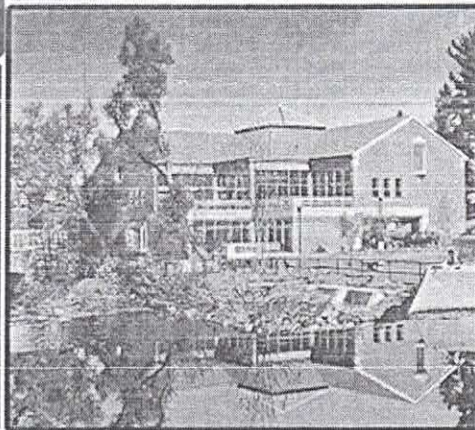
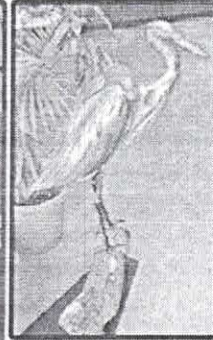
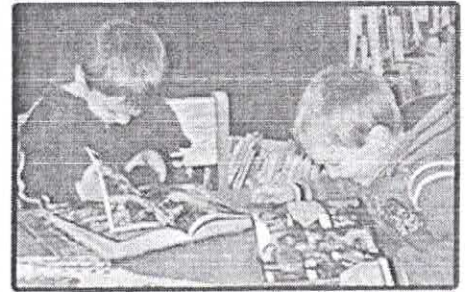
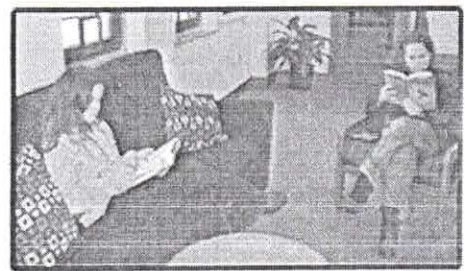


BEGINNING A NEW CHAPTER

Exeter Public Library

4 Chestnut Street

Exeter, New Hampshire



Long Range Plan 2011-2021

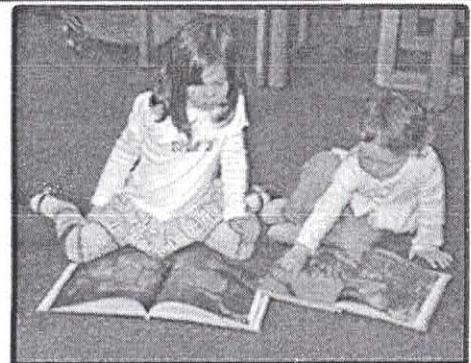


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Vision and Mission Statements

Vision

Exeter Public Library's vision is to be the informational hub for the Exeter area, a vital institution that attracts and stimulates a vibrant community.

Mission

Exeter Public Library's mission is to promote a literate, enlightened citizenship by providing equal access to a range of media, services and programs to meet the informational, educational and recreational needs of the community; and to encourage the discovery and evaluation of ideas and information, especially recognizing the library's responsibility as a place for children to discover the joy of reading.

Exeter Public Library 2011 Long Range Planning Committee

Marilyn Burn
Joan Henson
Susan Lendrum
Barry Sandberg
Gretchen Klempa
Russ Dean, Town Manager
Peter Aten, Trustee
Mary LaFreniere, Committee Chair, Trustee
Hope Godino, Director
Denise DeLesDernier, Staff Support

Kathy Corson
Stefanie Kiper
Barbara Rimkunas
Judy Sewall
Tierney Standring
Bill Campbell, Selectman
Betsey Crespi, Trustee
Barbara Young, Trustee
Pam Darlington, Assistant Director
Pam Gerbi, Facilitator

Introduction

2010 saw the completion of the previous Long Range Plan and set the pace for a new and optimistic future for the EPL.

We approached this plan with open mindedness and seeking to meet the next five years with the same productivity in serving the community, developing a broader use of technology and seeing the library as a whole step toward the future with its best foot forward.

In the summer of 2010, the library conducted a survey and those results became the preliminary foundation of this plan. The patrons expressed a great love for the library but found a need for a better working interior, ongoing advances in computer systems, deeper collections and more community outreach.

