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**Hamilton-Wenham Public Library Long-Range Plan of Service
2005-2010**

Introduction and Acknowledgements

The Hamilton-Wenham Public Library is a cherished institution and a source of great pride to the community. This long-range plan continues the efforts of the many people who sacrificed for and worked at both the former Hamilton Public Library and the former Wenham Public Library and those who had the vision and dedication to plan and complete the Hamilton-Wenham Public Library. The Hamilton-Wenham Public Library continues to be supported by many knowledgeable and forward-thinking people. Therefore, this plan reflects a collaborative effort and is a product of combined wisdom and energy. It is because of the dedication of the following people and their commitment to the public good that this plan has been created; we look forward with enthusiasm to five years of improving library services.

We thank the following people for their support:

Trustees of The Hamilton-Wenham Public Library

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Annette Janes	Elizabeth Stanton

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The Friends of the Hamilton-Wenham Public Library

Bill Woolley, Editor of the *Hamilton Wenham Chronicle*

The respondents of the "Nine-Question Survey"

Background and Methodology

The Trustees of the Hamilton-Wenham Public Library were convinced of the need for a long-range plan making this a priority during their hiring process of a new director. In April 2005, the trustees and the library director organized a planning committee. The planning committee represented a broad spectrum of the community and included members of the business community, members of the friends of the library, trustees, library volunteers, three high-school students (one of whom is home-schooled), a staff member from the Hamilton-Wenham Regional School District, and a member of the school committee.

The committee had its first meeting on May 18, 2005. Greg Pronevitz and Scott Kehoe of the Northeast Massachusetts Regional Library System (NMRLS) facilitated the meeting. Loosely based on the American Library Association's *Planning for Results: A Public Library Transformation Process* (Chicago: ALA, 1998), the planning process was streamlined into three meetings. During the first meeting, the committee participated in a "Strengths, Weaknesses, Opportunity, Threats" (SWOT) analysis with NMRLS. The staff participated in a SWOT analysis with Mary Behrle of NMRLS on May 27, 2005. Both the staff and the planning committee had a chance to compare the two SWOT analyses before the second meeting of the planning committee.

The planning committee met for a second time on June 8, 2005 to conduct a community vision analysis and create five library goals as service responses. The third and final meeting occurred on June 29, 2005. The third meeting included a study of the survey results and a lively discussion of the draft goals and objectives. The planning committee members enjoyed working with one another and their synergy resulted in a wealth of excellent ideas.

During May and June, a survey was conducted for seven weeks. The "Nine-Question Survey" was available on the library's website (hwlibrary.org) and in paper format, available at the library and in the town halls of Hamilton and Wenham. It was also published in the *Hamilton Wenham Chronicle* along with the director's letter to the editor explaining the planning process. 342 people responded to the survey, and a few more copies trickled in after the deadline. The director rewrote the library's mission statement and it was approved on June 8, 2005. The trustees, staff and planning committee were given the draft goals, objectives and activities on June 27, 2005. The director worked the revisions into the plan, and the board approved the final plan on July 14, 2005.

A special word of thanks goes to the following people: Diane Barrett and Janet Dykstra for their help gathering library and community statistics, Elizabeth Craig-McCormack for writing "A Brief History of Hamilton and Wenham," Barbara Morrell for keying in hundreds of paper surveys, and Bill Woolley for publishing the "Nine-Question Survey" in the *Hamilton Wenham Chronicle*. Thank you all.

Jan Dempsey, Director
Hamilton-Wenham Public Library
July 14, 2005

A Brief History of Hamilton and Wenham

When the doors of the Hamilton-Wenham Public Library first opened to the public on December 17, 2001, it was a celebration of imagination and civic initiative. After years of planning, the two towns had successfully created the first regional library in the Commonwealth of Massachusetts. Located on the site of the old Hamilton High School (later the Hamilton Junior High School), the library's boundaries touch the town lines of both Hamilton and Wenham. This remarkable collaboration is a continuation of a partnership that began in May 1959 with the regionalization of the public school systems and the construction of the Hamilton-Wenham Regional High School. The wisdom that strength is gained by combining resources has ensured the stability and excellence of the public educational and cultural institutions of Hamilton and Wenham for present and future generations.

Located 25 miles north of Boston in Essex County, these communities share a rich colonial heritage dating from the earliest years of English colonization. In his 1614 *Description of New England*, Captain John Smith wrote enthusiastically of New England's "Many iles all planted with corne; groves, mulberries, salvage gardens and good harbours". In their desire for religious freedom, and encouraged by Captain Smith's account, the Pilgrims set off for New England in 1620. Despite severe hardships, their colony at Plymouth survived and more emigrants soon followed creating settlements that spread rapidly along the coast and inland.

