

**2011 ANNUAL REPORT
OF THE TRUSTEES**

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OF THE THAYER MEMORIAL LIBRARY

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

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 its 149th year of free public library service to the citizens of Lancaster, the Thayer Memorial Library continued its tradition of providing access to a variety of media choices, programs, and services while devoting substantial time preparing for its 150th Anniversary.

Budget

From January to June, the library operated on the final six months of FY2010's municipal appropriation. Likewise, from July to December, the library worked on the first six months of FY2011's municipal appropriation. Table 1 illustrates the Library's total operating municipal appropriations for each *fiscal* year, affecting the *calendar* year 2011.

TABLE 1			
FY11 AND FY12 MUNICIPAL APPROPRIATIONS			
<i>Fiscal Year</i>	<i>Months Utilized in Calendar 2011</i>	<i>Total Fiscal Year Municipal Appropriation</i>	<i>Δ% from Previous Fiscal Year</i>
FY2011	Jan through June	\$245,531	3.97%
FY2012	July through Dec	\$254,268	3.56%

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 FY2011 and expects to do so in FY2012 as well. As a result of meeting all of the Commonwealth’s requirements for public library service, the Thayer Memorial Library incrementally received an FY2011 State Award totaling \$ 11,044.

Highlights of meeting the requirements of the Massachusetts Board of Library Commissioners (MBLC) over the course of calendar 2011 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 media. In FY2010, the Library managed an MER of \$43,874, of which the town’s municipal appropriation provided 58% of the total. If the MER in FY2012 remains \$42,203 (the current estimate), then the town’s municipal appropriation will fund 70% 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 2011 without having augmented the town’s municipal appropriations with non-appropriated or fee-based sources of income. Over the calendar year 2011, the library spent more than \$68,840 in non-appropriated or fee-generated funds.

The Library spent \$28,170 of its *State Aid* income over the calendar year 2011. Notable State Aid expenditures included purchasing heat tape for the roof (\$9,145); repairs, maintenance services and supplies (\$4,176); repointing the masonry in the rear entranceway (\$2,800); purchasing office supplies (\$2,420); fixing the granite steps at the front entrance (\$2,400); paying for wages and professional development (\$2,412); supporting Museum services (\$1,161); updating the Library’s burglar alarm system (\$1,041); purchasing a snowblower (\$977); purchasing books and other media and supplies for the general collection (\$588); purchasing a lawnmower (\$480); purchasing computer equipment and services (\$319), and purchasing miscellaneous goods and services (\$250).

The library spent \$14,082 of *Trust Fund* income over the calendar year 2011. Notable Trust Fund expenditures included purchasing books and other media for the general collection (\$7,490); repairs, maintenance services, and supplies (\$796); purchasing computer equipment and services (\$546); and purchasing miscellaneous goods and services (\$105).

The library manages a number of *revolving accounts* used to collect revenue and to make targeted purchases. Over the calendar year 2011, the library spent \$7,355 from its *revolving accounts* to purchase books and other media for the general collection (\$6,103); to maintain and supply its public copy machine (\$1,101), and to buy other miscellaneous supplies (\$150).

The library maintains several *gift accounts*[†] established to accept donations from individuals, estates, and organizations. Over the calendar year 2011, the library spent \$19,233 from its gift accounts to provide programming for children and adults (\$10,007); to purchase all museum passes (\$5,405); to purchase books and other media and supplies (\$2,304), and to support Museum services (\$1,517).

Professional Activities

The Library Director completed terms serving as an Ambassador to Perkins School in Lancaster and as a member of the Massachusetts Statewide Delivery Committee. Additionally, after serving as Vice-President for one term, he was elected President of the Central Western Massachusetts Automated Resource Sharing (C/WMARS) network and continued to be active on its Finance Committee, which he once chaired.

Building and Operations

The calendar year 2011 was marked by several notable building and operational events and initiatives. Significant work was completed on the Library's HVAC systems throughout the year, including the replacement of a failed condenser unit and valves throughout the building. The granite steps at the front of the building had for several years developed cracks near the handrail posts. After the railings were struck by a vehicle this year, the steps were suitably restored. Installation of solid rather than hollow railings should prevent future cracking of the granite at the point of installation. The granite tiles near the rear entrance were repointed. Failed light fixtures through the building (including one suspended from the vaulted ceiling in the reference room) were replaced. After experiencing a brutal winter in which a sizable ice dam had to be removed, the Board decided to mitigate similar occurrences by installing heat tape on vulnerable areas of the roof.