Our resolve as a group was to find the place where the joy of reading was cultivated and maximized and so, after many hours of planning and looking at the bigger picture it was clear that a 10-year plan was appropriate.

In the near future, we will focus on formulating a steering committee comprised of members of the current LRP Committee, trustees, and patrons. The goal will be to set periodic benchmarks in the areas of finance and fundraising, meeting with architects for the interior and exterior space and developing a network of ideas for programming and services.

I would, at this time, like to thank all of the Long Range Plan committee members and the Exeter Public Library staff for their creative thoughts, dedication to this project and their desire to make the library a direct resource for all its patrons.

The years ahead will be a time for the library as we expand and rejuvenate an already vibrant and vital part of this community. We embrace these goals and look forward to an exciting future for all of those who enter its doors.

Mary LaFreniere

Town of Exeter, New Hampshire

The town of Exeter, New Hampshire, is located in Rockingham County on the confluence of the saltwater Squamscott River and the freshwater Exeter River. This location provided waterpower for the early settlers and the river provided them with access to the city of Portsmouth and beyond. The early industries were lumber and shipbuilding. John Wheelwright was the area's first settler and founder, obtaining the land from the local Indians in 1638. Wheelwright was an exiled Puritan from the Massachusetts Bay Colony. He, as well as approximately 175 others, settled the area, organized a church and established their own government, which was ruled by three elders.

In 1643, Exeter petitioned the Massachusetts Bay Colony to take the town under its jurisdiction. During the years of 1692 to 1775, Exeter residents tried to resist any direct interference by Great Britain. The area was important to the British because of the abundance of mast logs, which had been claimed by the king for the Royal Navy. The town voted in 1770 to boycott imported goods such as tea. The First Provincial Congress of New Hampshire met in Exeter, as did the Second, Third and Fourth Provincial Congresses. During the Fourth Congress, the Declaration of Independence was drafted. It was adopted on June 11, 1776. Because of this, Exeter is known as the Revolutionary Capital of the United States.

Exeter is also known of as the birthplace of the Republican Party. In 1853, Amos Tuck, an anti-slavery lawyer and congressman, organized a secret meeting of several men who were also against slavery. The meeting was held in Exeter and his goal was to form a new political party. He suggested that the party be called Republican; however, the other men rejected his idea. The Republican Party was officially formed a few years later in 1856.

Exeter Public Library

Exeter Public Library was established in 1853 in the old Town House at 30 Court Street. The library was on the second floor, which has since been removed from the building. The old Town House is now being used by the Senior Center. In 1894, the library was moved to a new building at 47 Front Street. An addition was built in 1942 adding space for a children's room. In 1986, the library was moved to its present location at 4 Chestnut Street and the old library building was taken over by the Historical Society.

Today the library is a very important part of the Exeter community. A nine-member elected Board of Trustees oversees the library's policies, personnel, and budget. The library's main source of funding comes from appropriations approved by the Exeter voters. Other sources of income are trust fund income, donations including an annual appeal, grants, fees for nonresident cards and special services.

Pam Darlington
Assistant Director

Technology

Provide library users and staff with up-to-date, workable and stable technologies

1. Maintain a flexible technology infrastructure
 - Upgrade and maintain adequate network infrastructure capacity to support currently utilized and emerging technologies
 - Monitor changes in emerging technology and adopt that which is best
2. Upgrade computers, hardware and software in a timely manner
 - Research and purchase a new library automation system
 - Provide current hardware and software for library users and staff

Space / Environment

Provide library users with an inviting environment and quality library space

1. Establish a welcoming and comfortable environment for all patrons
 - Insure that all staff use excellent public service skills
 - Consider how current entry way can be made more inviting
 - Display the library's Mission & Vision Statements in a prominent spot
 - Look for ways to display maps/artwork/town history etc. on the staircase up to Adult Services
2. Provide adequate space for each type of library user
 - Purchase and install more stacks in the Large Print and Mystery areas
 - Consider ways to keep noise levels down in the Mezzanine area; glass partitions, for example
 - Rethink Study Room policy in order to provide more patron use
 - Add more plants to the Adult Services area
3. Provide adequate work space for staff
 - Consult with the library engineer to discuss ways to expand both the upstairs Staff Work Room and the downstairs Staff Work Area
4. Embrace the decks, patios and the river
 - Create an outside study area on one of the decks
 - Consider purchasing heavy, weatherproof furniture that can be bolted down to use on the upstairs decks
 - Consult with a garden center to discuss ways to use plants to decorate and shield winds on the upstairs decks
 - Consider ways to display river history in the park or inside the library

