

2004 ANNUAL REPORT OF THE TRUSTEES
OF THE THAYER MEMORIAL LIBRARY

Chair: Emily J. Rose
Vice-Chair: Frank MacGrory
Secretary: Frank Streeter
Member: Susan Polansky*
Member: Jacqueline Cashin
Member: John Schumacher-Hardy
Member: Michael Lukaszewicz**

DIRECTOR: Joseph J. Mulé
ASSISTANT DIRECTOR/ADULTS SERVICES: Anne White
LIBRARIAN:
CHILDREN'S LIBRARIAN: Susan Mello-Conroy
SENIOR LIBRARY TECHNICIAN: Linda Ledoux
SPECIAL COLLECTIONS ASSISTANT: Marcia L. Jakubowicz
LIBRARY TECHNICIAN: Charlotte Follansbee
LIBRARY PAGE: Janet Baylis
LIBRARY PAGE/SUBSTITUTE: Sandy Altucher (Hired 10-19-04)
CUSTODIAN: Nancy Record

Hours:

Monday: 12:00 PM – 6:00 PM
Tuesday: 12:00 PM – 8:00 PM
Wednesday & Thursday: 10:00 AM – 8:00 PM
Saturday: 10:00 AM – 2:00 PM (closed on Saturdays in June - August)

In its 142nd year of service to the patrons of Lancaster, the Thayer Memorial Library continued to focus its resources on improving programs and services and stabilizing staff turnover.

Budget

Over calendar 2004, the Library operated in a budget environment that was relatively stable and without event. From January to June, the Library worked on the final 6 months of FY2004's municipal appropriation. Likewise, from July to December, the Library worked on the first six months of FY2005's municipal appropriation. The following table illustrates the Library's operating municipal appropriations for *each* fiscal year, affecting the *calendar* year 2004. In both cases, the modest rise for each appropriation was due in large part to maintaining all staffing levels throughout calendar 2004 and keeping pace with the rising costs of maintaining various building systems (fire suppression, HVAC, etc.).

Table 1

Fiscal Year	Months Utilized in Calendar 2004	Municipal Appropriation	Δ% from Previous Fiscal Year
FY2004	Jan. to June	204,624	1.40%
FY2005	July to Dec.	209,300	2.37%

Furthermore, the Library was able to meet all budget-related requirements for public libraries serving populations between 5,000 – 9,999 as outlined in 605 CMR 4.00: M.G.L. c. 78, ss.19A and 19B in FY2004 and is anticipated to do so, as well, in FY2005. As a result of meeting all of the Commonwealth’s requirements for public Library service, the Library received its FY2004 State award of \$8,486, a 6.15% drop in funds from FY2003’s \$9,042 grant. In addition, the Library’s FY2005 State Aid award of \$9,933 was a 9.85% increase over FY2004’s. Highlights for meeting FY2004 and FY2005 MBLC requirements include:

- Maintaining the Library’s Minimum Appropriation Requirement (MAR) provided by the Town for both fiscal years
- Sustaining 38 hours of public service per week for both budgetary years
- Spend at least 19% of total operating expenditures on purchasing books and other informational materials. Over FY2004, which ended in June, the Library’s total operating budget, including appropriated and non-appropriated funding sources, was \$236,460, of which \$46,256, or 19.56%, was expended on materials. The Town’s appropriation covered about 65% of the required material expense with the balance coming from the Library’s non-appropriated sources (trusts, revolving accounts, etc.).

While meeting all service standards provided by Commonwealth statutes and regulations, the Library would not be able to exist as it did throughout calendar 2004 with

out the good fortune of having non-appropriated sources of income available to augment municipal appropriations. Over calendar 2004, the Library spent \$48,895 in non-appropriated funds provided by income earned in trusts, revenue generated in revolving accounts, revenue awarded as State Aid to public libraries provided by the Commonwealth and gifts donated by individuals, estates, and foundations.

The Library expended a total of \$14,829 of *Trust* fund income to purchase books and materials (\$9,289), supplement maintenance expenses (\$1,250), purchase staff related services such as association dues and travel expenses (\$640), fund strategic planning and other professional activities (\$905) and pay the wages of our Special Collection Assistant (\$2,745). The Library manages three revolving accounts used to collect revenue and to make targeted purchases. Over calendar 2004, the Library expended \$5,382 from its *revolving accounts* to purchase books and materials (\$4,715), maintain and supply its public copy machine (\$544) and replace damaged or lost books and materials (\$123).

