
THAYER MEMORIAL LIBRARY

2012 Annual Report

2012 ANNUAL REPORT OF THE TRUSTEES
OF THE THAYER MEMORIAL LIBRARY

Chair: Emily J. Rose
Vice-Chair: Frank T. 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
LIBRARY PAGE: Gail Prewandowski
LIBRARY PAGE: Karen Silverthorn
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 150th year of free public library service to the citizens of Lancaster, the Thayer Memorial Library commemorated its 150th year as a public institution with events and activities celebrating its important place in the Town and contribution to the public. Celebratory activities are described in a special section at the beginning of the 2012 Town Report.

Budget

From January to June, the Library operated on the final six months of FY2012's municipal appropriation. Likewise, from July to December, the Library worked on the first six months of FY2013's municipal appropriation. Table 1 illustrates the Library's total municipal appropriations for each *fiscal* year, affecting the *calendar* year 2012.

TABLE 1			
FY2012 AND FY2013 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>
FY2012	July through Dec	\$262,945	3.56%
FY2013	Jan through June	\$285,466	8.56%

Factors that led to an increase in the municipal appropriation in FY2013 were mostly beyond the control of the Library or the Town and were mainly driven by market forces. To begin with, due to the continuing poor performance in the bond market, the Library's trust funds did not provide adequate income to support direct services to the public. For years, the Library was able to provide genealogic and access services to the materials found in the Constance V. R. Dexter Special Collections exclusively from trust funds and other non-appropriated resources. In addition, the Library began recovering appropriated funds it surrendered to the town dating back to the beginning of what is commonly referred to as the Great Recession of 2008.

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 FY2012 and expects to do so in FY2013 as well. As a result of meeting all of the Commonwealth's requirements for public library service, the Thayer Memorial Library received an FY2012 State Award totaling \$10,721, a drop of nearly 3.0% from the previous year.

Highlights of meeting the requirements of the Massachusetts Board of Library Commissioners (MBLC) over the course of calendar 2012 include:

- Maintaining the library's Minimum Appropriation Requirement (MAR) funded 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 FY2012, the Library managed an MER of \$43,874, of which the town's municipal appropriation provided more than 67% of the total. The balance was funded by non-appropriated sources.

While the Library met all service standards established by Commonwealth statutes and regulations, it would not have been able to operate as it did throughout calendar 2012 without having augmented the Town's municipal appropriations with non-appropriated or fee-based sources of income. Over the calendar year 2012, the Library spent more than \$63,340 in non-appropriated or fee-generated funds.

The Library spent \$12,186 of its *State Aid* income over the calendar year 2012. Notable State Aid expenditures included purchasing repairs, maintenance services and supplies (\$3,581), providing

a variety of adult and youth programming services (\$3,381), paying for wages and professional development (\$2,694), purchasing office supplies and services (\$1,927), obtaining media processing supplies (\$315), and purchasing miscellaneous goods and services (\$289).

The Library spent \$11,855 of *Trust Fund* income over the calendar year 2012. Notable Trust Fund expenditures included purchasing security cameras (\$8,341), books, and other media for the general collection (\$2,376), paying for wages (\$1,099), and purchasing miscellaneous goods and services (\$40).

The Library manages a number of *revolving accounts* used to collect revenue and to make targeted purchases. Over the calendar year 2012, the Library spent \$9,283 from its *revolving accounts* to purchase books and other media for the general collection (\$7,842), to maintain and supply its public copy machine and printing services (\$1,299), and to purchase other miscellaneous supplies (\$142).

The Library maintains several *gift accounts*[†] established to accept donations from individuals, estates, and organizations. Over calendar year 2012, the Library spent \$30,016 from its gift accounts to purchase books and other media and supplies (\$9,977), to provide programming for children and adults (\$9,919), to acquire all museum passes (\$5,644), to support Museum and Special Collections services (\$2,938), to restore shelving dating back to the Library's origins (\$878), and to upgrade the Library's wireless network (\$660).

Professional Activities

In January, the Library Director was asked to serve on The Massachusetts Library Network Cooperative (MassLNC) Business Planning Task Force, a collaborative project among three Massachusetts library consortia – C/WMARS, MVLC, and NOBLE – to implement and jointly develop an open-source Integrated Library System (ILS[‡]). After completing one term as the President of C/W MARS, the Director was voted in for a second term. This marked only the second time a past president was reelected as the organization's President-elect in its history.

