

2007 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 AIDE: Cecilia Thurlow*
MUSEUM AIDE: Donald Boucher
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 146th year of service to the residents of Lancaster, the Board of Trustees of the Thayer Memorial Library enjoyed another year of growth in services without an increase in service hours or staff. Since FY2000, circulation has risen, on average, 12% every year through FY2006, with staffing levels remaining unchanged. The Board of Trustees responded by making a case for more staff and public hours their number one priority and authored its first budget action proposal since 1997[†].

Budget

Over the calendar year 2007, 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 FY2007's municipal appropriation. Likewise, from July to December, the Library worked on the first six months of FY2008's municipal appropriation. Table 1 illustrates the Library's total operating municipal appropriations for each *fiscal* year, affecting the *calendar* year

2007. In both cases, increases in appropriation were due in large part to maintaining all staffing levels throughout calendar 2007, rising fuel costs as well as keeping pace with the rising costs of operating and maintaining various building systems (fire suppression, HVAC, etc.). Over the *calendar year 2007*, the Library spent in total \$241,803 spread over both *fiscal year* appropriations.

Table 1

Fiscal Year	Months Utilized in Calendar 2007	Total Fiscal Year Municipal Appropriation	Δ% from Previous Fiscal Year
FY2007	Jan. to June	236,503	2.66%
FY2008	July to Dec.	245,100	3.64%

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 FY2007 and is anticipated to do so, as well, in FY2008. As a result of meeting all of the Commonwealth’s requirements for public library service, the Library received its FY2007 State award of \$10,090, a 10% increase in State funds from FY2006’s \$9,161 grant. In contrast, the FY2008 initial State Aid Award is \$10,988, an increase of almost 9% since the year prior.

Highlights for meeting MBLC requirements over the course of calendar 2007 include:

- Maintaining the Town’s Minimum Appropriation Requirement (MAR) to the Library’s operating budget for both fiscal years
- Sustaining 38 hours of public service per week.
- Spending at least 19% of total operating expenditures on purchasing books and other informational materials. The Town’s appropriation covered about 64% 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 serve the public as it did throughout calendar 2007 without the good fortune of having non-appropriated sources of income available to augment municipal appropriations. Over calendar year 2007, the Library spent \$55,049 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. During FY2007, which ended in June 2007, the Library’s total operating budget, including appropriated and non-appropriated funding sources, was \$286,375, of which \$55,790, or 19.48%, was expended on materials (books, DVDs, etc.).

The Library spent \$11,915 of its *State Aid* income over the calendar year 2007 [note that some of this revenue was rolled over from prior years]. Notable State Aid expenses included supplementing building maintenance and custodial services (\$3,240), framing and displaying existing two-dimensional objects (\$2,913), supplementing wages (\$2,000), office supplies (\$1,425), Special Collections services (\$1,018), professional and travel expenses (\$448), installing security cameras (\$438) and other miscellaneous services (\$435).

The Library expended a total of \$22,382 of *Trust Fund* income to purchase books and materials (\$10,997), supplement building maintenance and custodial services (\$5,472) pay the wages of our Special Collections Assistant (\$3,387), install security cameras (\$1,042), purchase 2 staff computers (\$906) and other miscellaneous services (\$578)

The Library manages three *revolving accounts* used to collect revenue and to make targeted purchases. Over the calendar year 2007, the Library expended \$7,171 from its *revolving accounts* to purchase books and materials (\$6,500) and maintain and supply its public copy machine (\$671.)

The Library maintains several *gift* accounts established to accept donations from individuals, estates, and organizations. Over the course of the year, the Library received \$38,074 in gifts from the George K. Progin Foundation (\$18,000), Lancaster Current Topics Club (\$10,000) the Friends of the Thayer Memorial Library (\$3,660), the Rosemary Davis Fund of the Greater Worcester Community Foundation (\$2,415), Alan C. Nichols (\$1,500), PJW Youth Fund (\$1,500), Rita Allain (\$200), Lancaster Cultural Council (\$175), Murph's Hotdog Truck (\$125), Vincent Gavin (\$100), Western Massachusetts Regional Library System (\$100) Valorie Parent(\$100), William and Susan Barton(\$50), Gail Sticklor (\$40), Edith Brow (\$30), Plastran, Inc-PTX (\$25), Virginia Cannon (\$24) and Mary E. Brow (\$15). Fifteen dollars was given anonymously. Subsequently, the Library used \$13,581 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.

