

**2018 ANNUAL REPORT OF THE TRUSTEES
THAYER MEMORIAL LIBRARY**

MISSION STATEMENT

The Thayer Memorial Library brings people, information, and ideas together to enrich lives and build community.

OUR CORE VALUES

Passion

We love the Library, we love Lancaster, and we love what we do.

Free and Open

We promote intellectual freedom and privacy for all.

Inspiration

We enhance learning, the free flow of ideas, and civic responsibility.

Respect

We respond to all with courtesy and compassion.

Integrity

We uphold a bond of trust between the Library and the community as stewards of our collections and our building.

Legacy

We treasure the history of Lancaster and its Library as we embrace the future.

BOARD OF LIBRARY TRUSTEES

Jan – Dec

Chair: Emily J. Rose
Vice-Chair: Frank T. MacGrory
Secretary: Frank Streeter
Members: Stephen Piazza

Jan – May

Member: John Schumacher-Hardy
Member: Stephanné Fiori

June – Dec

Member: David Spanagel
Member: Kate Engelhardt

LIBRARY STAFF

Director: Joseph J. Mulé
Assistant Director / Adult Services Librarian: Karen Silverthorn
Children’s Librarian: Susan Mello-Conroy
Senior Library Technician: Linda Ledoux
Special Collections Assistant: Marcia L. Jakubowicz
Library Technician: Janet Baylis
Library Page: Janet Baylis
Library Page: Lisa D’Ambrosio
Library Page: Dorothy McCandless
Library Page: Gail Prewandowski
Library Page: Jo Agnes Santangelo
Building Supervisor: Rick Krafve

HOURS:

Monday 10:00 AM – 8:00 PM
Tuesday 12:00 PM – 8:00 PM
Wednesday 10:00 AM – 8:00 PM
Thursday 10:00 AM – 8:00 PM
Friday 10:00 AM – 5:00 PM
Saturday 10:00 AM – 2:00 PM

Many Library resources are available 24/7 online at:

www.thayermemorialLibrary.org

OUR 156TH YEAR OF PUBLIC LIBRARY SERVICE:

In 2018, Thayer Memorial Library (TML) continued to be a busy, vibrant destination overlooking the Town Green. Free and open to all 49 hours per week, and with 24/7 online access, the Library was a place where visitors found what they needed: information, education, entertainment, and ideas. TML again met Commonwealth certification standards, ensuring that TML cardholders could also take advantage of millions of items at other libraries across the Commonwealth.

The actual value of delivered books, magazines, video games, audio recordings, movies, museum passes, e-books, online content, programs, Internet, movies, and meeting space in 2018 was over \$2 million. TML was an excellent investment for Lancaster citizens, delivering \$6.30 of goods or services to its users for every dollar appropriated by the Town.

In 2018, the Board and staff moved into year three of a long-term Strategic Plan taking TML into the future with recognition of its historic past. Please see our website to read the full plan.

BEHIND THE SCENES:

Director Mulé and long-time volunteer Bob Kadlec continued to refine and improve the TML website. You can see the results at: www.thayermemoriallibrary.org. In September the Library migrated to the Town's network.

Assistant Director Karen Silverthorn was again successful in obtaining a grant from the Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation. These grants allow her to schedule programs on topics of wildlife, nature, and environmental science.

In March, the Director attended the Public Library Association (PLA) annual conference in Philadelphia. PLA is the largest organization supporting the evolving needs of public Library professionals. The Board supports the attendance of the Director as part of the director's continued professional development. In June, Director Mulé was honored by the Doctor Franklin Perkins School with the 2018 Distinguished Service Award in the field of Community Service. Director Mulé also attended a Digital Commonwealth conference and a 5-workshop series, *NEH-Finding Common Ground: Collaborative Training for the Cultural Heritage and Emergency Response Communities*, which brought together first responders and cultural heritage stewards to discuss disaster response.

In September, Netflix contracted with the Board of Selectmen to film scenes around Town and the Town Green for a new series. TML was highly impacted by the filming project, both as an abutter to the Green and as a location for filming. Filming did not generally stay on schedule, and different parts of the Library were closed to patrons at times when filming was underway. In addition, restrictions at times of traffic in the center of town made actual access to the Library for visits or scheduled meetings extremely difficult. Several Library-sponsored events had to be rescheduled due to Netflix filming. Filming was completed in late December.

