

2010 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
LIBRARIAN: Nancy Hayes Clune
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: Sandy Altucher
LIBRARY PAGE: Lisa D'Ambrosio
LIBRARY PAGE: Dorothy McCandless
SATURDAY PAGE / SUBSTITUTE: Gail Prewandowski
CUSTODIAN: Nancy Record
SENIOR MUSEUM CLERK: Cecilia Thurlow*
MUSEUM CLERK: Donald Boucher*
ADULT SERVICES ASSISTANT: Rosanne Colombo*
COLLECTIONS ASSISTANT: Carolyn Stump*
COLLECTIONS ASSISTANT: Chester Westover*

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

During our 148th year of free public library service to the citizens of Lancaster, the Thayer Memorial Library celebrated its tenth year in the newly renovated building and continued to maintain the growth in services gained in 2009[†].

Budget

From January to June, the library operated on the final six months of FY2009's municipal appropriation. Likewise, from July to December, the library worked on the first six months of

FY2010's municipal appropriation. Table 1 illustrates the Library's total operating municipal appropriations for each *fiscal* year, affecting the *calendar* year 2010. After two years of negative growth (FY2009 budget was down over 6%), the Library took its first step to restoring the prior year's funding levels in FY2011 with a budget that grew 4.8%.

Table 1
FY2010 and FY2011 Municipal Appropriations

Fiscal Year	Months Utilized in Calendar 2010	Total Fiscal Year Municipal Appropriation	Δ% from Previous Fiscal Year
FY2010	July to Dec.	\$232,673	-5.67%
FY2011	Jan. to June	\$243,847	4.80%

Furthermore, the Library was able to meet all budget-related requirements as outlined in *605 CMR 4.00: M.G.L. c. 78, ss.19A and 19B[†]* in FY2010 and expects to do so in FY2011 as well. As a result of meeting all of the Commonwealth's requirements for public library service, the Thayer Memorial Library incrementally received an FY2010 State Award totaling \$ 10,644.

Highlights of meeting the Massachusetts Board of Library Commissioner's (MBLC) requirements over the course of calendar 2010 include:

- Maintaining the library's Minimum Appropriation Requirement (MAR) provided by the Town for both fiscal years.
- Sustaining 49 hours of public service per week.
- Meeting the Materials Expenditure Requirement (MER) by purchasing at least 16% of the municipal appropriation on books and other informational materials. In FY2010, the Library managed an MER of \$46,437, of which the town's municipal appropriation provided 56% of the total. If the MER in FY2011 remains \$39,335 (the current estimate), then the town's municipal appropriation will fund 64% of it.

While the Library met all service standards established by Commonwealth statutes and regulations, it would not be able to exist as it did throughout calendar 2010 without having augmented the town's municipal appropriations with non-appropriated or fee-based sources of income. Over the calendar year 2010, the library spent more than \$54,063 in non-appropriated or fee-generated funds.

The library spent \$17,376 of its State Aid income over the calendar year 2010. Notable State Aid expenses included supplementing wages and providing for professional development (\$4,297), purchasing additional shelving for DVD and CD collections (\$3,335), supplementing building maintenance expenses (\$2,774), purchasing computer and network materials and services (\$2,670), supplementing the purchase of office and material processing supplies (\$2,578),

purchasing books and other media (\$1,345) for the general collection, purchasing GPS and E-reading devices (\$522) and other miscellaneous services (\$344).

The library spent \$10,268 of *Trust Fund* income to pay the wages of its Special Collections Assistant (\$2,778) and to purchase books and other media (\$7,490) for the general collection.

The library manages a number of *revolving accounts* used to collect revenue and to make targeted purchases. Over the calendar year 2010, the library spent \$1,303 from its *revolving accounts* to purchase books and other media (\$362) and to maintain and supply its public copy machine (\$942).

The library maintains several *gift accounts*⁵ established to accept donations from individuals, estates, and organizations. Over the calendar year 2010, the library spent more than \$24,500 from its gift accounts to provide all children and adult programming (\$10,599) to purchase books and other media (\$7,506), to buy all museum passes (\$5,849), and fund professional development (\$672).