Programs / Outreach

Provide library users with a wide variety of programs within the library, as well as at other venues in town

1. Insure that the library is considered the information hub of the community
 - Determine and implement the best method of developing a town-wide calendar while insuring accuracy of library events
 - Create adequate and suitable signage for inside and outside the library building
 - Continue to build partnerships and alliances between the library and Exeter area groups, such as the schools, Historical Society and the Chamber of Commerce
 - Promote the use of library holdings and resources through brochures, Facebook and the library web site
2. Provide programming for patrons of all ages and interests
 - Continue the book discussion groups
 - Continue the Summer Music Series and add music programs in the other three seasons
 - Continue Storytimes and Open Art
 - Recommend that school buses drop off students at the library after school
 - Advertise and promote library programs using available media including the library's web site, Channel 22, radio, newspapers and flyers distributed throughout the town
 - Begin an Exeter Reads program for all ages
 - Have Teen Advisory Board (TAB) group advertise teen programs by hanging flyers/brochures at the Middle School and High School
3. Provide outreach for patrons who cannot get to the library
 - Continue to take books and book talks to seniors at various senior centers and children at the summer Rec Camp, day care centers and the WIC center
 - Continue to take books to house-bound users and assure that this service is well advertised

Collection

Provide a current collection of materials and resources that meets and anticipates the need of the Exeter community

1. Increase budget for library materials
 - Create giving opportunities to expand the library collection, for example "Adopt-A-Title"
 - Increase the use of gift book program
 - Increase resident support of an increase of materials budget
 - Increase the number of copies or types for a title in relation to the number of reserves

2. Increase the number and types of materials purchased in relation to usage
 - Examine collection use and adjust spending in various formats to reflect usage
3. Provide a coordinated approach to collection development
 - Re-examine collection development policy
4. Insure new materials get out to public as quickly as possible
 - Provide adequate staffing for technical services
 - Continue to use online cataloging services
5. Determine online versus print resources needed and used
 - Evaluate online resources available and how usable for residents
 - Evaluate print resources as to how current information is
6. Continue to encourage Exeter library users to recommend and request titles of interest
 - Evaluate suggestions in relation to collection policy
 - Purchase any suggestions that will fit into and enhance collection
 - Inform patrons when their suggestions are purchased and available

Finance

Provide the library with dependable sources of public and private funding to meet the residents' demands for excellent library service

1. Insure adequate financial support for the Town of Exeter
 - Develop warrant article for design renovation/expansion of the library building
 - Develop bond issue for renovation/expansion of the library building
 - Enlist residents for participation in library/town budget process
 - Plan for information sharing with Board of Selectmen and Budget Committee
 - Explain how vital an excellent library is to the well being of a community
2. Develop financial support for federal grants and loans for building renovation/expansion
 - Insure design plans meet federal guidelines
 - Develop grant-writing plan to insure application will have best possible chance of success
3. Develop financial support for private and business contributions
 - Identify potential donors and how to approach them for support
 - Publicize donation options, including planned giving, memorials, gifts to honor family or friends
 - Develop plans for special programs for financial support, for example "Basket Party"

