319	25941	26846	29087	26601	28493	29860	31050	32300	33600	34950
adult fic (cat. 9)	4147	9659	10727	10335	11580	11010	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 3**

### **Committee**

<b>Pat Beasley</b>	<b>DFL Patron</b>
<b>Elaine Carl</b>	<b>DFL Patron</b>
<b>Alex Felix</b>	<b>DFL Junior Patron</b>
<b>Paul Hoffman</b>	<b>DFL Patron</b>
<b>Dawn Huston</b>	<b>DFL Library Director</b>
<b>Ed Jenik</b>	<b>Co-Chair/DFL Trustee</b>
<b>Beverly Marshall</b>	<b>Co-Chair/DFL Trustee</b>
<b>Karen Walsh</b>	<b>DFL Trustee</b>

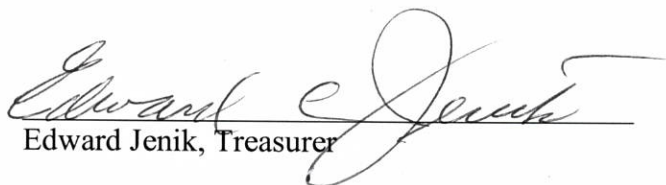
Approved by the Dunbar Free Library Trustees:

  
Sara Lang, Chairperson


2/13/17  
Date

  
Beverly Marshall, Secretary

2/13/17  
Date

  
Edward Jenik, Treasurer

2/13/17  
Date

  
Bob McCarthy, Trustee

2/13/17  
Date

\_\_\_\_\_  
Karen Walsh, Trustee

\_\_\_\_\_  
Date