The Library maintains several *gift accounts* established to accept donations from individuals, estates, and organizations. The Library was again the beneficiary of generous gifts from the George K. Progin Estate of \$20,327 and the Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation of \$1,290. Over the course of calendar 2004, the Library expended \$16,384 in gift expenditures from six of its gift sources (in addition to the general Gift fund and those mentioned above, the Library also spends from gifts received from the Friends of the Thayer Memorial Library and from the Nathaniel T. Dexter and Phyllis Kellogg Winkler memorial funds). Although expenditures from other non-appropriated sources of revenue have remained relatively flat over the last year, gift expenditures rose almost 400%! Purchases made with gift income included programs and events (\$10,252), books, and other collection related materials (\$3,766) and equipment, including a state-of-the-art public computer (\$2,012).

The Library spent \$12,338 of its *State Aid* income over the calendar 2004. Over 47% of the State Aid money spent in the calendar year 2004 went towards building repairs and maintenance-related services (\$5,825). Other notable State Aid expenses included acquiring various computer-related equipment and components including two computers and a network laser printer (\$4,275), purchasing books and other collection materials as well as processing supplies (\$1,538), office supplies (\$529) and other miscellaneous items and services (\$171). Finally, the Library expended \$2,590 in Library Expansion Mitigation funds beautifying the Library's landscape.

Building and Materials

The Library again faced building maintenance-related issues throughout the year, mainly with regard to its HVAC system. In January, after dealing with recurring instances of frozen pipes, the Library finally decided to turn off the water supplying the Nathaniel T Dexter Meeting kitchenette until warmer weather returned. In February, fan coil unit number four (FCU #4), which feeds warm and cool air to the Technical Services office, failed and was replaced. In June, as part of the Library's annual maintenance contract, several problems were discovered, including a coolant leak in FCU #1, the Library's oldest unit, and the failure of the compressor for FCU #9. FCU #9 is the same unit which failed a year ago and was replaced in 2004 under warranty without any cost to the Library. A leak in the FCU #11 drain pan, which serves as the air conditioner in the Library's Museum, was discovered and replaced in September. Unfortunately, the leak was found after saturating a large section of the Museum's ceiling resulting in a good portion of its paint peeling off. No plans to re-paint the ceiling were addressed in calendar 2004. Finally, the sump pump located in the boiler room failed and was replaced in September as well. Over 64% of this and other maintenance-related work was covered by non-appropriated sources of income.

Again, progress was made throughout the year to improve the condition of the Library's grounds. In June, led by retired Library Trustee Susan Polansky and volunteer Kathy Suits, the Friends of the Lancaster Town Library beautified the Libraries grounds by planting small shrubs and completing other essential landscaping duties. After the excellent job completed in calendar 2003, the Library again contracted with F. W. Gorham Landscaping of Leominster in August to address issues beyond the expertise of the custodial staff and volunteers.

At the end of December 2004, the Library had a collection of 56,870 materials, up approximately 1% from 56,370 at the end of 2003 [note: the 2003 annual report states that the Library owned 62,197 materials of which 6,547 were e-books given to the Library by the MBLC. Since the 2003 report, C/WMARS no longer includes e-books purchased on behalf of the Thayer Memorial Library by other agencies to calculate total item counts. So, the 56,370 items mentioned in the above comparison are actually the entire item count report in the 2003 annual report fewer e-books, which numbered 6,547]. Although many of these items were immediately available to the public, almost all of the materials in the Constance V. R. Thayer Dexter Special Collections Room (Special Collections) were accessible for a minimal time (M, W and Th 4 – 6 PM) when staff were available or by appointment. That said, the Board took an essential first step in evaluating the condition of the materials found within the Special Collections by weighing the cost of conserving the History of the Indian Tribes of North America by Thomas L. McKenney. This volume received water damage in the calendar year 2000 as a result of a leak in the Special Collections Room. The volume was taken to the Northeast Document Conservation Center (NEDCC) in Andover for assessment. Although the NEDCC offered several conservation options, the Board took no action. However, as a result of this endeavor, the Board recognized the need to re-evaluate the Special Collections access policy and the necessity to update the appraisal of many of the items within as part of a future long-range plan. The Library purchased 11 more print serial subscriptions in 2004 than in 2003 for a total of 67. In addition and thanks in large part to funding provided from the George K. Progin estate, the Library was able to subscribe to six more attraction passes for a total of ten, including two passes for Davis’s Farmland and Mega Maze!

Circulation and Activities

As of the end of December 2004, the Library had 5,153 registered borrowers up 7.65% from a year ago.

Not surprisingly, as the table below illustrates, overall circulation also continued to rise over 2004.

10-year Average	Calendar 2003	Calendar 2004	Δ% from Calendar 2003	Δ% from 10- Year Average
53,232	62,207	68,887	10.64%	16.86%

Analysis of annual circulation statistics demonstrates that this increase most likely occurred as a result of focusing collection resources on updating critical areas of the general collections including the Children’s picture book, easy reader, DVD, and compact disc collections, Young Adult fiction, and non-fiction collections, Adult book-on-CD and DVD collections and museum pass collection.