CELEBRATING LANCASTER'S AND TML'S HISTORY:

In honor of TML's Lancaster History Month in May, several projects were undertaken. Assistant Director Karen Silverthorn did extensive research about the origins of **Memorial Hall** approaching the 150th Anniversary of its dedication. Her monograph, *Footsteps to Memorial Hall – A Civil War Footprint on Lancaster's Town Green*, coincided with the annual Freedom's Way celebration of local area history in May. Through her research Karen discovered that Lancaster's Memorial Hall, dedicated in 1868, was the first Civil War memorial-and-Library building in Massachusetts, therefore one of the first such Memorial Halls in the country. Director Joe Mulé presented a program about the history of Memorial Hall. A display featuring the history, committee members, and dedication of Memorial Hall was hung in the rotunda to celebrate the 150th anniversary.

In May, a display in the Current Topics Case on the first floor featured astronomer Henrietta Swan Leavitt, whose father led a prayer at the dedication of Memorial Hall June 17, 1868. Henrietta was born in Lancaster on July 4, 1868. She was highly regarded during her lifetime, but after her untimely death in December 1921, her seminal contributions were forgotten. Recent decades have seen resurgence in recognizing the parts played by women astronomers in advancing our understanding of the Universe. TML commissioned actress Erin Eva Butcher (who portrayed Henrietta in a production of the play *Silent Sky*) to develop and present a one-woman portrayal of Henrietta. ***Luminosity -The Story of Henrietta Leavitt—Astronomer, Computer, Trailblazer*** was presented at TML in May.

Cleaning, digitization, and conservation treatment of Henry Nourse's annotated *History of Lancaster* by A. Marvin was completed in early spring. This unique Town treasure consisting of four volumes arose from the single Marvin volume when Henry Nourse added notes, drawings, corrections, and additional information. Custom boxes were made to store each volume. The digitized version is now available online at the TML website. The project was paid for with Federal funds provided by the Institute of Museum and Library Services and administered by the Massachusetts Board of Library Commissioners. To celebrate this contribution to Lancaster history, an exhibit featuring the conserved volumes along with 18 additional books written and published by Nourse, was mounted in the Current Topics Case. Trustee John Schumacher-Hardy presented a talk about Henry Nourse in May. In September Leslie Perrin Wilson presented a program about the history and preservation of such works, *Getting the Last Word: Nourse's Extra-illustrated Copy of Marvin's History of Lancaster*.

BUILDING AND SURROUNDINGS:

On January 2, Library staff members opened the building to discover that there was no heat – the boiler and all pipes in the boiler room (heat and sprinkler) had frozen over the long weekend. Only one baseboard radiator and one fan coil unit for the main floor were damaged. There was NO damage to ANY Library materials or equipment. No damage occurred in the Historical Museum or the Special Collections and Rare Books Room. In the following days it was gratifying to witness the quick responses on the part of Rick Krafve (building supervisor), a host of vendors, other town departments as needed, and MBLC. Their thoughtful coordination and immediate actions resulted in preventing further damage beyond the obvious basement pipes and sprinkler heads which burst, and allowed alert evaluation of the rest of the building as it warmed to 70. The Library was open a week later.

With this major crisis the Building Committee redirected efforts to research and recommend best options for repair and replacement HVAC components within the specifications required in various library areas. This work involved evaluation of system designs from earlier years, particularly the 1998 renovation, and new equipment now available. The committee met with other Town municipal commissioners and officials as necessary. The current design is reasonable, with improvements and repairs to be done on failure. Additionally, monitors with alarms for different building systems to prevent future catastrophes were researched and approved by the Board.

The Building Committee continued evaluation and improvements to the building envelope as part of the Strategic Plan. Phase 1 restoration of the original windows from the 1888-89 façade in the offices and the museum took place in the summer and new storm windows were added. The balcony door was restored. In anticipation of July's 150th anniversary of Memorial Hall several interior spaces were painted, including the front entry, walls in the staircase, and the walls and low portion of the ceiling of the rotunda.