Long Range Plan Timeline

- 2010-20 Insure that all staff use excellent public service skills
- 2010-20 Upgrade and maintain adequate network infrastructure capacity to support currently utilized and emerging technologies
- 2010-20 Monitor changes in emerging technology and adopt that which is best
- 2010-20 Provide current hardware and software for library users and staff
- 2010-20 Determine and implement the best method of developing town-wide calendar while insuring accuracy of Library events
- 2010-20 Continue to encourage users' input in material selections
- 2010-11 Annual Appeal letter focused on the expansion/renovation of the library
- 2011 Open separate investment account for donations to expansion/renovation
- 2011 Purchase and install more stacks in the Large Print and Mystery areas
- 2011 Rethink Study Room policy in order to provide more patron use
- 2011 Add more plants to the Adult Service Area
- 2011 Review collection development policy and update if needed
- 2011 Review weeding methods and update if needed
- 2011-20 Continue weeding process
- 2011-20 Monitor usage of materials by type
- 2011-20 Purchase materials in amounts by usage
- 2011 Begin "Adopt a Title" donation with media event
- 2011 Display the Library's Vision and Mission statements in a prominent area
- 2011 Create adequate and suitable signage for inside and outside library building
- 2011-12 Research and purchase a new library automation system
- 2011-20 Continue to build partnerships and alliances between the library and Exeter area groups
- 2011-20 Promote the use of library holdings and resources through brochures, Facebook, and the library website
- 2011-20 Continue book discussion groups for all ages

- 2011-20 Continue to take books and book talks to various senior facilities and children at Exeter Recreation Summer Camp, Great Bay Summer Camp and WIC Center
- 2011-20 Continue to take books to shut-ins and assure that this service is well advertised
- 2011-20 Continue Summer Music series and add music programs for other seasons
- 2011-20 Continue Storytimes and Open Art programs
- 2011-20 Recommend that school buses drop off students at the library
- 2011-20 Advertise and promote library programs using all available media
- 2011-20 TAB group advertises teen programs at the Coop Middle School and the Exeter Area High School
- 2011 Basket Event proceeds to expansion/renovation
- 2012 Warrant article for \$30-35.000 for expansion/renovation plan
- 2012 RFQ (Request for Qualifications)/interview architects or building firms
- 2012 Begin an "Exeter Reads" program for all ages
- 2012 Consider purchasing heavy weatherproof furniture for outside decks
- 2012 Consult with a garden center to discuss ways to use plants to decorate and shield winds on upstairs decks
- 2012 Consider ways to display river history in Founders Park and/or inside the library
- 2012-13 Form Building Committee with staff, Trustees, residents
- 2012-13 Form Finance Committee to investigate bonding etc.
- 2014 Bond for expansion/renovation
- 2014 Hire architect or building firm for renovation/expansion
- 2014 Consider how current entryways can be renovated to make them more inviting
- 2014 Consider ways to reduce sound levels on mezzanine area
- 2014 Create an outside study area on one of the decks
- 2016 Celebrate 150 years
- 2017 Begin expansion/renovation
- 2019-20 Expansion/renovation completed

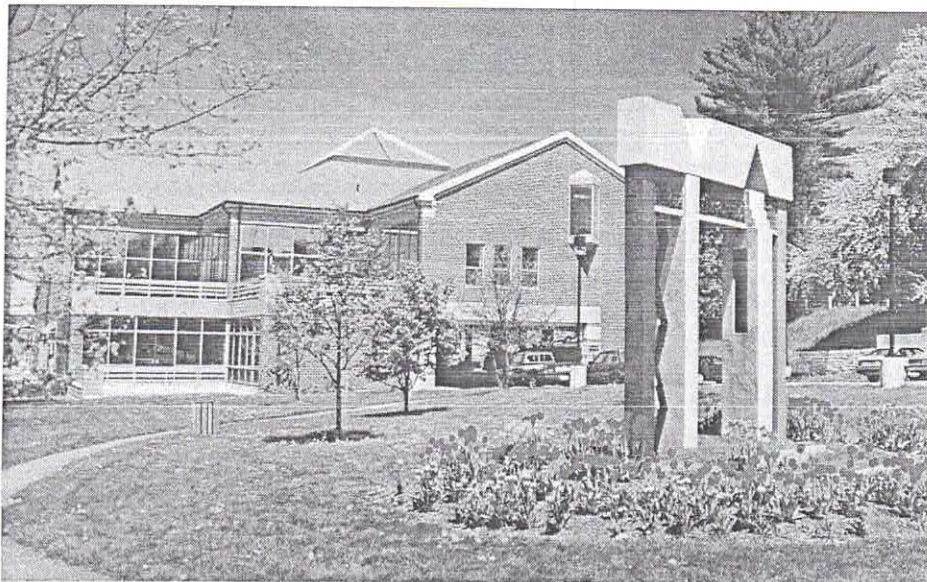
Conclusion

The Exeter Public Library, voted the most popular place in the town of Exeter, has had four official long-range plans and it is now time for the fifth. The current plan is different from past plans because we started the process by surveying residents who were already library users what they wanted in their library now and in the future. We then invited a diverse group of Exeter residents, from teenagers to seniors, to join us in the process of developing a strategic plan for the future of the Exeter Public Library. It started as a plan for five years but grew into a plan for ten.