On Saturday, 29 October 2011, the Library lost the use of electricity after a Nor'easter blanketed the region. Operations would not be restored until the following Tuesday. It was soon discovered as a result of related events that a leak, originating in an attic HVAC unit, had damaged two artifacts housed in the Museum. These waterlogged items, a brown leather wallet (1806-1857) made by Cobb and Johnson of Lancaster and the volume *Elias Sawyer of the Nashawog plantation: his story*, by Annie Maria Lawrence, were immediately frozen to minimize long-term damage and to prepare them for restoration.

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 63,328 items. Many of these items were purchased; however, the library received nearly 2,817 donated items that were added to the general collections. Assuming a relatively conservative dollar value, the Library estimates the worth of these additions at more than \$30,000[±]. In total, the Library processed and added 7,531 items to its collection.

The Library subscribed to 138 periodicals and received an additional 23 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 the Greater Worcester Community Foundation – the library was able to subscribe to 18 museum and attraction passes.

At the end of December, the library recorded 4,469 registered borrowers or more than 60% of all Lancaster residents. Table 2 illustrates that circulation services in 2011 remained strong and rose more than 1% against the average of the three prior years.

TABLE 2.		
2011 TOTAL CIRCULATION COMPARED TO 3 YEAR AVERAGE CIRCULATION		
<i>3 Year Average</i>	<i>Calendar 2011</i>	<i>Δ% from 3 Year Average</i>
133,681	136,158	1.85%

Analysis of annual circulation statistics continues to reveal that patron demand for competing media types--namely in audio, e-book, and video formats--is still growing. Over calendar 2011, 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 66,750 books and periodicals checked out in 2011.

The library again stepped up programming activities for all ages throughout the calendar year 2011. In total, the library provided 267 (173 Adult and 94 Youth) programs in 2011, 14 more, or 5.5%, than were offered in 2010. Total attendance at all programs was 3,450 people.

In addition to providing weekly story hours, the Children's Department continued its monthly Young Adult book discussion group; produced its eighth annual Big Truck and Classic Car Night on the Town Green; continued the Annual Youth Summer Reading Program, held 13 Lego® League seminars, four Red Cross babysitter courses, and two Princess teas. Funds from the George K. Progin Foundation and the Friends of the Thayer Memorial Library provided for these and many additional programs on diverse topics.

Likewise, the Adult Department provided monthly book discussions, 11 new programs in the Friends of the Thayer Memorial Library “Healthy Living” series, and nine programs in the Rosemary Davis Environmental Series, sponsored by the Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation. Building on 2010’s successes, the Library continued in 2011, offering Scrabble® and knitting clubs that met regularly, along with several very successful Lancaster Writing Group workshops.

The library continued to diversify services by displaying the work of local artists in the reference room and offered its 10th 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 2011, the library provided public computers for Internet access and word processing to an average of more than 70 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 eighth straight year. Both major local newspapers, *The Item* and the *Lancaster Times and 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, ** program schedule, and, most recently, regularly updated information about new media additions through the Wowbrary newsletter.

Even when not open for services or library-sponsored events, the building was used frequently by local, regional, or state governmental or private agencies for non-library specific meetings or events. Over the calendar year 2011, the library provided around-the-clock access to its meeting rooms (located on the building’s ground floor) and recorded 217 uses.

Donations, In-Kind Gifts, and Volunteers

The library maintains several *gift accounts* that were established to accept donations from individuals, estates, and organizations. Over the course of the year, the library received more than \$32,000 in gifts from the following organizations: the Geroge K. Progin Foundation (\$15,000), the Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation (\$6,905), the Duke Family Fund of the Greater Lowell Community Foundation for the John Eliot Thayer Fund (\$4,200), the Friends of the Thayer Memorial Library (\$4,000), Alan C. Nichols for the Nat Dexter Book Fund (\$1,500), Lancaster Garden Social (\$150), Carolyn S. Forrester (\$150), Barrie R. Boatman (\$100), Theresa A. Nourse (\$100), America's Charities on behalf of Susan Kirkpatrick (\$70), Blue Heron Pond Condominium Trust (\$50), Tess Aucoin (\$30), Vicki, L. Busky (\$30), Gail and Arthur Sticklor (\$30), Ning Tien (\$19), Adrienne Niall (\$15), Anonymous (\$8). The Library also thanks to the Thayer Memorial Library Foundation for funding the renovation of the

stained-glass window in the rotunda in Memorial Hall and providing capital to support 150th celebration initiatives begun in calendar 2011.

