

2006 ANNUAL REPORT OF THE TRUSTEES
OF THE THAYER MEMORIAL LIBRARY

Chair: Emily J. Rose
Vice-Chair: Frank MacGrory
Secretary: Frank Streeter
Member: John Schumacher-Hardy
Member: Michael Lukaszewicz
Member: Stephanné Fiori

DIRECTOR: Joseph J. Mulé
ASSISTANT DIRECTOR/ADULT 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
CUSTODIAN: Nancy Record
MUSEUM GREETER: Cecilia Thurlow***
TECHNICAL SERVICES AIDE: Theresa Schartner***
TECHNICAL SERVICES AIDE: June Sheridan***
ADULT SERVICES AIDE: Rosanne Columbo***

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, June - August)

In its 145th year of service to the residents of Lancaster, the Board of Trustees of the Thayer Memorial Library enjoyed another promising year of continued growth in many core services, and in response, considered measures to provide more professional staff.

Budget

Over the calendar year 2006, the Library again 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 FY2005's municipal appropriation. Likewise, from July to December, the Library worked on the first six months of FY2006's municipal appropriation. Table 1 illustrates the Library's total operating municipal appropriations for each *fiscal* year, affecting the *calendar* year 2006. In both cases, increases in appropriation were due in large part to maintaining all staffing levels throughout the calendar 2006 as well as keeping pace with the rising costs of operating

and maintaining various building systems (fire suppression, HVAC, etc.). Over the *calendar* year 2006, the Library spent in total \$225,190 spread over both *fiscal* year appropriations.

Table 1

| Fiscal Year | Months Utilized in Calendar 2004 | Total Fiscal Year Municipal Appropriation | Δ% from Previous Fiscal Year |
|-------------|-------------------------------------|-------------------------------------------------|---------------------------------|
| FY2006 | Jan. to June | 213,106 | 8.10% |
| FY2007 | July to Dec. | 222,576 | 2.66% |

Furthermore, the Library was able to meet all related budget requirements as outlined in 605 CMR 4.00: M.G.L. c. 78, ss.19A and 19B in FY2006 and is anticipated to do so, as well, in FY2007. As a result of meeting all of the Commonwealth’s requirements for public library service, the Library received its FY2006 State award of \$9,161, a 13% decrease in State funds from FY2005’s \$10,574 grant. In contrast, the FY2007 initial State Aid Award is \$9,899, an increase of 8.05% since the year prior.

Highlights for meeting FY2006 and FY2006 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 fiscal years.
- Spending at least 19% of total operating expenditures on purchasing books and other informational materials. Over FY2006, which ended in June 2006, the Library’s total operating budget, including appropriated and non-appropriated funding sources, was \$275,306, of which \$56,493, or 20.52%, was expended on materials (books, DVDs, etc.). The Town’s appropriation covered about 66% of the required material expense with the balance coming from the Library’s non-appropriated sources (trust fund income, gifts, etc.).

While meeting all service standards mandated by Commonwealth statutes and regulations, the Library would not be able to exist as it did throughout calendar 2006 without the good fortune of having non-appropriated sources of income available to augment municipal appropriations. Over calendar year 2006, the Library spent \$40,351 in non-appropriated funds provided by income earned in trusts, collected in revolving funds, awarded as State Aid to public libraries provided by the Commonwealth, awarded for qualifying as a *net lender* by the Central Massachusetts Regional System Net Lender program and gifts donated by individuals, estates and foundations.

The Library spent \$11,173 of its *State Aid* income over the calendar year 2006 [note that some of this revenue was rolled over from prior years]. Almost 60% of the State Aid money spent in the calendar year 2006 went towards purchasing books and materials (\$6,581). Other notable State Aid expenses included supplementing building maintenance services (\$2,513), association dues,

staff mileage reimbursement and staff attendance to the Public Library Association National Conference (\$1,081), office and professional supplies and services (\$725) and other miscellaneous items and services (\$274).

The Library expended a total of \$12,561 of *Trust Fund* income to purchase books and materials (\$8,492), pay the wages of our Special Collection Assistant (\$2,287), upgrade staff computers (1,280) and other miscellaneous purchases (\$51)

The Library manages three *revolving accounts* used to collect revenue and to make targeted purchases. Over the calendar year 2006, the Library expended \$6,307 from its *revolving accounts* to purchase books and materials (\$4,750) maintain and supply its public copy machine (\$1,129) and replace damaged or lost books and materials (\$428).