For three months the Long Range Plan Committee of residents, library trustees, and staff worked together to understand what the residents told us in the survey and what we all envision the library to be in the future and to develop a practical plan to make it all possible.

Because of the dedication and commitment of the members of the committee, library staff and Board of Trustees, the Exeter Public Library will continue to be a vibrant, relevant, and necessary part of the lives of the residents of Exeter.

Hope Godino
Director



Exeter Public Library Library Survey – TOTAL 314 Help us plan for the future

Thanks in advance for filling out this questionnaire. It will be used by the Library Board and Staff to develop the a plan for the future. When you are finished with the survey, please deposit it in the box at either circulation desk.

Library Usage

On average, how often do you use the Exeter Public Library? Please mark one (X).

- | | |
|------------------------------------|--|
| 1. (208) Once a week or more | 4. (0) This is my first use of the library |
| 2. (13) Once in the past 12 months | 5. (10) Once every 3 months |
| 3. (78) Once a month | |

If you haven't used the Library regularly (more than once in the past 12 months) please tell us why. Please mark all that apply (X).

Personal Factors:

- | | |
|---|---|
| 1. (34) Limited time | 4. (12) Get reading materials elsewhere |
| 2. (4) Homebound | 5. (1) No transportation |
| 3. (5) Prefer other activities over reading | 6. (1) Other (please describe) School |

Library Factors:

- | | |
|--|-------------------------------------|
| 1. (2) Not conveniently located | 5. (1) Not open convenient hours |
| 2. (1) Owe fines to the Library | 6. (0) Library too busy and crowded |
| 3. (1) Don't have what I want | 7. (2) Too noisy |
| 4. (1) Other (please describe) Parking | |

Library Collection

Please rate your satisfaction with the library's collection. Please circle your choice.

	Very Satisfactory	Satisfactory	Very Unsatisfactory	Unsatisfactory	Don't Use/Know
1. Adult fiction	150	125	6	1	40
2. Adult non-fiction	121	110	6	1	42
3. Large print books	65	38	1	0	139
4. Teen books	53	30	1	1	133
5. Children's books	94	31	0	0	78
6. CD Books	46	46	16	1	104
7. DVDs	46	116	15	3	101
8. Music on CD	26	22	3	1	143
9. Downloadable books	19	9	3	0	153
10. Other: please specify _____					

Please comment on any that you have rated unsatisfactory, very unsatisfactory

Library Services

Please rate your overall satisfaction regarding the following: Please circle your choice.

	Very Satisfactory	Satisfactory	Very Unsatisfactory	Unsatisfactory	Don't Use/Know
1. Staff helpfulness	297	23	0	1	1
2. Staff knowledge	274	25	1	1	2
3. Hours open	212	62	4	1	1
4. Parking	122	114	15	5	9
5. Internet	75	39	7	0	116
6. Adult programs	46	45	1	0	154
7. Children's programs (e.g., Story times, music, etc.)	84	22	0	0	107
8. Summer reading programs	82	17	1	0	122
9. Outreach services	8	0	0	0	87
10. Other: Please specify					

Please comment on any of the above that you rated unsatisfactory, very unsatisfactory:

The Exeter Public Library's current hours are: Monday - Thursday (8:30 AM - 8 PM)

Friday (8:30AM - 5 PM) Saturday (9 AM - 5 PM) Summer Saturday (9 AM - 1 PM)

If funding were available for extended hours, which of the following would you be most likely to use?

Please mark ONE (X) that would be your FIRST CHOICE.