Repair and pointing of the granite entry to the building was completed. Prompted by changes in parking along the Green, parking spaces in front of the Library were re-paved and signage added. Patrons should parallel park in the paved inset spaces along the sidewalk for short visits only, using the Library parking lot for longer visits. The Landscaping Committee inventoried plants and removed overgrown or neglected plants, shrubs, or trees in anticipation of new low-maintenance plantings in the spring of 2019.

Unfortunately, another major building catastrophe provided a bookend to the year. In early November, vendors were scheduled by the Town to spray foam insulation on the underside of the roof and to replace remaining fluorescent lights with LED lighting. Spray work required the Library to be closed to the public for two days. Insulation vendors in the attic above the vaulted ceiling of Memorial Hall severely damaged lathe holding the ceiling. Sections of decorative plaster broke off; cracks appeared around the remaining decoration and through the gilded lettering of the quotation around the rotunda; and the lower ceiling around several light fixtures was broken. No damage was done to the highest part of the ceiling or the Peace Window.

The main circulation desk was cordoned off until the safety of the ceiling could be determined. TML Director Mulé and Board members met with the offending vendors, Town officials, and interviewed various restoration specialists for antique plaster restoration and fine art repair to develop a plan to stabilize the attic above and restore the ceiling of Memorial Hall. This work will be done in 2019.

Lighting replaced did not match the color temperature specified by the Board in discussion with the vendor prior to replacement. Director Mulé worked closely with the vendor to swap the replaced LED lights for some which match the previous lighting color. This work continues into 2019.

CIRCULATING COLLECTIONS:

In 2018, TML technical services processed and added 7,214 items to the general collection, including 3 ukuleles, which have proved to be popular. The circulating collection contains the following media:

2018	Adult	Young Adult	Children's	Totals
Books	23,573	2098	13,257	38,928
Periodicals	2,210	21	131	2,362
Audio	7,445	83	632	8,160
Video	6,814	2	1,453	8,269
e-Book	37,573	5,990	1,359	44,922
e-Magazine	130			130
e-Audio	3,929	12,845	1,327	18,101
e-Video	1,236			1,236
v-Games	127		274	401
Micro	87			87
Misc	418	7	250	675
Unassigned				257
Totals	83,542	21,046	18,683	
Grand total of all materials:				123,398

Beginning in September, TML provided a new online and mobile service called Hoopla. With Hoopla Lancaster, residents can instantly borrow, stream, and download electronic media. Besides media, devices, and instruments, residents also borrowed attraction passes.

Circulating Museum Passes:		
Animal Adventures	Museum of Russian Icons	Southwick's Zoo
Butterfly Place	Mystic Aquarium	Tower Hill Botanic Garden
Davis Farmland/Mega Maze	Salem Witch Museum	USS Constitution Museum
Ecotarium	Mass State Park Parking Pass	Worcester Art Museum
Garden in the Woods		

PROGRAMS:

In 2018, TML continued the free concert series through the efforts of volunteers and the support of the Friends. TML collaborated with the Commission on Disability with programs in October. Other activities included the Summer Reading programs, and TML's annual Food for Fines between Thanksgiving and Christmas.

In 2018, TML offered 472 scheduled programs. Highlights and funding sources are given in the following tables.

Weekly

Story Hour
 LEGO/Thomas Get Together
 7 Bridge Writers' Collaborative: Writing group
 Knitting Club
 Blockbuster Movie
 Toastmaster's Public Speaking Club

Monthly

Adult Book Group (2 groups)
 Tweener Book Club
 Computer Help with Jon Roper (2 per month)

7 Bridge Writers' Collaborative

Authors Day @ TML
 Critique Groups
 Memoir Workshop
 Open Mic Night
 Writing Workshops
 Fiction Class with Richard Marcello (x12)

Program Highlights:

Appalachian Mountain Club Family Outings
 Circuits & Robotics: Our World as Math
 Drawbridge Puppet Theater
 Malik the Magic Guy
 Our Measured World
 Drilling to New York
 Children's Ukulele Playing
 Wicked Cool Henna
 Slime Time with Mandy
 Shapes & Operations (x2)
 4H Babysitters Training (x4)
 Peter's Children's Theater Club (x14)
 Make Stuff Move: Robots and Computers (x3)
 Anne Frank: a story of Hope, Love, and Perseverance

