

WIGGIN MEMORIAL LIBRARY



Wiggin
Memorial
Library

STRATHAM, NH

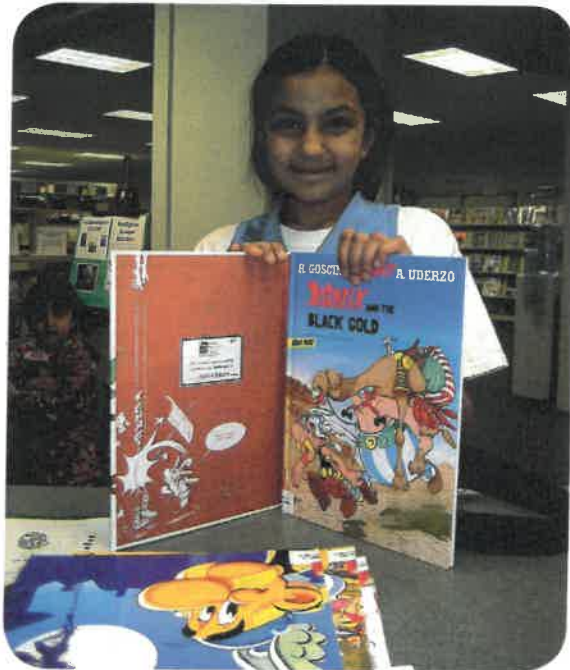
Start Here,
Go Anywhere!



Adult Cupcake Decorating — the library offers adult craft and activity programs throughout the year. In 2013 the library had over 1,300 participants in adult programs and events.

“ I was telling my husband how glad I was to have participated [in the adult summer reading program]. I made a conscious effort to read material outside my comfort zone and was pleasantly surprised. I really enjoyed myself and am very appreciative of the end-of-program prizes. ”

Gifts to the Library — we love to receive gifts in honor of birthdays, special interests, or in memory of a loved one. Gifts are always recognized on the item and with our gratitude.



“ A patron whose daughter is having a birthday party in the near future wants guests to bring donations for the library instead of presents because they love Wiggin Memorial Library so much! ”



READ: Reading Education Assistance Dogs — since 2000, the library has hosted our “reading dogs” that patiently listen to kids practicing their reading skills. Dogs don’t judge and they love to hear kids read stories!

“ I had already believed in the healing power of dogs with children, and it was really wonderful to watch it at close range. ”

2015 – 2020

The theme of this plan is **relevancy** and **outreach** as it is more important than ever for the library to offer highly relevant services and to make the community aware of all that is available through the library.

Our Values

We are committed to:

- Exceptional Service
- Love of Reading
- Lifelong Learning
- Open, Easy Access to Ideas and Information
- Actively Building Community
- Up-To-Date Technology as a Powerful Tool
- Responding to Our Community
- Having Fun

Our Mission

The Wiggin Memorial Library's mission is to inspire readers, enrich lives, and create community.

Wiggin Memorial Library: Start Here, Go Anywhere!

Strategies

We have what you need!

Collections, services, and resources to meet community demand.

Know more! Live Better!

Opportunities and resources for lifelong learning, curiosity, and discovery.

Ask the library first!

Answering your questions and connecting you to resources.

You belong at your library!

Spaces for community interaction, gatherings, and individual use.

Spread the word about the library!

Promotion and fundraising to reach and serve all community members.

Responsive, responsible, and remarkable!

Resource management that is sustainable and accountable.

“ I can see why you are the library of the year!! We LOVE your programs, and your desire to be wonderful is there all the time, every time. It is very apparent. It used to be that a library was, well, just a library, but now you have really redefined the word in a great way. ”



The Chocolate Extravaganza Fundraiser brought more than 75 library supporters together and raised over \$2,500 towards the library renovation/expansion.

“ Savannah won a ribbon at the 2013 Stratham Fair in the My Favorite Things category for her knitted hat and booties. They were knitted during the Knit-Wits program. ”



The Knit-Wits are beginner and intermediate knitters in grades 1-5 who meet monthly to learn how to knit and to work on special projects. Adult volunteers, including Friends of the Library, often assist and work with the kids.



“ I did it!! Thank you so much for your one-on-one help the other day. I'm very excited about my new-found Kindle! ”

Individual technology help is available every day at the library or by phone or e-mail. We also offer many technology classes for people at all levels of experience and skill.

“ It is just a pleasure belonging to this library. Every staff member is cheerful, friendly, and helpful. Often, I have questions about a book I am trying to find with insufficient information. Without exception, a staff member will stop whatever he or she is doing to help me. I can't think of any instance when I left the library with the problem unsolved. ”



Our Outcomes: How will we know we have succeeded?

Collections

- Checkout more items more often
- Make things easier to browse and find
- More use of e-resources and museum passes

Programming

- Large, engaged audience for Candidates Night
- Increased opportunities for public technology help and instruction
- New people coming to the library because of events and activities

Technology

- Public access to relevant, high-quality technology
- More subscribers to Library News and more participants in social media with the library

Personnel

- Well-trained staff who can help every patron
- Compensation/evaluation plan that supports recruiting and retaining the best employees

Community Center

- Attract new library users and register more people for library cards
- Connect residents to local resources, town government, and each other

Fiscal Responsibility

- Reach fundraising goal of \$10,000 each year
- Use cost-effectiveness as one factor in planning all services
- Save money by cooperating with local businesses and organizations

Wiggin Memorial Library: Start Here, Go Anywhere!