Tragically, the smallpox epidemics of 1616 and 1617 had devastated the native populations by as much as 90 percent. The fields of corn that had amazed Captain Smith in 1614 were virtually gone. When the Pilgrims arrived in 1620 they found many areas abandoned. In 1638, John Winthrop, Jr., the son of the Governor of the Massachusetts Bay Colony, purchased the land of present day Essex County from the tribal Agawam leader, Sachem Masconomo for a sum of twenty pounds. This tract included the original settlements of Cape Ann and most of Danvers and Middleton ending at the Merrimack River. By the time Masconomo died in 1658, his tribe had been overwhelmed by war and disease. A monument dedicated in 1910 on Sagamore Hill in the northeast corner of Hamilton marks his gravesite.

In 1638, Hugh Peters, the Puritan minister of the First Church of Salem, delivered a sermon to a small group of colonists on the banks of the now named Wenham Lake. His text referred to "Enon, near Salem, because there was much water there," a biblical reference to [John 3:23](#). This small outlying community became the first to break away from Salem and establish its own township. In 1643, the General Court of Massachusetts declared "Enon shall be called Wenham and be granted to be a Town and hath liberty to send a deputy." It is assumed that the name "Wenham" was chosen because many of the early settlers had emigrated from the areas of Great and Little Wenham in Suffolk County, England. Encompassing seven square miles of land, Wenham has never changed its boundaries from the date of its founding.

The town of Ipswich, founded in 1633, originally included the Ipswich Hamlet in its southern parish. In 1793, restless and protesting the high taxes levied by Ipswich, the citizens of the Hamlet petitioned for autonomy. They were successfully represented in the Ipswich Court by their pastor, Manasseh Cutler, D.D. Later that year, the Massachusetts Legislature incorporated

the Hamlet as a town and invested it "with all the powers, privileges and immunities which towns in this Commonwealth by law are entitled to enjoy." Dr. Cutler renamed the town "Hamilton" in honor of the first Secretary of the United States Treasury, Alexander Hamilton.

For both communities, small-scale farming was the primary occupation until the late 19th century. Early industry was limited to a few mills clustered on the Ipswich River. For the residents of both towns, the long New England winters afforded time to develop small cottage industries. Farmers learned the trade of shoemaking and, by the mid-eighteenth century, little ten-foot square shoe shops called ten-footers dotted the landscape. By the mid-nineteenth century, the local shoe trade provided piecemeal work for the shoe factories in Danvers and Lynn. Although the General Court established Bay Road in 1644, Hamilton and Wenham remained relatively isolated until the arrival of the Boston and Maine Railroad in 1839. This helped to spur the development of commercial activities.

In Hamilton, the establishment of the Myopia Hunt Club in 1876 and the development of large estates changed the image of Hamilton from a farming town to a rural retreat. Chebacco Lake became a resort area in the late 19th century with hotels built to accommodate visitors. Hamilton gained summer residents when the Methodist Camp Meeting Ground at Asbury Grove opened in 1859. In Wenham, the ice cut from Wenham Lake became a coveted luxury item, reaching the height of its fame by the mid-nineteenth century when it was shipped to hotels in London.

Hamilton and Wenham became increasingly suburban after World War II. The construction of nearby Route 128 in the mid-1950's spurred rapid housing development. Despite this growth, both communities have preserved their distinctive historical characteristics and charm. Today both towns retain their rural sensibility with residential neighborhoods, protected open spaces and small farms. Many of the large estates still remain, some in private ownership and others permanently protected such as Appleton Farms. The Gordon-Conwell Theological Seminary sits on the site of the former Mandell estate in Hamilton and Gordon College is built on the Prince estate in Wenham. Together, Hamilton and Wenham take pride in their shared heritage and the uniqueness of their institutions.

Hamilton-Wenham Public Library History

The town of Hamilton had a social library in 1817 called the Second Social Library. This was a fee-based library and was active until 1853. In 1891 the Free Library of Hamilton, later called the Hamilton Public Library was established. The library moved many times before its final destination at 299 Bay Road. Wenham also had a fee-based library. In 1857 members paid a fee of one dollar to join the Wenham Library Association. The town voted to make the library a public library in 1885. By the 1990's both libraries needed room for expansion.