Rosemary Davis Series:

Birds of the Florida Everglades
 Caring for the Earth
 Discover the Birds of Costa Rica
 Global Warming: A Problem for Penguins
 Learning Anti-bullying Adventures From Our
 Animal Friends
 Playing With Pollinators
 Puffins and Auks and Muirs ... Oh, My ...
 Reptiles Rock!
 Thru-Hiking the Appalachian Trail
 Wild Heroes

NEADS: National Education for Assistance Dog
 Services

Lancaster History Month (May)

Expanding the Narrative: A Deeper Look at Memorial Hall
 Henry S. Nourse: Lancaster's 19th Century Renaissance Man
 Luminosity -The Story of Henrietta Leavitt, Astronomer, Computer, Trailblazer
 Getting the Last Word: Nourse's Extra-illustrated Copy of Marvin's History of Lancaster

Music Series

Cosy Sheriden Say Darling Heather Pierson Trio

Funding Sources

Friends of the Thayer Memorial Library
 Rosemary Davis Memorial Fund at Greater Worcester Community Foundation

HOW WAS TML ABLE TO PROVIDE INFORMATION AND SERVICES TO THE PUBLIC?

Thayer Memorial Library provided wide-ranging services to meet the needs of its users through the financial support of Lancaster voters, the Commonwealth of Massachusetts, grants awarded by non-municipal agencies, and gifts from generous supporters. In 2018, the Library's municipal expenditures totaled \$354,146. TML augmented its municipal appropriation with \$59,856 in non-appropriated funds.

FUNDING SOURCES:

Municipal support:

Calendar year 2018 spanned the second half of Fiscal Year 2018 and the first half of Fiscal Year 2019. TML's municipal appropriation supports operational expenses including wages, new media, CW/MARS membership, office supplies, and housekeeping.

Calendar Year 2018											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Fiscal Year 2018						Fiscal Year 2019					
Appropriated Municipal Income					356,173	Appropriated Municipal Income					352,119
										change:	-1%

State Aid:

The Town of Lancaster met the Minimum Appropriation Requirement required for certification under *605 CMR 4.00: M.G.L. c. 78, ss.19A and 19B* in both Fiscal Years. In addition to the Minimum Appropriation Requirement, State certification requirements which were met included:

- Library open to the public 49 hours per week
- Minimum Expenditure Requirement met by spending at least 16% of the municipal appropriation on books and other media (magazines, CDs, DVDs, e-content)

Certification under Commonwealth standards in both Fiscal Years assured that TML received State Aid awards. The total State Aid awarded to TML in 2018 was \$14,561.

Grants:

The Library was able to sustain a vibrant range of programs for children, adults, and families through the support of several grant organizations. In addition to programs, grants funds were also used to purchase museum passes, materials for the collection, equipment, and professional training for staff members.

Notable are two local charitable organizations dedicated to directly supporting TML: the Friends of Thayer Memorial Library, and the Thayer Memorial Library Foundation. In addition, The Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation supported programs, which educated the public about nature and the environment, wildlife, and animal-human interactions.

Other Non-appropriated Funds:

Thayer Memorial Library also received income from trust funds, memorial donations, special gifts, fines, and fee-based services or programs.

In-kind donations:

Books, CD's, and DVD's are received from the public throughout the year. Those which TML staff deem suitable may be added to the general collection. In 2018, 1,864 donated media items were added to the collection, a value of \$25,083.

Volunteers:

Beyond monetary donations, the generosity of Library users extends to include many hours of donated time. In 2018, scheduled volunteers provided 1,477 hours of service at TML. Using information from *Independent Sector*, a Washington, D.C.-based network of nonprofits, foundations, and corporate giving programs, the value of their time was \$45,787. In addition, the Friends of Thayer Memorial Library contribute countless hours towards fundraising for Library initiatives.

Thayer Memorial Library thanks the citizens of Lancaster for their continued support!