The Board of Library Trustees also accepted notable non-monetary donations including two photographs of Alice Green Chandler and of the grandchildren of Mrs. Bayard Thayer from Frank T. MacGrory; an 1831 map of Lancaster from Harold Pratt of Hingham, Massachusetts; and materials pertaining to the dedication of the Children's Room from Frank Streeter.

Gifts-in-kind were received from many benefactors, and the library wishes to recognize the following people and organizations for their services:

Joan Allard, Sandy Altucher, John Aurin, Katie Barrett, Sam Barrett, Bob Baylis, and the Big Truck Night Crew, Tamara Bedard, Sue Billings, Lisa Boutotte, Bill Burke, Paula Castner, Sheryll Collins of Art on Rotation Gallery, Jen Cote, Christopher Detsikas, Erin DeCoste, Kathy Dugan of Lancaster 4-H, Kate Engelhardt, Sheriff Lewis Evangelidis and the Worcester County Sheriff's Office, Kerry Flathers of the Perkins School, First Student Bus Company, Friends of the Thayer Memorial Library, Frank Graham, Bob Kadlec, Lancaster's Community Development and Planning, Lancaster Department of Public Works, Lancaster Fire Department, Lancaster Garden Social, Lancaster Girl Scouts, David King of MarketKING, Lancaster Police Department, Carlos LLanso and Dunn and Company, Susan Latimer, Paul T. Leone, Susan Munyon, Marilyn Pagé, David Perkins, Susan Polansky, Kas Quinn, Emily J. Rose, Hollis Shore, Karen Silverthorn of the G. Eric Jones Library at Atlantic Union College, John C. Spencer, Helene Spoto, John Spoto, the Spytone, Jean Syria, Kim Tellert, Corinne Walker, Keely Walsh, Wanda Walsh, Leslie Perrin Wilson, Robert Young.

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 more than 2,200 unpaid volunteer hours of service. Averaging more than 43 hours per week, volunteers saved Lancaster taxpayers an estimated \$21,559 in wages. Hayley Abendroth, Larissa Abreu, Sam Aucoin, Cheryl Baylis, Tamara Cabadas, Emily Castner, Hannah Castner, Crystal Chase, Dick D'Agostino, Erin DeCoste, Marie Espinola, Christiane Gibeau, Patricia Harris, Judith Hodder, Susan Kadlec, Caroline Ketchum, John Kilgo, Ceil Kirby, Lily Lukaszewicz, Brittany Madden, Lisa McCall, Douglas McCandless, Roy McCoy, Shoshana Mulé, Sandy Nowicki, Marilyn Pagé, Sheila Petricca-Hart, Susan Polansky, Gail Prewandowski, Irene Roper, Crystal Rosa, John Sallie, Jo-Agnes Santangelo, Rebecca R. Shoer, Karen Silverthorn, Andrew Simeone, Mary Sullivan, Pra Vannapusa, Pri Vannapusa, Laura Lee Williams, Bea Zhang.

Over the past eight years, the Library has benefited from the assistance of citizens who work under the guidelines of the Town's tax-abatement program. Cecile Thurlow completed her eighth year as the Library's Tax Abatement Museum Clerk. Chester Westover and Carolyn Stump completed their second year as Tax Abatement Adult and Children's collection assistants. Kevin Doyle and Patricia Doyle completed their first year as Tax Abatement Museum Clerks. Elaine M. Corcoran began her first year participating in the Tax Abatement program as an Adult collection assistant.

In preparation for the Library's 150th anniversary as a public enterprise in 2012, the Board of Library Trustees formed a committee whose charge was to prepare a year's worth of activities to recognize and celebrate Lancaster's public library. Frank T. MacGrory was named the committee's Chair, and the following individuals served in 2011 in preparation for the anniversary year:

Joan Allard, Bob Baylis, Catherine Chaisson, Don Chaisson, Kevin Doyle, Stephanie Fiori, Ann Frantz, Bob Kadlec, Tom Kennedy, Heather Lennon, Michael Lukaszewicz, Marilyn Pagé, Steve Piazza, Joan Richards. David Rockwell, Emily J. Rose, Jo-Agnes Santangelo, and Karen Silverthorn.

Respectfully submitted,

Joseph J. Mulé, Director

* 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 the Greater Worcester Community Foundation, the George K. Progin Foundation Gift Fund, and the Lancaster Current Topics 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 (C/W MARS) and the Massachusetts Library System (MLS).