The Library also received a number of non-monetary gifts. In January, the Library accepted, on permanent loan, Mary Green Chandlers' Silverware from the Lancaster Current Topics Club. Lancaster resident Susan Martin, through an employee gift program at Hewlett Packard, gave the Library a brand new HP iPAQ hx2000 Pocket PC personal digital assistant (PDA). Fidelity Bank presented the Library with a new "Town Library of Lancaster 1867" sign located in the front of the Library on Thayer Drive. The original now resides in the Library's Museum. Finally, in June, Carlie Krakoff, a Thayer descendant, gave the Library a portrait of Nathaniel Thayer, which currently resides in Memorial Hall.

The Library qualified for two relatively new revenue sources funded using State-directed funds. Once again, the Library received money through the Central Massachusetts Regional System's (CMRLS) Net Lender program. This program reimbursed the Library for lending more materials to patrons of other communities than Lancaster residents borrowed from other public libraries. The Library was reimbursed for *net loans* generating a \$4,138 award. The Library also received \$953 through the Public Libraries Fund program, established in the FY2007 State Budget, and administered by the Massachusetts Board of Library Commissioners. This program provided the

Library with a matching incentive to match charitable donations made to the Library over the course of FY2007.

Building and Operations

The majority of the calendar year 2007 was marked with common building maintenance issues. However, several notable building and operational items are worth mentioning. In July, the compressor serving the Constance V. R Thayer Dexter Special Collections failed and was replaced. In August, four security cameras were installed throughout the building. After years of unchecked growth, two White Pines on the grounds near the reference room were removed in September.

Collection, Circulation and Other Activities

The Library accomplished important work regarding its Special Collections and Artifacts without any municipal funding. In January, a preservation audit of the Library’s samplers was undertaken. In February, the Library received a general preservation survey grant of the entire facility, which produced a findings report.[‡] Before the end of September, the Library re-installed its E. Howard Clock and bust of Nathaniel Thayer, which were in storage since the Library’s renovation several years ago.

By the end of December 2007, the Library’s collection count rose slightly from 61,150 items in 2006 to 61,784. Many of these items were purchased; however, the Library received 1,894 donated items, a 38% increase from last year. In total, the Library processed and added 7,297 items to the collection, which was 97 more items than it prepared in 2006. 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 very limited time (M, W, and Th 4 – 6 PM) either when staff were available or by appointment. The Library subscribed to 98 periodicals and was given an additional 31 subscriptions as gifts. In addition, and thanks in large part to funding provided from the George K. Progin Foundation and the Friends of the Thayer Memorial Library, the Library was able to subscribe to 11 museum and attraction passes

At the end of 2007, the Library had 4,831 registered borrowers. Circulation usage continued to rise and reached new heights, increasing over 9% in 2007.

10-year Average	Calendar 2006	Calendar 2007	Δ% from Calendar 2006	Δ% from 10- Year Average
64,360	89,838	98,183	9.29%	52.47%

Analysis of annual circulation statistics continues to reveal that patron demand for non-print media types, namely in audio and video formats, is still growing. Over calendar 2007, non-print (compact discs, videocassettes, etc.) circulation accounted for over 45% of total circulation

activity. What continues to remain encouraging is that usage of print media remained robust over this same time period and rose over 7% from 48,937 to 52,719.

The Library once more provided non-school-related programming activities for all ages throughout the calendar year 2007. In total, the Library provided 91 (24 Adult and 67 children) programs with the overall turnout to all programs totaling 2,903 people.

In addition to providing weekly story hours, the Children's Department also continued its monthly Young Adult book discussion group and produced its fourth annual Big Truck and Classic Car Night on the Town Green, four Red Cross Babysitters' Training courses, six Princess Tea Parties and an additional 11 programs of varying themes funded by the George K. Progin Foundation. Likewise, the Adult Department provided eight 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 started a Friends of the Thayer Memorial Library Program Series. While the Library continued to diversify services by rotating displays of art by local artists through the Art on Rotation Gallery out of Clinton, it discontinued its monthly film discussion series. Finally, the 6th annual "Food for Fines" program was held to assist families in Lancaster who had fallen on tough times in 2007. 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 continued to reach out to Lancaster residents using targeted publicity. The Library continued to publish its newsletter, the "Clarion: The Quarterly Newsletter of the Thayer Memorial Library" for the fourth straight year. Work was completed on the current Library website (<http://thayermemoriallibrary.org/>) in July. 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 to provide the Library ample space weekly to advertise current programming events.