- | | |
|--|---|
| 1. (162) Would recommend no change in hours | 3. (17) Saturday evening (5:00 - 8:00 PM) |
| 2. (23) Weekday evenings (8:00 - 9:00 PM) | 4. (36) Friday evenings (5:00 - 8:00 PM) |
| 5. (13) Other (please specify) Sundays (5) Sun PM (2) Sat till 5 in Summer (5) Sat 9:00 - 3:00 (1) | |

Which of the following library-sponsored, adult programs would you attend?

- | | |
|---|---------------------------------------|
| 1. (74) Book Club | 5. (31) Nature, gardening series |
| 2. (23) Personal investment series | 6. (83) Music, lectures, performances |
| 3. (78) Travel (national, international) series | 7. (49) Film Discussion series |
| 4. (8) Elder care series | |
| 8. () Other (Please identify) Cooking, home remodel, author talks, sports related, writers group, knitting, -4 Quilting -5 Hold in early afternoon I do not drive -1 | |

Do you use the Internet?

1. (249) Yes 2. (30) No

If "yes" please answer the following:

Where do you use the Internet?

- | | |
|----------------|--|
| 1. (85) Work | 4. (94) Exeter Public Library |
| 2. (22) School | 5. (9) Other library |
| 3. (214) Home | 6. (1) Other (please identify) cafe free web |

How much do you use the Internet in a typical week?

- | | |
|-----------------------------------|--------------------------|
| 1. (12) less than 1 hour per week | 4. (54) 11- 20 hours |
| 2. (85) 1 - 5 hours | 5. (33) 21 or more hours |
| 3. (65) 6 - 10 hours | |

General

Comments: _____

Thanks again for your help in planning the future of your Exeter Public Library

Long Range Plan 2010 Survey Comments

Library usage:

Limiting factors Other Parking (2)
Sometimes you don't have interesting books
Get more nonfiction books
No complaints about the library. Impressed by the # of hours open
Good hours

Collection:

I would like to see more English mystery series
Wish there were more poetry
Not much of a selection of recent movies DVD/CDs (9)
More mysteries on DVD
Would like NY Times 7 days/week and get rid of some of the local papers
I love everything except you keep throwing out the old books I like to read. I know the shelves have to be "cleaned out" re. space but I do miss some older books
Can't download (downloadable books) them not sure on a MAC
Need bigger selection
Need more
There is a need for new materials. The collection feels stale. Not enough new items on ongoing basis
Just not very current on topics I have researched or big selection
Love everything about this library especially the staff
Mango language
Teen fiction soooooo good
Book sale room
Love the special program i.e. The Mime

Library Service:

Parking can be tough
Need more parking
Interlibrary loan satisfactory
We don't seem to have "adult" programs - speakers only book reviews - (which are great)
When you can it would be nice to be able to check book availability online
Like to renew online
Should offer computer classes/free instruction for beginners and computer users. Computer classes at different times not just evenings
I think it should be more comfy, maybe put in little pillows
Music and film these would be great as long as you get people who "know their subject"
Love the programs for children. Would like to see more for the under 3 set, including multiple children, there was nothing under 3 for multiples. Wish one could sign up over the phone or in person at the end of a session for the next one
Riverwoods appreciates book reviews and the books!
Your programs and speakers always sound enticing. I rarely have come to attend
Good job
Summer programs great
Children's programs the best part of what the library offers
Once a month booktalks with Julia, at 277 Water St. love it

General comments:

You do a great job here. Please give us more of the same
Internet imperative for all work research etc. Thanks for such a wonderful library! A special thanks
to all involved with making it so!

Exeter library is a great place for our children to learn and grow as readers

Have been coming here a long time - started with storytime and now for school projects and
personal reading, movies etc. Staff is excellent

We love having a library that we enjoy coming to every week

Fantastic library! Great staff! Beautiful building!

I'm very happy with the library

Thank you!

The librarians are fantastic! We visit the children's room regularly, and love the atmosphere the staff
creates.

I love the library, I love reading. Go library, wahoo! I like the staff's friendliness (Ella age 7)

Also we love the museum pass program

No complaints all you people are pleasant and very helpful

Just moved to Exeter I am enjoying your library

Beautiful facility helpful knowledgeable staff. Keep up the good work!