Finally, by the end of FY2009 (June 30, 2010), the library again qualified and received money through the *Central Massachusetts Regional Library System's (CMRLS) Net Lender* program. This program reimbursed the Library for lending more materials to patrons in other communities than Lancaster residents borrowed from other public libraries. The library was reimbursed for *net loans*, generating an \$11,109 award. Further, the Thayer Memorial Library was rated the central region's third most active net lender, trailing only Worcester Public Library and Fitchburg Public Library. This program, funded by the Commonwealth, was discontinued in 2010.

Staff

The Library was pleased to add Gail Prewandowski to the staff in March. Gail retired from the Clinton Public Education System and volunteered in the Library for more than three years before she was hired as the Library's Saturday Page and Substitute. Also in March, The Board of Trustees sent the Director to Portland, Oregon, to attend the Public Library Association (PLA) National Conference. Many programs reflected the ongoing changes in public libraries, some fostered by economic realities, others by the desire to ensure the future of public libraries themselves. Furthermore, the director had the good fortune of being chosen among 200 people to attend the Bill & Melinda Gates Foundation's Turning the Page advocacy training seminar.

In July, the Director was inaugurated as an Ambassador to Perkins School in Lancaster. In September, the Director was selected to serve as Vice-President of Central Western Massachusetts Automated Resource Sharing (C/W MARS), in addition to serving briefly as the chair of its Finance Committee. Finally, the Director completed his participation in the Coordinated Statewide Emergency Preparedness (COSTEP) Task Force as well as on the Massachusetts Statewide Delivery Committee.

Building and Operations

The calendar year 2010 was marked by several notable building and operational events. In addition, the Library was selected to serve as a FEMA Disaster Recovery Center (DRC) #5 during disaster declaration 1895-MA, which was ordered by Governor Patrick and President Obama after the deluge of rain in late March. The Library's entire ground floor, including both meeting rooms, was provided to FEMA staff for much of April.

Significant work was completed on the Library's HVAC beginning in September. Through a grant received by the Lancaster Planning Department, the Library was able to modify the existing heating system to gain efficiency and lower the Library's energy consumption. In November and December, several other HVAC projects were completed totaling more than \$8,800, including the installation of a rebuilt system pump assembly, replacing the coil and condenser in the fan coil unit serving the rotunda, and completing work on units in the Children's and Adult Fiction spaces.

Collection, Circulation, and Programming

Special Collections services continued to be affected by declining Trust Fund income as a result of falling interest rates. With less income being generated by Library Trust Funds, the principal source providing funding for staff hours in the Constance V. R. Dexter Special Collections became even more limited.

The library's collection count remained steady at 65,640 items. Many of these items were purchased; however, the library received nearly 3,836 donated items that were added to the general collections. Assuming the most conservative value for these items, the Library estimates the worth of these additions at more than \$45,000**. In total, the Library processed and added 8,624 items to its collection.

The Library subscribed to 133 periodicals and received an additional 22 subscriptions as gifts. In addition – thanks in large part go to The George K. Progin Foundation, the Friends of the Thayer Memorial Library, and the Rosemary Davis Memorial Fund of Greater Worcester Community Foundation – the library was able to subscribe to 18 museum and attraction passes.

At the end of December, the library recorded 4,357 registered borrowers or roughly 61% of all Lancaster residents. Table 2 illustrates that the library more than doubled its circulation transactions over a five-year span starting in 2005.

Table 2.		
Total Circulation		
Calendar 2005	Calendar 2010	Δ% from Calendar 2005
68,887	138,080	100.44%

Analysis of annual circulation statistics continues to reveal that patron demand for competing media types, namely in audio and video formats, is still growing. Over calendar 2010, circulation

of non-print (compact discs, DVDs, video games, etc.) accounted for more than 50% of total circulation activity. It's encouraging that readership has remained steady, with more than 67,250 books and periodicals checked out in 2010.

The library stepped up non-school-related programming activities for all ages throughout the calendar year 2010. In total, the library provided 253 (133 Adult and 120 Youth) programs in 2010, 99 more than was offered in 2009. This increase in programming accounted for a 25% increase in patron attendance to programming events, with overall program turnout totaling more 5,000 patrons.

In addition to providing weekly story hours, the Children's Department continued its monthly Young Adult book discussion group; produced its seventh annual Big Truck and Classic Car Night on the Town Green; held seven Red Cross Babysitters' Training courses, six CPR classes, and three yoga programs. Funds from The George K. Progin Foundation and the Friends of the Thayer Memorial Library provided many additional programs on diverse topics.