Table 3

Category	Calendar 2003	Calendar 2004	Δ% from Calendar 2003
<i>Children's</i>			
Picture Book	2,525	3,234	28.08%
Easy Reader	640	1,138	77.81%
DVD	287	823	186.76%
Compact Disc	12	52	333.33%
<i>Young Adult</i>			
Fiction	928	1,838	98.06%
Non-Fiction	412	1,471	257.04%
<i>Adult</i>			
Book On CD	300	422	40.67%
DVD	3,071	7,398	140.90%
Museum	182	355	95.05%
Total	<u>8,357</u>	<u>16,731</u>	100.20%

The Library arguably provided more non-school related programming activities for all ages throughout the calendar year 2004 than it ever has. In total, the Library provided 110 (30 Adult and 80 children) programs, which is up over 89% from only a year ago when it offered 58 (9 Adult and 49 children) programs with total attendance for all events of 2,504, up over 116% from 1,157 a year ago. In addition to providing story hours and a summer reading program, the children's department also added a Young Adult book discussion group and 11 additional programs of varying themes funded using money from the George K. Progin estate. In addition to providing another year of Rosemary Davis funded programs, the Adult department implemented its own Summer Reading Program and a new series of Adult programming titled Learn from Your Neighbors. All 13 applications in this series cost less than a total of \$150 to fund and provided Library patrons the unique opportunity to meet and become acquainted with some of Lancaster's notable and talented residents. Likewise, in addition to 12 Adult book discussions, the Library collaborated with Lancaster resident, Ms. Christiann Gibeau, and started a Film Literacy series, which discussed nine different films throughout the year. In addition, the Library sadly bid farewell and offers its sincerest thanks to Beverly Fine, who announced after this year's 5th Annual Quilt Show that it would be her last. Finally, the 3rd annual "Food for Fines" program was held to assist families in Lancaster who had fallen on tough times in 2004. Patrons who donated non-perishable food to the cause had all of their late fees waived. The program commenced around Thanksgiving and ran until December 24. All food donations collected were distributed through the Lancaster Police Department.

Even when not in use for Library-sponsored events, the Library building likely was still being utilized by some governmental or private agency. The Library has provided around-the-clock access to its meeting rooms located on the building's ground floor. In the calendar year 2004, all of the Library's meeting rooms were used 226 times, down 13% from 260 a year ago.

Donations and Volunteers

Money and gifts in-kind were received from many of the Library's benefactors including Helena Baggott, Bill Bartlett, Bob Baylis, Central Massachusetts Regional Library System (CMRLS), Peter Christoph, Kathleen Clancy-Irr, Bob Conroy, Kyle Conroy, Meredith Conroy, Esther Czekalski, Kathy Dugan, David Dunn, Maribeth Eugene, Ann M. Felber, Beverly Fine, Joanne Foster, Barbara Friedman, The Friends of the Lancaster Town Library, Stephanie Fuller, Steve Fuller, Christiann Gibeau, Bob Kadlec, Susan Kadlec, Mark Leonardi, Carlos LLanso, Dolores Londis, Frank MacGrory, Massachusetts Board of Library Commissioners (MBLC), Rose Marie May, Ann Mazzola, Frank Merlino, Amelia Montjoy, Annette Morris, Albert Narbonne, New England Document Conservation Center (NEDCC), Alan Nichols, Dorothy Olson, Ann Paszko, Katherine Perkins, Susan Polansky, Emily Rose, Jeanne Rose, Rosemary Davis Fund of the Greater Worcester County Foundation, John Schumacher-Hardy, Leah Shoer, Kathleen Suits, Shirley Tangel, Cathleen Their, Peter Their, K. D. Volke, Renate Wehtje, Astrid E. Wendth, and Charles Wilder.

The Library's loyal corps of volunteers continued to play an invaluable role in assisting the staff in delivering quality service to patrons. In total, volunteers donated 720 hours of service, saving the Town approximately \$5,774 in wages (based on the wages of an entry-level page). In addition, the Library continued to employ the Town's tax abatement program and provided access to the Library's Museum, previously inaccessible except for special circumstances, which is now available on Wednesday evenings from 6 pm until 8 pm. Volunteering residents include Cheryl Baylis, Janet Baylis, Maria Cross, Helen Dorval, Jessie Fahey, Ellis Fiori, Christiann Gibeau, Marcus Goodwin, Bill Kilbourn, Leonard Kelley, Ceil Kirby, Lily Narbonne, Margaret MacLaughlin, Norma McCarty, Michelle Quinn, Mike Scion and the Students from New River Academy.

Respectfully submitted

Joseph J. Mulé, Director