I have lived in Exeter for 13 years. One of the best libraries I know of

Very nice library, good environment, pleasant staff

Have been coming to this library since I was 7 years old - I am now 63! Helped me get through a
rough childhood and in later years helpful with learning and enjoying mysteries (my favorite)

We think the children's room staff is outstanding, so friendly and helpful every time - really taking
the time to get to know the kids

Thanks for providing such a great library. The access to books of all kinds, the helpful librarians, and
the friendly atmosphere have made this library one of my favorite places to visit in this town.

Keep up the good work

The library is awesome!

Love the library! (15)

Library is great (9)

A great job! (4)

Staff is nice, friendly, helpful (14)

Thanks (5)

I am a favorite user of the library. I come in every two weeks to use the library. I really enjoy the
large print book selection

Love the library staff, helpful, knowledgeable (except one who is stressed)

Thank you for all you do for our community!

Best library in the state!

During winter use the Internet much more at the library

This is an amazing, friendly library. Staff is so helpful and I really appreciate the kindness I always
see between staff/children/parents

But all things considered a great small town library with helpful friendly staff! Keep it up!

Great book selection (3). Staff is very helpful with book requests!!!

The library is a pleasure. I enjoy my time here very much. Staff is wonderful

Love the children's room, storytime, art room, book selection and staff are wonderful

A whole month to read a book is luxurious - fits my frantic schedule perfectly

I do not believe a town library should be expected to have everything

The library offers so much more than I could possibly use now

We are fortunate to have this library in our town! It is a pleasant, comfortable place to visit

The staff are very friendly and helpful, they are kind to the kids, my kids have made our library a big
part of their lives, thanks to all the wonderful people who work here

Needs more help on duty at times. My time is limited and waiting for help is frustrating at times
The adult spaces need electrical outlets. It is not possible to come and work at the library because
only a few of the work spaces have electricity. Very frustrating. Wireless is also unreliable
Too bad you have to dispose of the older books (they can't all be moldy). People learn to enjoy
reading by browsing and being exposed to authors other than current popular ones
Hardly likely to see this survey
Few musical additions in past year. DVD collection now expanding but was dead for a while. MAC
compatibility issue for download
Our former library had a teddy bear picnic and story time for children to bring a blanket and teddy
for an outside story
Don't like the way new books are displayed, not convenient if more than one person is looking, liked
old system better
Scan machines to take out and return books
DVDs need extensive collection from movies to geog. etc. More than 2 at a time - often BBC in 3
episodes - number allowed out should be relevant to number of episodes in series
I like a quiet library and often time I find some of the staff a little loud, otherwise I love our library
Library too noisy lately, people talk loudly, children running in aisles where the parents are
Needs to be more comfy
Would like a more extensive nonfiction collection
Just stock up the CDs & DVDs please (3)
Later hours on school nights for kids with sports would be nice
The only thing I see that could be improved is the filing of the books. If they were alphabetical by
author or title that could help (in the children's room)
Parking is not good (2) especially in the winter
Would like to see one knitting magazine
Sometimes the staff speaks too loudly to customers library is supposed to be a quiet place
Cell phones ringing
Need more science fiction
Downloadable books can't make work (MAC) need instructions. There is very small selection in
some areas
The library is a wonderful place here in Exeter and I hope it will never go out of style
This is a wonderful, friendly library
The librarians are always helpful and recommend great books for children and adults
This library meets my needs perfectly, can't imagine not having it
Appreciate librarians' help and consideration at all other times. Great job to all, thank you.
Great library!
Thanks for being here! Libraries are great for all communities!
The promptness and efficiency of the Inter-library program has been great and very helpful
The Staff are wonderful, very welcoming, knowledgeable and always helpful
Keep up the good work
We are fortunate to have such a wonderful facility
This library has always provided friendly excellent service. Thank you for being here
Nice atmosphere, nice library, enjoy staff picks and good magazine selection
As a patron of 30 years I think the library has done a superb job of changing with the times, in the
constraints of budget. The children's library was a big part of our lives in the past
Nice place, like most libraries
I love Jill
It is always a pleasure to come into the library to be greeted with a smiling faces. Thank you