In March of 1994, concerned residents from both towns formed a committee to investigate how a joint library could be formed. In May of 1995, after another committee had been formed in December, each town voted the appropriate funds to research the feasibility of a joint library. Through the efforts of many citizens, the Hamilton-Wenham Public Library became the first regional library in the state of Massachusetts. It is a magnificent building created through the diligent efforts of visionaries, planners and laborers. The library was opened in December of

2001 with a consolidated collection comprising the collections of the Wenham Town Library (located at 138 Main St., Wenham) and the Hamilton Public Library (formerly of 299 Bay Rd., Hamilton). The result was a 29,000 square foot, full-service facility with nineteen computers for public use and four meeting rooms. The former high school gymnasium is attached to the library and serves as the Hamilton-Wenham Recreation Center. The adjoining ball field is used by both towns and is extremely popular especially in the spring and fall months. The Hamilton-Wenham Public Library is always filled with activity; it is a welcoming destination to the residents of Hamilton and Wenham and surrounding communities.

Assessment of User Need

The library is located in the town of Hamilton. The town of Hamilton is responsible for maintaining the grounds and caring for the building and responding in any emergency. The town of Wenham is in charge of personnel issues, administering the weekly payroll, and paying library invoices. The library is ADA compliant. The library parking lot has four handicapped parking spaces. There is one automatic handicapped door. An elevator is available providing access to the reference section, young adult area, local history room and upstairs study rooms. Handicapped restrooms are available on both floors.

Both staff and planning committee SWOT analyses expressed the need for more staff. It is a large building with three public service desks on two floors. Often there are only four staff members in the building and it is difficult to maintain consistent coverage in the children's room. The reference department, technical services department, young adult department, and children's department are departments staffed by one full-time person. Part-time assistance at these stations is available only when the circulation desk is adequately covered. Vacations and sick days pose serious problems for coverage. There is also no assistant director or secretary on staff. The library is extremely busy: circulation has increased in 2005 despite the fact that Beverly patrons cannot borrow library materials due to decertification. When Beverly patrons can return, circulation figures may rise as much as 1,000 items per month.

The staff members are constantly challenged as to how to accommodate the growing interest in library programs. Any baby and toddler story times are very popular with waiting lists of interested participants. This is also true of other popular programs.

Though the library has 19 public access computers, there is a need for wireless Internet access. Also, there is presently no program in place to help English as a Second Language (ESL) students. There is at least one request per month for such a service.

The meeting rooms are highly used and pose a problem for safety and security because the library does not have a full-time custodian. The use of meeting rooms outside of open hours must be restricted because of lack of staffing.

Survey respondents expressed a desire for more open hours especially on evenings, weekends and Sunday afternoons. This cannot be accommodated without more staff hours.

Vision Statement

Our patrons are inspired about the Hamilton-Wenham Public Library because they know that it is a dynamic and welcoming destination, and a portal to a commonwealth of information, creative programs, leading-edge technology, and materials to satisfy every curiosity.

We believe all questions and requests are important and we strive for excellence in the quality of answers we offer. We listen to our patrons, surprise them with superior service, and embrace change when it will improve our library.

We develop community partnerships that minimize duplication of efforts and strengthen our library as a valuable resource to every member of our two towns.

We promote the joy of reading and the value of lifelong learning to all.

Mission Statement

The Hamilton-Wenham Public Library is a publicly-funded institution dedicated to the common good by serving the informational, educational, cultural, and recreational needs of the community and encouraging its patrons in the lifelong pursuit of learning and personal growth. The library will be responsive to the needs of its diverse users, advocate and support the use of appropriate technology, build an excellent collection, commit itself to the highest ideals of library service and the principles of intellectual freedom, and provide a welcoming meeting place for the community.

Approved by the Hamilton-Wenham Public Library Board of Trustees
June 9, 2005

Goals and Objectives and FY 2006-FY 2007 Action Plan

Lifelong Learning Vision

Goal: People of all ages will have access to materials and periodic scheduled educational opportunities through the library.

Objective 1: The library will continue to maintain state-certification

- Activity FY 2006: In September of 2005, a public relations team comprising the director, members of the board of trustees, and volunteers will speak with the finance committees and the selectmen of both towns about the need to maintain the Municipal Appropriation Requirement (MAR), a book budget equaling 16% of the total municipal budget, and discuss future library needs. Board members will receive a copy of our long-range plan.

Objective 2: The library will be fully staffed in order to provide the services that the community needs.

- Activity FY 2006: The trustees and director will present the fiscal year 2007 budget that includes an approximate increase of \$15,000 for support staff to enable 4 library assistants to work 19 ½ hours per week. (Shortfall has been paid with State Aid funds in FY 2006.)
- Activity FY 2006: The trustees and director will present the fiscal year 2007 budget and include two added positions: a full-time assistant director and a full-time library assistant.
- Activity FY 2007: Restructure staffing so that the reference department, technical services department, and young adult department have more coverage from current staff members.
- Activity FY 2007: If staffing is adequate consider increasing open hours by up to 9% (increase of up to 5 hours) in response to community needs.