Resources Needed

Strong Community Support

Engaged and Active Board of Trustees

The elected Board of Trustees leads the library by setting policies, managing the budget, and creating a vision for the library's future. They also advocate for the library in the community and keep the community at the heart of the library.

Active Community of Supporters, Volunteers, and Friends

The Friends of the Library group and other volunteers bring community spirit into all they do. Volunteers help to maintain the collections, make programs a success, and fundraise to support many of our services. We receive extraordinary financial support from community members who believe in the library's mission and want to enhance the library's services in concrete ways.

Technology Upgrades & Expansion

Relevant and High-Quality Technology

Public computers are being upgraded to best meet public needs and protect users privacy. Wi-Fi access and performance will be improved in order to answer demand.

Staff Support & Training

Well-Trained Staff with Diverse Skills

The library holds in-house training days biannually as well as sending staff to local, regional, and national conferences. A compensation and evaluation plan is being developed to ensure fair compensation and rigorous expectations.

Promotion Tools

Reach Every Community Member

We will promote our exceptional services through a wide variety of channels as well as seek out new ways to communicate with those who may not use the library currently.

“ CONGRATULATIONS on the awards. We moved to Stratham two years ago and my wife and I are very impressed with the library. We’re glad the rest of the state recognizes it now too. You run a delightful library that my family and I enjoy very much, and you may count on our continued support. ”

The Wiggin Memorial Library has been NH Library of the Year, has two trustees named NH Trustee of the Year, and two library directors awarded Librarian of the Year.



The Friends of the Library present a \$5,000 gift to the library for the new reading area.

Want to Know More?

Details about the library, our plans, strategies, outcomes, and needed resources can be found at: library.strathamnh.gov/strategicplan.

Appendices:

(available at the library or online)

- Community Profile
- Library Profile
- Planning Process
- Conclusions
- Strategies
- Outcomes
- Resources Needed
- Planning Resources

“ I’ve always known that I wanted to donate my representative salary to a local charity. After participating in the library’s state candidates night last fall, I was so impressed by their commitment to civic activity that I decided the Stratham library was the perfect place for the money. ”

In 2010 and 2015, State Rep. Patrick Abrami donated his two-year representative salary to the library and matched it!



Library Staff

Administration

Lesley Kimball
Tricia Ryden



Lesley Kimball



Tricia Ryden



Debbie Allen



Pam Dziama

Adult Services

Debbie Allen
Pam Dziama
Bill Littlefield
Marcia MacCallum
Cindy Rivers
Karen Ryan



Bill Littlefield



Marcia MacCallum



Cindy Rivers



Karen Ryan

Youth Services

Sam Lucius
Mary-Ellen McLaughlin
Jan Streehman
Lucia Von Letkemann



Sam (Samantha) Lucius



Mary-Ellen McLaughlin



Jan Streehman



Lucia Von Letkemann

Library Board of Trustees

Elected Members

Connie Aubin-Adams
Lee Beauregard
Vicki Marbacher
Penny O'Sullivan
Terry Reardon-Pollini



Connie Aubin-Adams



Lee Beauregard



Vicki Marbacher



Penny O'Sullivan

Alternates

John Dozet
Allison Knab
Steve Simons



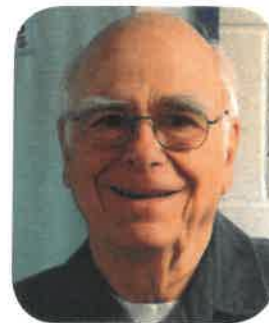
Terry Reardon-Pollini



John Dozet

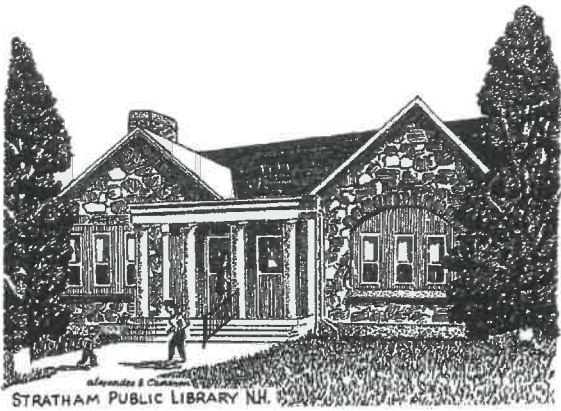


Allison Knab



Steve Simons





“ Said [library] trustees are to purchase a suitable lot on the main road near the village in Stratham...and are to erect thereon a library building, said building to be of brick or stone,...to be known as the George A and Emma B Wiggin Public Library, and is given by me in memory of my late husband and in accordance with what I know to be his expressed desire for the welfare of his native town and its citizens. ”

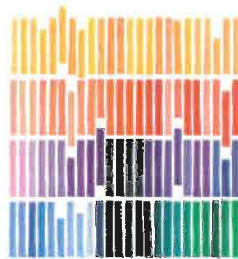
— Excerpted from the last will and testament of Emma B. Wiggin, 1911

OUR MISSION

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OUR VISION

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Stratham Municipal Center • 10 Bunker Hill Avenue • Stratham, NH 03885

(603) 772-4346 • library.strathamnh.gov