Likewise, the Adult Department provided 12 monthly book discussions, seven programs in the Rosemary Davis Memorial Fund of Greater Worcester Community Foundation series, and three programs in the homegrown series titled "Learn from Your Neighbors." In addition, the Library used funds given by the Friends of the Thayer Memorial Library to produce 15 new programs in the "Healthy Living," "Art and History," and "Watercolor" series. Other original programming initiatives included starting Scrabble® and knitting clubs that meet regularly and the hugely successful Lancaster Writing Group workshops. In response to the economic and unemployment crises, the Library continued its networking group, offering several seminars on job-hunting strategies and personal finance skills. Finally, a programming highlight of the calendar year was hosting Holocaust survivor Edgar Krasa in a talk discussing his wartime experiences in the Nazi-controlled ghetto of Terezin in Czechoslovakia. The Reference room was packed with attendees, some standing in the rotunda archway.

The library continued to diversify services by displaying the work of local artists in the library's reference room and offered its 9th annual "Food for Fines" program. Late fees were waived for all patrons who donated non-perishable food to the cause. This program commenced after Thanksgiving and ran through the week of Christmas. 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.

Over the course of calendar 2010, the library provided public computers for Internet access and word processing to an average of 76 patrons per week. In addition, the library offers wireless internet access throughout the building for patrons who bring their own wireless devices.^{††}

The library continued to reach out to Lancaster residents using targeted publicity and published *The Clarion: The Quarterly Newsletter of the Thayer Memorial Library* for the seventh straight year. Both major local newspapers, *The Item* and the *Lancaster Times & Clinton Courier* continued to provide the library space to publicize current programming events on a weekly

basis. Likewise, the library maintains its website (<http://thayermemoriallibrary.org/>), which offers direct access to the catalog, databases,^{**} and program schedule.

Even when not open for services or library-sponsored events, the building was frequently used by local, regional, or state governmental or private agencies for non-library specific meetings or events. Over the calendar year 2010, the library provided around-the-clock access to its meeting rooms (located on the building's ground floor) and recorded 231 uses.

Donations, Volunteers, and Other Unpaid Help

The library maintains several *gift accounts* established to accept donations from individuals, estates, and organizations. Over the course of the year, the library received \$13,582 in gifts from the following organizations: Rosemary Davis Memorial Fund of Greater Worcester Community Foundation (\$7,825), Friends of the Thayer Memorial Library (\$3,620), Alan C. Nichols (\$1,000), Thayer Memorial Library Foundation (\$669), Albert D. Dodge (\$300), Kathleen Suits (\$50), Richard Branham (\$50), America's Charities (\$31), Collins Artwork (\$12), and \$25 in anonymous gifts. Gift accounts provide funds for Adult and Youth programming as well as funds for purchasing all of the Library's museum passes.

The calendar year 2010 was also noteworthy in donations made to the John Eliot Thayer Trust (J.E.T). Income generated from J.E.T. Trust's principal will be spent in future years to support all services associated with the Library's Rare and Special Collections. The library received \$3,869 from the Greater Lowell Community Foundation on behalf of Pauline and Winslow Duke to support the J.E.T. Fund.

Money and gifts-in-kind were received from many benefactors, and the library wishes to recognize the following people and organizations:

Bill Allen, America's Charities, Astro Cranes, A. Dennis Barbo of The George K. Progin Foundation, Katie Barrett, Sam Barrett, Bob Baylis and the Big Truck Night Crew, Tamara Bedard, William Bonczek, Lisa Boutotte, Austin Bradstreet, Richard Branham, Central Massachusetts Regional Library System, Peter Christoph, Sheryll Collins of Art on Rotation Gallery, Erin DeCoste, Christopher Detsikas, Albert Dodge, Mary Dowling, Kathy Dugan of Lancaster 4-H, Pauline T. Duke, Jason Engelhardt, Kate Engelhardt, Kerry Flathers of the Perkins School, Charlotte Follansbee, Laurie Fouche, Chanel Francie, Friends of the Thayer Memorial Library, Frank Graham, Wayne Hazen, Bob Kadlec, Pamela Kane of the Rosemary Davis Memorial Fund of Greater Worcester Community Foundation, Len Kelley, Edgar Krasa, Lancaster's Community Development and Planning, Lancaster Cultural Council, Lancaster Department of Public Works, Lancaster Fire Department, Lancaster Police Department, Susan Latimer, Paul T. Leone, LTC Couture, Frank MacGrory, Chrissy Maney, Ron Millet, Mom's Club of Lancaster / Sterling, Susan Munyon, Larry Mustard of Fisher Auto Parts, Adrienne Niall, Alan C. Nichols, Edgar Norris, Marilyn Pagé, Perkins School, Leslie Perrin Wilson, Rob Peto of Fisher Auto Parts, Lothar Pirc of Maharishi Ayurveda Health Center Lancaster, Susan Polansky, John C. Schumacher-Hardy, Hollis Shore, Karen Silverthorn of the G. Eric Jones Library at Atlantic Union College, John C. Spencer,

Kathleen Suits, Jean Syria, Thayer Memorial Library Foundation, Roger Tincknell, Faith Venier, Julie Williams, Robyn Yalian.

The Library's loyal corps of volunteers continued to play an invaluable role, enhancing the ability of the staff to deliver high-quality service to patrons. In addition to adding new members to its volunteer ranks, the library was the recipient of 2,417 unpaid volunteer hours of service. Averaging over 45 hours per week, volunteers saved Lancaster taxpayers \$22,696 in wages. Additionally, Roseanne Colombo completed her fourth year working at the library as Tax Abatement staff. Cecile Thurlow completed her seventh year as the Library's Tax Abatement Senior Museum Clerk. Chester Westover and Carolyn Stump completed their first year as Tax Abatement Adult and Children's collection assistants. In his fourth year working as a Tax Abatement Museum Assistant, Donald Boucher passed away.

The Library's loyal corps of volunteers includes Hayley Abendroth, Sam Aucoin, Cheryl Baylis, Tamara Bedard, Lisa Boutotte, Emily Castner, Hannah Castner, Catherine Chaisson, Donald Chaisson, Crystal Chase, Kirsten Dean, Erin Decoste, Jacinta Diverdi, Marie Espinola, Maria Fensterman, Alicia Fernandez, Elizabeth Feudo, Kate Feudo, Ann Marie Fisher, Bob Follansbee, Erin Ford, Ann Frantz, Marcie Giannattasio, Margaret Grande, Anvesh Gurijala, Janelle Hamel, Patricia Harris, Nicole Hart, Alan Joseph, Bob Kadlec, Susan Kadlec, Sam Ketchum, Caroline Ketchum, Ceil Kirby, Heather Lennon, Barbara Linton, Margaret MacLaughlin, Brittany Madden, Jack Magill, Joe Magill, Christina Maney, Bobby Masterson, Laura Matthew, Lisa McCall, Norma McCarty, Roy McCoy, Adrienne Niall, Sandy Nowicki, Marilyn Pagé, Laura Pelletier, Catherine Pelletier, Kristen Phillips, Steve Piazza, Susan Polansky, Gail Prewandowski, Teresa Quinn, Joan Richards, John Roper, Irene Roper, John Sallie, Jo-Agnes Santangelo, Ellyn Sherman, Carolyn Stump, Dylan Thombs, Selena Trott, Faith Venier, Jennifer Wheeler, Stephanie Yalian, Tyler Yalian.

Respectfully submitted,

Joseph J. Mulé, Director

* Administered through the Council on Aging Tax Abatement Program.

† 2009's annual report misstated the years of service which should have been 147.

‡ Overseen by the Massachusetts Board of Library Commissioners (MBLC).

§ Nathaniel Dexter Book Fund, Friends of the Thayer Memorial Library Gift Fund, Rosemary Davis Memorial Fund of Greater Worcester Community Foundation, The George K. Progin Foundation Gift Fund, and the Lancaster Current Topic Gift Fund.

** Massachusetts Library Association Calculator: <http://69.36.174.204/value-new/calculator.html>

†† Service is provided for free by Comcast.

‡‡ Provided by the Massachusetts Board of Library Commissioners (MBLC), Central Massachusetts Regional Library System (CMRLS), Central Western Massachusetts Automated Resource Sharing (CW MARS) and the Massachusetts Library System (MLS).