Objective 3: The library will value and invest in a trained and educated staff.

- Activity FY 2006: The director will work with staff members to create a professional collection of resources that is accessible to all staff members.
- Activity FY 2006 and 2007: The director will encourage interested staff members to get their MLS degrees and will work with the town administrator and finance committees to have a financial incentive in place by FY 2008 for staff members who obtain their MLS degrees.
- Activity FY 2006 and 2007: Schedule four NMRLS and/or Merrimack Valley Library Consortium (MVLC) workshops to be held in the library meeting room making it easier for staff members to attend continuing education workshops.
- Activity FY 2006 and 2007: The director will work with the trustees to review and update job titles, job descriptions, and develop a pay-matrix to present to the finance committee(s).

Objective 4: The library building will be safe and staff will be prepared for an emergency.

- Activity FY 2006: The director will have a disaster plan written by July 1, 2006.

Objective 5: There will be better access to the library facility (especially on Saturdays when the recreation center and recreation fields are heavily used) for all citizens of the community.

- Activity FY 2006: Purchase and install at least two fifteen minute parking signs in the area closest to the Library (Union St.) and some staff only parking signs to be placed in the area of the parking lot farthest from the library.
- Activity FY 2006: The director and trustees will work with the town administrator and the recreation department to resolve the parking issue.

Objective 6: The library will have a well-used, well-understood and current reference collection made up of print and non-print resources and show a 20 % increase in use.

- Activity FY 2006: Purchase a subscription to ProQuest's Ancestry.com Library Edition and Heritage Quest for library and remote use.
- Activity FY 2006: Rearrange the reference room and make the college and career materials more accessible to the young adults by weeding the collection and moving it to the young adult area.
- Activity FY 2006: Create a business/consumer/law area and improve signage.
- Activity FY 2006: Purchase a new Encyclopedia Americana.
- Activity FY 2007: Purchase a new Encyclopedia Britannica.
- Activity FY 2006: The director and head of reference will attend the Hamilton Wenham Business Council Meeting and promote the business and reference section of the library.
- Activity FY 2006 and 2007: The young adult librarian will promote the reference collection and the online databases to the Hamilton-Wenham Regional High School and Middle School students.
- Activity FY 2007: Consolidate the local history collection and create a guide for users.

Objective 7: The children's room will have a current reference collection for homework assignments.

- Activity FY 2006: The children's librarian will update the children's reference collection.

Objective 8: The library will have a print and non-print collection that is inviting, current, and responsive to patron needs.

- Activity FY 2006: Weed old worn-out copies of classic nonfiction books and replace with appealing new copies when appropriate.
- Activity FY 2007: Weed old and worn copies of classic fiction books and replace with appealing new copies when appropriate.
- Activity FY 2006: Begin purchasing multiple copies of best sellers.
- Activity FY 2006: Present a budget for FY 2007 showing a 25% increase in the budgeted amount for music CDs, books on CD and DVDs.

Objective 9: The library will offer leading edge technology for patrons and staff members.

- Activity FY 2006: Replace 10 outdated computers and add memory to 5 computers to be compatible and compliant with the consortium library software (Horizon 7.3.3) upgrade scheduled for August 2005.
- Activity FY 2006: Purchase 15 licenses and install Office Professional 2003 on all staff computers.
- Activity FY 2006: Have wireless Internet available to patrons by January 2006.
- Activity FY 2006: Trustees and director will work with the finance committee(s) to budget for a scheduled replacement of computers.
- Activity FY 2007: Consult with the Hamilton-Wenham Regional High School professionals and purchase a History and/or English database for students that will be most useful for their needs.

Objective 10: The library will offer forums for lifelong learning.

- Activity FY 2007: Apply for a Department of Humanities (or other appropriate) grant to provide a reading and lecture series for adults.
- Activity FY 2007: Expand computer and Internet classes if staffing allows.

Family and Community Activities Vision

Goal: The library will reach out to community and families with activities that appeal to all, creating a bond with fun and learning activities, and serving as both a place and a catalyst.

Objective 1: The children's room at the library will be staffed during all open hours for better reader's advisory and homework assistance.

- Activity FY 2006: Seek funding for a full-time assistant director and a full-time library assistant (two new positions).
- Activity FY 2007: Expand the "Babies and Book" program and apply for the LSTA "Mother Goose on the Loose" grant if appropriate.

Objective 2: The open hours of the library will be increased to give better access to full-time workers (commuters), students, and families.

- Activity FY 2007: Address staffing and funding concerns and then start to build a case for more open hours on evenings and weekends.