In February, the Director was invited to make a presentation to the Nashoba Valley Rotary. As well, in February, the Assistant Director was invited by the Greater Worcester Community Foundation to speak about the Library's success in receiving grants administered by the Rosemary Davis Memorial Fund.

In March, the Youth Services Librarian attended a literacy program sponsored by Lancaster's Parent Teacher Organization, where she issued library cards and accepted a gift of more than 250 new youth books for the Library. In April, the Director was invited to serve on the Massachusetts Statewide Resource Sharing Committee, which developed a Statewide Resource Sharing plan to broaden eBook and new media access. In May, the Assistant Director was elected to a term as the president of the Massachusetts Library Aid Association, a private nonprofit foundation that awards scholarships benefitting small public libraries in Massachusetts.

Throughout the year, most of the staff attended a variety of training seminars, which upgraded technical skills in the use of the new integrated library system (ILS) and online databases.

Building and Operations

Residing in the recently renovated building for more than a decade, the Library Board is beginning to be faced with maintenance challenges, which will likely be a regular feature of management concerns for years to come. The Library plant is no longer new, and indeed, there are still several areas and building operations that predate the more modern areas by decades.

In January, David Perkins again repaired the Museum ceiling, which was still showing the effects of a leak occurring in 2011. As a measure to prevent another catastrophic leakage in the Museum, a gravity drain was installed under all HVAC units located in the attic. As a safety matter and to deter crime, security cameras were installed throughout the Library. In February, a leak in two of the Library's internal oil tanks created a minor spill. In June, the outside condenser unit serving the Constance V. R. Dexter Special Collections failed and was replaced. In July, the coil from the same unit, located in the basement, ruptured and needed replacing. In August, one of the main water pipes circulating water to heat the building, and a pump were repaired. In September, following a roof inspection, 30 slate shingles were either replaced or repaired. An Integrated Pest Management (IPM) plan was instituted on the ground floor and basement to mitigate the presence of insects.

In September, Chair Rose presented a plan drawn by Lancaster landscape designer Stephanie White Stanton, which showed the plantings around the Library building, along with a task list and maintenance recommendations. In October, the existing EPDM rubber along a section of the copper gutter lining the front façade was replaced, preventing future leaks affecting the westerly wall in the Museum. Finally, in November, the charging board of the Library's fire alarm annunciator failed and needed replacing.

The Library wishes to thank the Thayer Memorial Library Foundation for providing funds to completely repair and restore the stained glass window residing in the ceiling of Memorial Hall. This Civil War Memorial skylight –etched and painted glass pieces forming a biblical inscription^s around eight amber panels with a dove of peace in the center–dates back to the original library structure built-in 1868. Over time damage to the figure of the dove had been crudely repaired, and in 2011 separation of glass panels from the framing was noted; repair was necessary to prevent further degradation or even loss of the window. Costing more than \$13,000, the delicate and detailed work requiring the dismantling and reassembling of the entire structure was completed by glass specialist Diane Roberts Rousseau.

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, access

became even more limited. To remedy this ongoing challenge, the FY2013 municipal appropriation to the Library included wages to staff the Special Collections.

The Library’s collection count grew by more than 10% over the course of 2012. Table 2 provides a general summary of the Library collections’ breakdown. Many of these items were purchased; however, the Library received more than 3,000 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 \$25,000 **. In total, the Library processed and added 7,239 items to its in-house collection.

TABLE 2	
COLLECTION COUNT SUMMARY BREAKDOWN	
<i>Adult</i>	
Audio	6,292
Downloadable Audio	3,385
Books	25,302
E-Books	11,491
Videos	6,667
Downloadable Videos	868
Microforms	87
Farmed Art prints and other miscellanea	624
<i>Youth</i>	
Audio	751
Books	18,696
E-Books	747
Videos	1,461
Mixed Media	427
<i>Total</i>	<i>76,798</i>

The Library subscribed to 163 magazines and newspapers and received an additional 22 subscriptions as gifts. In addition – and thanks in large part go to the 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 19 museum and attraction passes. At the end of December, the Library recorded 4,436 registered borrowers or more than 63% of all Lancaster residents.