The Library maintains several *gift* accounts established to accept donations from individuals, estates, and organizations. Over the course of the year, the Library received \$21,995 in gifts from the George K. Progin Estate (\$15,000), the Friends of the Thayer Memorial Library (\$3,000), the Rosemary Davis Fund of the Greater Worcester Community Foundation (\$1,610), Alan C. Nichols (\$1,000), Diana Carter (\$100), Valorie Parent (\$100), R. Geraldine Warner (\$100), Anne Bryce (\$25), Lorry Doucet (\$25), Premila Wilmott (\$20) and Laurel Gabel (\$10). Five dollars was given anonymously. Subsequently, the Library used \$15,067 of its gift revenue to purchase books and materials, museum passes to local attractions, and fund the majority of all adult and children's programs.

In addition, the Library qualified for a new revenue source through the Central Massachusetts Regional System's (CMRLS) Net Lender program. This program reimbursed the Library for lending more materials to other communities within the central part of the Commonwealth than they borrowed. The Library was compensated five dollars per *net loan*, generating a \$5,533 award to the Thayer Memorial Library. Funds from this receipt were used to purchase two new computers for use by the public.

Finally, the Library applied for and received a \$2,500 Library Services and Technology Act competitive grant to conduct a preservation survey of the materials housed primarily in the Constance V. R. Thayer Dexter Special Collections Room (Special Collections Room). As a grant recipient, the Library was required to provide a \$500 match towards this endeavor, which will be funded from one of the Library's non-appropriated funding sources. The survey will be conducted by the Northeast Document Conservation Center of Andover sometime in early calendar year 2007.

Building and Operations

The majority of the calendar year 2006 was marked with common building maintenance issues. However, work completed at the beginning of the year may have been the most critical since work completed during the last major renovation in FY1999. Leaks discovered in the ceiling of the Special Collections Room led staff to identify major failures in rubber piping associated with HVAC equipment maintaining optimal temperature and relative humidity in the room. This

galvanized rubber piping spanned the distance from the Special Collections Room to the Dri Steam humidification unit located in the *boiler room*. As a more permanent solution, the Library removed the rubber piping and replaced it with copper piping.

Collection, Circulation and Other Activities

By the end of December 2006, the Library’s collection count rose to 61,150 items, up approximately 3.67% from 58,986 at the end of 2005. Many of these items were purchased; however, 1,370 of compact discs, DVDs, and books were donated and added to collections over the course of the year. In total, the Library processed and added 7,200 items to the collection, which was 1,990 more items than it prepared in 2005. 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 were accessible for a minimal time (M, W and Th 4 – 6 PM) when staff were available or by appointment. The Library subscribed to 99 periodicals. In addition and thanks in large part to funding provided from the George K. Progin estate and the Friends of the Thayer Memorial Library the Library was able to subscribe to a variety of museum and attraction passes

At the end of December 2006, the Library recorded 4,761 registered borrowers. Circulation usage continues to rise and reach new heights increasing over 12% since last year.

| 10-year Average | Calendar 2005 | Calendar 2006 | Δ% from Calendar 2005 | Δ% from 10-Year Average |
|-----------------|---------------|---------------|-----------------------|-------------------------|
| 59,519 | 80,066 | 89,838 | 12.20% | 50.94% |

Analysis of annual circulation statistics continues to reveal that patron demand for competing media types, namely in audio and video formats, is still rising. Over calendar 2006, non-print (compact discs, videocassettes, etc.) circulation rose 22% over 2005 counts. Furthermore, non-print media of all types accounts for 45% of all circulation activity happening in 2006. What remains encouraging is that usage of print media remained robust over this same time period and rose over 5%, rising from 46,538 to 48,937.

The Library once more provided non-school related programming activities for all ages throughout the calendar year 2006. In total, the Library provided 106 (39 Adult and 67 children) programs. Although the Library hosted 18 fewer programs, overall turnout to all programs actually rose just over 1.5% to 3,030.

The Adult and Youth Services did excellent work developing and coordinating a unique and far-reaching opportunity for participation by Library patrons of all ages. Entitled “*Read to Feed*” with *Heifer International*, the program awarded readers *animal coins* as payment for books they read throughout the summer. Each coin represented a fraction of earnings which readers contributed towards the Library’s goal of raising funds to purchase, from Heifer International, animals intended to improve the quality of life of impoverished families around the world. The program

was 100% funded by the Friends of the Thayer Memorial Library who matched every animal coin with real currency to a maximum of \$850 (the amount needed to purchase one each of cow, llama, goat, rabbit, and chicken).

In addition to providing weekly story hours, the Children's Department also continued providing a monthly Young Adult book discussion group, its third annual Big Truck Night on the Town Green, six Red Cross Babysitters' Training courses and nine additional programs of varying themes funded by the George K. Progin estate. Likewise, the Adult Department provided six programs funded by the Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation, continued its series of Adult programming titled "Learn from Your Neighbors," 12 Adult book discussions, and collaborated with Lancaster resident Christiann Gibeau to provide an Adult Film Literacy series. Finally, the 5th annual "Food for Fines" program was held to assist families in Lancaster who had fallen on tough times in 2006. 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 23. All food donations were collected by Jean Syria and Denise Hurley in conjunction with the Lancaster Police Department, which then distributed the food to Lancaster residents.