Objective 3: The library will collaborate with community groups to offer popular, intergenerational programs.

- Activity FY 2006 or 2007: Work with the local historical society and the Wenham Museum to have a Genealogy Lock-In or similar program on a Friday evening.
- Activity FY 2006: Obtain a grant from Verizon or the Friends of the Library to offer two to four concerts for family enjoyment during January through April 2006.
- Activity FY 2006 and 2007: Continue and improve partnerships with the Community House, local bookstores, and schools to work on meaningful family activities that promote the joy of reading and learning.

Diversity (Cultural and Age) Vision

Goal: The library will foster and sponsor culturally diverse and intergenerational programs, activities, and information.

Objective 1: The library will be a place where the community can find information on events and programs in Hamilton and Wenham and surrounding communities.

- Activity FY 2006: Find the appropriate space and install a kiosk to serve as a community bulletin board.
- Activity FY 2006 and 2007: Update all Hamilton-Wenham records in the Community Information Database available through the Merrimack Valley Consortium (MVLC) and promote the use of the database to patrons.

Objective 2: The library will provide relevant programs and activities for cultural understanding within our community.

- Activity FY 2006 and 2007: Begin a partnership with Gordon-Conwell Theological Seminary in 2006 and have their international students work with us to have some culturally diverse programs and activities in FY 2007.

Objective 3: The library will have a materials collection and programs that embrace diversity.

- Activity FY 2006: Purchase a set of foreign language CDs.
- Activity FY 2007: Ascertain the need and purchase appropriate ESL materials and citizenship materials.
- Activity FY 2006 and 2007: Expand the foreign film collection and diversify the music CD collection.
- Activity FY 2006 and 2007: Begin to explore a volunteer tutoring program for ESL students.

Objective 4: The library will be a meaningful, enjoyable place for people of all ages to learn new skills.

- Activity FY 2006: The library will hold two afternoon introductory scrapbooking workshops in the fall of 2005 and offer space for the groups to continue to meet and work.

Library Programs and Issues Vision

Goal: The library will seek to attract people of all ages, both genders, and diverse cultures.

Objective 1: The library will respond to survey requests for more book discussion groups and a *Community Reads Program* by offering a “one book one community” reading program: choosing a book and initiating the program that will culminate in a community event.

- Activity FY 2006: Apply for the “On the Same Page” Library Services and Technology (LSTA) grant and have a *Community Reads Program* beginning in FY 2007. Collaborate with the Hamilton-Wenham Middle School and High School English Departments to encourage student participation.
- Activity FY 2007: Institute the *Community Reads Program*.

Objective 2: The library will be visible to the community so everyone understands the library's vision and mission and desires to take part in library services.

- Activity FY 2006: Create a logo that communicates the vision and mission of the library. Order stationery, business cards and have this logo on all public relations pieces.
- Activity FY 2006: Create a welcoming brochure for all patrons who apply for a library card and for distribution to the real estate offices, etc.
- Activity FY 2006 and 2007: The director will work in partnership with Bill Woolley, Editor of the Hamilton-Wenham Chronicle and Peter Serafini (High School Student and *Sound-Off* Editor) to have a special "Meet the Staff" column during the summer of 2005 and a monthly "Library Corner" beginning in the fall of 2005.
- Activity FY 2006 and 2007: Expand the use of the electronic newsletter by sending out monthly information for both programs and general library news. Increase the mailing list by 100 percent.

Objective 3: Staff members will understand and carry out clear and well-defined procedures.

- Activity FY 2006: Library trustees and director will review the Internet Policy and revise as necessary.
- Activity FY 2007: The library trustees and director will continue to review policies at regularly scheduled meetings.
- Activity FY 2006 and 2007: Library director and staff will streamline current practices at the circulation desk, create clear written procedures, and communicate them through a *Staff Manual*.

Objective 4: The library will be a welcoming destination for all patrons.

- Activity FY 2006: Plan and publicize an event to welcome back patrons from Beverly when the Beverly Public Library is recertified.
- Activity FY 2006 and 2007: Expand the Koffee Klatch program for seniors to include programs that would appeal not only to women but also to men.

Objective 5: The library will create spaces that are relaxing and have a more bookstore café atmosphere.

- Activity FY 2006: Rearrange furniture in the adult periodicals area to be less rigid. Work with Pomponoosuc Mills or similar company to purchase additional comfortable chairs.
- Activity FY 2006 and 2007: Add window treatments in the adult periodical area to create a softer and cozier atmosphere and to absorb sound.
- Activity FY 2006 and 2007: Expand the current landscaping to include an outdoor seating area in the children's garden.
- Activity FY 2006: Examine current periodical subscriptions and delete and add according to patron demand including adding a subscription to *Popular Mechanics*.