In May of 2012, the Library switched from a proprietary ILS developed by Innovative Interfaces Inc. to the open-source ILS Evergreen. The conversion from one ILS to the other was fraught with challenges, including transitioning to a new statistical reporting system. Acquiring data as precise as those gathered in prior years was not possible in the latter part of calendar 2012 – a limitation

that was remedied by the end of the year. However, estimates based on available data collected from both the old and new ILS suggest that circulation remains robust and active. A conservative estimate suggests more than 140,000 circulations, which exceeds the three-year average by close to 100 circulations. Utilizing the in-house and online collections, patron readership has remained steady, accounting for approximately half of all circulation activity. However, the public continues to demand videos in all formats (DVD, Bluray, and downloadable) and typically rely on the greater C/W MARS ⁺⁺collection to acquire high demand titles.

The Library stepped up programming activities for all ages throughout the calendar year by adding regular series in writing, knitting, playing Scrabble, film presentations, and LEGO Club activities. In addition, these series and the yearlong programming activities associated with the Library's 150th-anniversary celebration made 2012 exceptionally active. In total, the Library provided an amazing 344 (242 Adult and 102 Youth) programs in 2012, 80 more than were offered in 2011. Total attendance at all programs was 4,147 people.

Besides providing weekly story hours, the Youth Services staff continued its monthly Young Adult book discussion group, produced its ninth annual Big Truck Night on the Town Green, continued the Annual Youth Summer Reading Program, held Red Cross babysitter courses, and Princess teas. Funds from the Progin Foundation and the Friends of the Thayer Memorial Library provided for these and many additional programs on a variety of topics. 2012 was also the first year the Library collaborated with the Nashoba School District to provide early intervention to pre-school aged children through "Every Child Ready to Read" story hours.

Likewise, the Adult Services staff also provided monthly book discussions, three new programs in each of the Friends of the Thayer Memorial Library funded "For Women Only" and "Virtual Travel" series, and nine programs in the Rosemary Davis Environmental Series, sponsored by the Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation.

The Library continued to diversify services by displaying in the Reference Room the work of local artists associated with Art on Rotation out of Clinton. As well, the 11th annual "Food for Fines" program was offered again this year. 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 2012, the Library provided public computers for Internet access and word processing to an average of more than 75 patrons per week (an increase of five users per week from last year). In addition, the Library offers wireless internet access throughout the building for patrons who bring their own wireless devices.^{##}

Both local town 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. Major articles regarding the Library were found in local and two regional papers, the Worcester Telegram and Gazette and the Sentinel and Enterprise. In addition, several programs were

televised on Sterling-Lancaster Community Television, Channel 99. The library continues to maintain its website (<http://thayermemoriallibrary.org/>), which provided direct access to the catalog, databases,⁵⁵ program schedule, and regularly updated information about new media additions through the Wowbrary newsletter.

Even when not open for services or Library-sponsored programs, the building was used frequently by local, regional, or state governmental groups and private agencies for non-library specific meetings or events. Over the calendar year 2012, the Library provided around-the-clock access to its meeting rooms (located on the building's ground floor) and recorded 202 uses.

Donations, In-Kind Gifts, and Volunteers

The Library thanks all those volunteers and underwriters who contributed time, energy, and capital necessary to plan and execute a year's worth of events and exhibits which honored Lancaster's public library. Specifically, the Library is particularly grateful to the members of the 150th Celebration Committee and the Thayer Memorial Library Foundation, who supported the ambitiousness of the enterprise at its earliest stages of development.

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 \$13,750 in gifts from the following people and organizations: Friends of the Thayer Memorial Library (\$5,550); Duke Family Fund of the Greater Lowell Community Foundation (\$4,040); Thayer Memorial Library Foundation (\$3,100); Alan C. Nichols (\$1,300); Lancaster Cultural Council (\$600); The Evander M. Lewis Family Foundation (\$500); Mary A. Dowling (\$150); Lancaster Garden Club (\$150); Immaculate Conception Church (\$100); Timothy J. and Deborah A. Kenny (\$100); Pamela D. Quinlan (\$100); Sandi Vincent and Family (\$100); Mildred E. Boland and Judith A. Brown (\$50); Henry W. Bowden (\$50); Judith A. Brown (\$50); Rita M. Curtis Liv. Trust (\$50); Heidi J. and Norman G. Hertel-Therrien (\$50); Kathryn Howland (\$50); Mary Underwood (\$50); Sarah E. and Richard N. Wilson (\$50); Anonymous (\$50); Michael J. O'Toole, Jr. (\$35); Stephanie Cohen and Christopher Mongeon (\$31); Richard Fisk (\$25); Verna F. Harrahy (\$25); Timothy A. and Linda S. Hertel (\$25); Shirley M. Wells (\$25); Jean M Grady (\$20); Ann O'Connell (\$20); Anonymous (\$20); Carleton J. Howard (\$10); and Richard N. Wilson, Jr. (\$10).