Even during non-public service hours, the Library building was frequently utilized by local, regional, or state governmental or private agencies to host non-library specific meetings or events. In the calendar year 2007, the Library provided around-the-clock access to its meeting rooms located on the building's ground floor and recorded 192 uses.

Donations, Volunteers and Other Unpaid Help

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

Sheba Albert, Rita Allain, Tracey Atkins, Rona Balco, A. Dennis Barbor of George K. Progin Foundation, Susan Barton, William Barton, Bob Baylis, and the Big Truck Night Crew, Cheri Boegemann, Heidi Bowen, Edith Brow, Mary E. Brow, Virginia Canon, Sheryll Collins, Central Massachusetts Regional Library System, David Dunn, Dunn and Company, Friends of the Thayer Memorial Library, Vincent Gavin, Greater Worcester Community Foundation, Nancy Hilliard, The

Item, Irene Jackson, Carlie Krackoff, Lancaster Cultural Council, Lancaster Current Topics Club, Lancaster Fire Department, Lancaster Times & Courier, Legacy Publishing, Library Building Fund, Carlos LLanso, Chester Locke, Bruce Lucier, Susan Martin, Massachusetts Board of Library Commissioners, Murph's Hotdog Truck, Alan C. Nichols, Valorie Parent, Jane Paszko, PJW Youth Fund, Plastran Inc.-PTX, Susan Polansky, Sue Raymond, Sarah Reiff-Hekking, John Schumacher-Hardy, Lauren E. Searcy, John Spencer, Dana Stanley, Gail Sticklor, Kathy Suits, Tikataake Taberannang , Kathy Ramburri, Faith Venier, Astrid Wendth, Shawn Winsor and the Western Massachusetts Regional Library System.

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 2,482 unpaid, volunteer hours of service – an increase of over 20% from 2,053 hours the previous year. Averaging over 47 hours per week, volunteers saved Lancaster residents \$21,742 in wages (based on the wages of an entry-level page). Additionally, the Library further utilized the Town's tax abatement program and added two additional candidates: Roseanne Columbo and Donald Boucher. Cecilia Thurlow completed her fourth year as the Library's Tax Abatement Museum Aide.

The Library's loyal corps of volunteers includes Camille Adams, Sandy Altucher, Janet Baylis, Cheryl Baylis, Tamara Bedard, Alice Bloemer, Emily Carlson, Britlin Chapman, Yadyris Collado, Kyle Conroy, Anny Cunha, Angelina de Montigny, Rita DiStefano-French, Helen Dorval, Cornelius Driscoll, Kathy Driscoll, Sam Fenwick, Molly Flyn-Alling, Maura Gerrans, Myrna Gerrans, Christiann Gibeau, Ramesh Govindan, Mary Kate Grande, Naves Gurijala, Emily Hall, Sarah Henry-Saturne, Zachary Hunt, Alan Joseph, Christie Jozwiak, Bob Kadlec, Susan Kadlec, Len Kelley, Bill Kilbourn, Ceil Kirby, Barbara Linton. Margaret MacLaughlin, Dot McCandless, Norma McCarty, Roy McCoy, Alexi Mears, Debbie Morgan, Shoshana Klein Mulé, Heidi Munding, New River Academy, Stephanie Notaro, Dorothy Olson, Jami Osborne, Marilyn Page, Jill Perreira, Susan Polansky, Gail Prewandowski, Tyler Rand, Jo-Agnes Santangelo, Emily Schwartzkopf, Rebecca Rose Shoer, Emma Sneidman, John Spencer, Gina Torres, Kyle Ursuliak, Rhys Ursuliak, Natalie Warila, Ellen Warila, Renate Wehtje, Jennifer Wheeler, Stephanie Yalian.

Respectfully submitted

Joseph J. Mulé, Director

* Administered through the Council on Aging Tax Abatement Program

† FY2008 Budget Action Proposal: To increase Library Budget to support an increase in Public Service and Staff Hours

‡ Report of a Preservation Survey: Constance V. R. Thayer Dexter Special Collections Room