- Activity FY 2006: Young adult librarian will meet four times with the *YA Advisory Group* to redesign space, plan activities and promote library resources to other young adults.
- Activity FY 2006: Improve signage and seating in the young adult area.

Goal: The library will seek funding to support programs and activities to meet increasing use levels

Objective 1: The library will maintain its municipal funding requirement and supplement town funding with private funding.

- Activity FY 2006: Develop a public relations group that meets with finance committees and selectmen of both towns before the budget process begins.
- Activity FY 2006 and 2007: Improve the already strong partnership with the Friends of the Library and plan an annual organized schedule of programs in order to fully publicize them through all venues.
- Activity FY 2006 and 2007: Apply for appropriate LSTA grants and explore other funding sources.

Community and Library Background Information

The following information was distributed to the long-range planning committee prior to the planning process.

Total Population Trends

	2000 Census Figures	Projected 2005 MAPC*	Projected 2010 MAPC	Projected 2003 MISER**	Projected 2010 MISER
Hamilton	8,315	8,400	9,065	8,430	8,209
Wenham	4,440	4,960	5,644	4,460	4,586
Total	14,755	15,365	16,719	14,893	14,805

Please note differences in population projection figures. Depending on population growth, H-W Public Library may soon be ranked with Population Group 5 (15,000- 24,999) of which there are currently 53 libraries in the Commonwealth.

Population Breakdown Trends in Hamilton by Age Group

Age	2000	2005	2010
Less than 5 years old	6.9%	6.5%	5.6%
5-14	16.4%	17.3%	15.8%
15-19	5.7%	7.8%	8.2%
20-24	4.2%	4.7%	6.1%
25-64	56.2%	56.4%	57.4%
65 and older	10.4%	7.2%	7.0%
Median Age	36.5 years old		

Population Breakdown Trends in Wenham: Percentage by Age Group

Age	2000	2005	2010
Less than 5 years old	5.2%	2.5%	2.0%
5-14	12.9%	14.1%	10.7%
15-19	15.1%	12.6%	14.2%
20-24	12.4%	23.1%	19.0%
25-64	40.4%	39.4%	46.5%
65 and older	14.1%	8.3%	7.6%
Median Age	33.6 years old		

Both towns will experience a drop in preschool age children and a higher older active adult population. In 2000, the 35-44 year-old group was the largest: 13.9 % in Wenham and 19% in Hamilton of the total population.

*Metropolitan Area Planning Council (MAPC) www.mapc.org

** University of Massachusetts (MISER)

Ethnic Groups Represented in Hamilton and Wenham according to 2000 U.S. Census Figures

	White	Asian	African American	American Indian + Alaskan Native
Hamilton	94.2%	4.3%	.5%	.2%
Wenham	97.8%	1.4%	.4%	.3%

Approximately 10 percent of Hamilton’s Gordon-Conwell Theological Seminary’s enrolled students are international students. (80 out of a total enrollment of 760)

Labor and Employment Data

Unemployment Rate 2004 - Data Source: *Massachusetts Municipal Profiles* (MMP)

Hamilton	4.1%
Wenham	2.6%
Essex County Average (2003)	6.8%

Both towns are experiencing less unemployment than the average of Essex County.

Types of Occupations – Data Source: *Massachusetts Municipal Profiles*

	Managers and Professionals	Service Occupations	Farming, Fishing and Forestry	Construction and Maintenance	Production and Transportation
Hamilton	2,047	455	24	165	199
Wenham	1,486	362	9	194	254
Essex County	137,746	47,724	1,076	25,688	43,227

Economic Data

Income 1999- Data Source: *Massachusetts Municipal Profiles*

	Per capita income	Median Household Income	Median Family Income
Hamilton	\$33,222	\$72,000	\$79,886
Wenham	\$36,812	\$90,524	\$98,004
Essex County Average	\$26,358	\$51,576	\$63,746

Taxation – Data Source: *Massachusetts Municipal Profiles*

	Average Single Family Value	Average Single Family Tax Bill	Hi-Lo Rank
Hamilton	\$442,646	\$5,524	32/339
Wenham	\$537,529	\$6,230	23/339
Median State Tax Bill		\$2,894	

Incomes Below the Poverty Line: Data Source: Massachusetts Municipal Profiles

Hamilton	3.4%
Wenham	1.2%

Information and Education

Newspapers: *Hamilton Wenham Chronicle*
Salem Evening News

Cable TV

Bookstores:

Banbury Cross Children’s Bookshop
Gordon College Bookstore
Gordon-Conwell BookCentre
Wenham Tea House Bookshop

Other Libraries in Hamilton and Wenham

Private Schools	Public Schools	College or University
Pingree School	Bessie Buker Elementary School Library (shared professional)	Gordon College Jenks Learning Center
	Winthrop School (staffed by aides and volunteers)	Gordon-Conwell Theological Seminary Goddard Library
	Cutler School	
	Hamilton-Wenham Regional High School Patricia Alger Library (middle and high school shared library has one professional and one aide)	

Educational Attainment *Massachusetts Municipal Profiles*

	High School Graduates or Higher	Bachelor's Degree or Higher
Hamilton	94%	52.5%
Wenham	94.3%	50.6%
Essex County	84.4%	31.3%

Library Information

The Hamilton-Wenham Public Library is the only regional library in the state of Massachusetts.

The library building is in excellent condition and ADA compliant.

The location is convenient for residents of both towns and many can either bike or walk to the library. It is a safe area with plenty of parking. The library has four meeting rooms. The library offers 19 public access computers, two photocopiers, one fax machine, and a microfilm reader for patron use. The library offers storyhours, adult, YA, and children's summer reading programs, adult book groups, and a Koffee Klatch for seniors. The library has a website at www.hwlibrary.org and is a member of the Merrimack Valley Library Consortium (MVLC). The library budget in FY 2005 was \$587,410 and in FY 2006 in \$601,852.

The data from the Hamilton-Wenham Public Library is ranked within Population Group 4 – 10,000 – 14,999 people. There are 55 libraries in the Commonwealth making up that group. The following information also shows how the Hamilton-Wenham Public Library ranks with the entire group of 370 libraries.

Public Library Per Capita/Per 10,000 Rankings Report, FY 2004

Total Appropriated Municipal Income

\$45.42 per capita

Hi/Lo in population group and state

9/55 libraries in population group

52/370 libraries state-wide

Salary Expenditures

\$26.31 per capita

15/55 libraries in population group

86/370 libraries state-wide

Holdings

7.35 items per capita

7/55 libraries in population group

97/370 libraries state-wide

Total Circulation

15.78 items per capita

10/55 libraries in population group
60/370 libraries state-wide

FTEs (Full-Time Equivalencies) per 10,000

8.70
12/55 libraries in population group
93/370 libraries state-wide

MLS (Master in Library Science) FTE per 10,000

.78
48/55 libraries in population group
240/370 libraries state-wide

Open Hours

Hamilton-Wenham Public Library is opened 53 hours per week all year

Monday, Tuesday, Wednesday and Thursday: 10-8

Friday: 10-5

Saturday: 10-4

Total Evening Hours (after 6 p.m.) – 8 hrs.

Total Weekend Hours – 6 hrs.

No Sunday Hours

The Hamilton-Wenham Library (unlike many other libraries has consistent Saturday hours year-round.)

Staffing

Library Staffing

	FY 2002	FY 2004
Professional Staff	1	1
Paraprofessional Staff	6	6
Clerical Staff	9	11
Maintenance Staff	1	1
Total Staff	17	19
Total Hours Worked	410	393
Total Number of Volunteers	28	71
Total Volunteer Hours	1034	1692

Though there are more staff members now than in 2002, it has not given the library more staffed hours.

Circulation Highlights

H-W citizens borrow materials primarily from the H-W library though some residents borrow from Topsfield, Ipswich and Manchester.

Hamilton-Wenham Library is a popular spot for borrowers from other towns.

H-W consistently lends materials to walk-in borrowers of the following towns of the Merrimack Valley Library Consortium in descending order:

- Ipswich

- Essex
- Manchester-by-the-Sea
- Topsfield
- Boxford

H-W consistently lent over 1000 items per month to Beverly residents (members of NOBLE) until January 2005 when the Beverly Public Library was decertified. (Lending resumed on Friday, July 8, 2005.)

Monthly Circulation Figures

	2002	2003	2004	2005
Jan	18,219	17,079	15,524	15,989
Feb	15,901	15,986	16,055	15,956
March	17,541	17,660	18,697	17,808
April	15,998	15,819	15,413	15,517
May	15,283	16,466	14,913	15,162
June	15,283	14,328	16,600	16,260
July	16,916	16,626	17,321	
August	18,387	16,292	16,490	
Sept	15,015	15,236	15,112	
Oct	16,476	16,109	15,545	
Nov	15,608	14,826	14,886	
Dec	12,930	12,131	12,618	
TOTAL	195559	190561	191178	

Circulation typically peaks in March and in the summer. There is a typical slow time in December.