The Board of Library Trustees also accepted notable non-monetary donations including A collection of books, articles and photographs relating to Lancaster's history given by Nina Adams, Pauline Duke, and Julia Williams; a copy of *Peter Piper's Practical Principles of Plain and Perfect Pronunciation* given by Susan Baxter; a copy of a typed guide sheet entitled "Grandma's Attic" for an exhibit held at the Lancaster Town Library (May 3-August 3, 1987) given by Tricia Bevan; 29 photographs of the effects of the Hurricane of 1938 in Lancaster given by Virginia Bufton; Five Kindles from The Philip J. Weihn Youth Foundation, Inc.; *The Century Sermon* published in 1753 and numerous land deeds relating to Lancaster from the 19th century given by Frank T. MacGrory; and a Catalogue of Trotting Bred Horse at Maplehurst Stock Farm, Lancaster and *Instantaneous Photograph of Ralph Wilkes, 16658* by Schreiber and Sons 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: John Aurin; Bob Baylis and the Big Truck Night Crew; Paula Castner; Tyke Crowley; Chris Detsikas; Kate Engelhardt; Sheriff Lewis Evangelidis and the Worcester County Sheriff's Office; Kerry Flathers of the Perkins School; Friends of the Thayer Memorial Library; Frank Graham; Jonathan Hall; Lancaster 4-H; Lancaster's Assessors Department; Lancaster's Community Development and Planning; Lancaster Department of Public Works; Lancaster Fire Department; Lancaster Friends of Nashua River; Lancaster Garden Club; Lancaster Girl Scouts; Lancaster Police Department; Carlos LLanso and Dunn and Company; Paul T. Leone; Susan Munyon; Marilyn Pagé; Nashoba Regional School System – Early Intervention; Nashoba Regional School System – Special Education; David Perkins; Emily J. Rose; Mary Silva; Nicole Simeone; Bonnie Smith; John C. Spencer, Jean Syria; Kim Tellert; Corinne Walker; Keely Walsh; Wanda Walsh; and Stephanie Stanton White.

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 2,077 unpaid volunteer hours of service. Averaging nearly 40 hours per week, volunteers saved Lancaster taxpayers an estimated \$20,105 in wages. The Thayer Memorial Library volunteers include Sandy Altucher; Hayley Abendroth; Ruben Archilla; Hannah Castner; Paula Castner; Dick D'Agostino; Mary Dowling; Sam Aucoin; Britlin Chapman; Roseann Colombo; Marie Espinola; Ann Frantz; Johanna Graber; Alan Joseph; Bob Kadlec; Susan Kadlec; Kat Ketchum; James Kilgo; John Kilgo; Ceil Kirby; Susan Latimer; Elsie Lively; Michele MacDonald; Brittany Madden; Monica McCarter; Roy McCoy; Sandy Nowicki; Marilyn Pagé; Sheila Petricca-Hart; Susan Polansky; Timothy Poole; Gail Prewandowski; Judith Riotto; Irene Roper; John Sallie; Jo-Agnes Santangelo; Blake Scanlon; Hollis Shore; Karen Silverthorn; Andrew Simeone; Mary Sullivan; Laura Lee Williams; Pra Vennapusa; Pri Vennapusa; Melissa Walker; Mason Watson; Winona Wendth; and Bea Zhang.

The Library continues to benefit from the services provided through the Town's tax abatement program and wishes to thank those Lancaster residents who help this department meet the goals of its services.

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, and the Progin Foundation Gift Fund.

‡ An integrated library system (ILS), also known as a library management system (LMS), is an enterprise resource planning system for a library, used to track items owned, orders made, bills paid, and patrons who have borrowed. See: http://en.wikipedia.org/wiki/Integrated_library_system

§ They shall beat their swords into plowshares and their spears into pruning hooks neither shall they learn war any more." is an abridged verse most commonly attributed to Isaiah 2:4. See also Joel 3:10 and Micah 4:3.

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

†† Central/Western Massachusetts Automated Resource Sharing, Inc. (C/W MARS) is a library consortium dedicated to efficient resource sharing and rapid access to information.

‡‡ Service is provided for free by Comcast.

§§ Provided by the Massachusetts Board of Library Commissioners (MBLC), Central/Western Massachusetts Automated Resource Sharing (C/W MARS) and the Massachusetts Library System (MLS).