The Library participated in a cooperative pilot project sponsored by the Central Massachusetts Regional System (CMRLS), Western Massachusetts Regional System (WMRLS), and the Library network (C/WMARS) to scan photographs to be included in an online digital collection. Assisted by the Lancaster Historical Commission, the Library submitted 14 pre-1920 photographs depicting agricultural and industrial scenes in Lancaster. The Lancaster scenes can be viewed on the Digital Treasure website at <http://dlib.cwmars.org/>

The Library continued to reach out to Lancaster residents using targeted publicity. In July, the Library began work on the Library's new website (<http://thayermemoriallibrary.org/>), which is shared with all Lancaster Departments and continued to publish its newsletter the "Clarion: The Quarterly Newsletter of the Thayer Memorial Library" for the third straight year. Neither service would be available without the diligent and continued help of Bob Kadlec (website) and Len Kelley and Christiann Gibeau (newsletter). Both major local newspapers, the Item and Lancaster Times & Clinton Courier continued weekly to provide the Library ample space to advertise current programming events.

Even when not in use for everyday services or Library-sponsored events, the Library building was frequently being utilized by some local, regional, or state governmental or private agency to host non-library specific meetings or events. In the calendar year 2006, the Library provided around-the-clock access to its meeting rooms located on the building's ground floor and recorded 254 uses, an increase of 10% since a year ago.

Donations, Volunteers and Other Unpaid Help

Money and gifts-in-kind were received from many of the Library's benefactors including:

Jane Anderson, Tracey Atkins, Rona Balco, A. Dennis Barbor Estate of the George K. Progin Estate, Bob Baylis and the Big Truck Night Crew, Donald Boucher, Diana Carter, Central Massachusetts Regional Library System, Pete Christoph, Erin DeCoste, Lorry Doucet, Mark Driscoll, David Dunn, Dunn and Company, Sharon Fata, Friends of the Thayer Memorial Library, Anne Gabel, Maura Gerrans, Greater Worcester Community Foundation, Carol Hogan, Margot Anne Kelley, Legacy Publishing, Library Building Fund Board, Susan Martin, Anne Mazzola, Martha Moore, Susan Munyon, Alan C. Nichols, Jamie Osborn, Valorie Parent, Joy Peach, Susan Polansky, John Schumacher-Hardy, R. Geraldine Warner, Premila Wilmot, Shawn Winsor .

The Library's loyal corps of volunteers continued to play an invaluable role in assisting the staff in delivering quality service to patrons. In addition to adding new members to its volunteer ranks, the Library was the recipient of 2,053 unpaid, volunteer hours of service, an increase of over 67% from 1,227 hours the previous year. Averaging 39 hours per week, volunteers saved Lancaster residents \$17,635 in wages (based on the wages of an entry-level page). Additionally, the Library further utilized the Town's tax abatement program and added three more workers: Theresa Schartner and June Sheridan completed a brief tour working in the technical services office, and Rosanne Colombo continues to assist in the Adult Department. Cecile Thurlow completed her third year as the Library's Tax Abatement Museum greeter.

The Library's loyal corps of volunteers include:

Kate Barrett, Sam Barrett, Janet Baylis, Cheryl Baylis, Heidi Bowen, Lucilene Brito, Emily Carlson, Clarence Caisson, Britlin Chapman, Nico Chrisner, Gissel Stephanie Chujutalli, Gissele Chujutalli, Ricardo Chujutalli, Jr., Ricardo Chujutalli, Kyle Conroy, Peggy Corbett, Anny Cunha, Angelina de Montigny, Rene de Montigny, Noel Dombroski, Helen Dorval, Cornelius Driscoll, Kathy Driscoll, Elaine Fahey, Hope Fiori, Stephanie Fiori, Maura Gerrans, Christiann Gibeau, Ramesh Govindan, Alan Joseph, Christie Jozwiak, Linda Judkins, Bob Kadlec, Len Kelley, Bill Kilbourn, Ceil Kirby, Erin Knapp, Barbara Linton, Chris Linton, Nick Linton, Scott Linton, Margaret MacLaughlin, Anne Mazzola, Dot McCandless, Norma McCarty, Roy McCoy, Shoshana Klein Mulé, Heidi Munding, Lily Narbonne, New River Academy, Dorothy Olson, Jami Osborne, Marilyn Page, Jill Perreira, Susan Polansky, Marie Smillie, Emma Sneidman, Fenley Sylvain, Kathy Suits, Tikataaki Taberannang, Kristal Turner, Rhys Ursuliak, Keely Walsh, Ellen Warila, Natalie Warila, Jennifer Wheeler, Leo Wiersma.

Respectfully submitted

Joseph J. Mulé, Director