Materials Holdings

	FY 2002	FY 2003	FY 2004
Adult Books	56,573	50,343	49,934
Adult Periodical Subscriptions		199	151
Adult CDs, Tapes	4,238	4,366	4,957
Videos/DVDs	2,245	2,464	2,943
Children's Books	31,843	32,918	34,361
Children's CDs, tapes	598	633	603
Videos/DVDs	767	1,036	1,193

“Nine-Question” Survey and Responses

THE HAMILTON-WENHAM PUBLIC LIBRARY

“Nine-Question” Survey

Thank you for filling out this survey for the Hamilton-Wenham Public Library’s long-range planning process. Surveys may be dropped off at the library or mailed to the library at 14 Union Street, Hamilton, MA 01982. This survey is also available at www.hwlibrary.org.

1. Your Age

Under 12 13-18 19-30 31-39 40-54 55-64 65+

2. Your Gender

Female Male

3. How often do you visit the library? (Choose one)

Once a week
 Once a month
 Occasionally
 I do not go to the library

4. The Library is currently open for 53 hours a week: M-Th 10-8; Fri 10-5; Sat 10-4
Are you satisfied with these hours?

Yes No

Comments: _____

5. How satisfied are you with the customer service at the library?

Very satisfied Satisfied Not satisfied Not sure

Comments: _____

6. Please check off any programming areas the library should emphasize during the next five years. To see an example of our current programs, visit www.hwlibrary.org

Evening family programs
 Book discussion groups
 Lifelong learning, lectures, and forums
 Concerts
 Community Reading Projects (everyone reads and discusses the same book)
 Programs for babies and toddlers
 Homework help for Grades K-12
 Internet and computer classes
 Programs for young children and their families to encourage reading and literacy

- Young Adult programs and activities
 - Genealogical Research and local history
 - Other _____
-

7. Please check off any collection areas that you would like to see us focus on during the next five years:

- Online databases
- Software for Library Computers
- DVDs
- Videos
- Books on Tape
- Books on CD
- Children's Materials
- Best Sellers
- Reference materials
- Young Adult Materials
- Newspapers
- Magazines
- Music CDs
- Museum Passes
- Adult Fiction
- Adult Nonfiction
- Other _____

Comments: _____

8. If the Hamilton-Wenham Library could offer one more service than it has now, what would you suggest?

9. Please add any other suggestions or comments you may have about the Hamilton-Wenham Library.

Thank you for completing this survey.

Hamilton-Wenham Public Library Survey Responses

1. Your Age

6.2% Under 12 6.8% 13-18 5.6% 19-30 14.5% 31-39 34.6% 40-54
11.5% 55-64 20.7% 65+

2. Your Gender

78.6% Female 21.4% Male

3. How often do you visit the library? (Choose one)

68.8% Once a week
19% Once a month
12.2% Occasionally
0.0% I do not go to the library

4. The Library is currently open for 53 hours a week: M-Th 10-8; Fri 10-5; Sat 10-4 Are you satisfied with these hours?

71.1% Yes 28.9% No

Comments: Many expressed the need for more weekend and evening hours. Many would like Sunday afternoon hours. A few commented that the library should open at 9 a.m.

5. How satisfied are you with the customer service at the library?

84% Very satisfied 15.1% Satisfied .3% Not satisfied .6% Not sure

6. Please check off any programming areas the library should emphasize during the next five years. To see an example of our current programs, visit www.hwlibrary.org

23.5% Evening family programs
35.2% Book discussion groups
42.8% Lifelong learning, lectures, and forums
30.5% Concerts
24.9% Community Reading Projects
19.1% Programs for babies and toddlers
27.9% Homework help for Grades K-12
34.6% Internet and computer classes
32.3% Programs for young children and their families to encourage reading and literacy
28.2% Young Adult programs and activities
24.9% Genealogical Research and local history
17% Other

7. Please check off any collection areas that you would like to see us focus on during the next five years:

<u>16.1%</u>	Online databases
<u>8.8%</u>	Software for Library Computers
<u>38.4%</u>	DVDs
<u>16.4%</u>	Videos
<u>21.1%</u>	Books on Tape
<u>27.9%</u>	Books on CD
<u>23.2%</u>	Children's Materials
<u>27.8%</u>	Best Sellers
<u>14.4%</u>	Reference materials
<u>19.9%</u>	Young Adult Materials
<u>7.3%</u>	Newspapers
<u>15.2%</u>	Magazines
<u>18.2%</u>	Music CDs
<u>35.2%</u>	Museum Passes
<u>32.8%</u>	Adult Fiction
<u>27%</u>	Adult Nonfiction
<u>18.2%</u>	Other