
THAYER MEMORIAL LIBRARY

2013 Annual Report

2013 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: Stephanné Fiori
Member: Stephen Piazza

DIRECTOR: Joseph J. Mulé
ASSISTANT DIRECTOR/ADULT SERVICES LIBRARIAN: Nancy Hayes Clune: (January)
ASSISTANT DIRECTOR/ADULT SERVICES LIBRARIAN: Karen Silverthorn: (March-December)
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: (January-May)
LIBRARY PAGE: Lisa D'Ambrosio
LIBRARY PAGE: Dorothy McCandless
LIBRARY PAGE: Gail Prewandowski
LIBRARY PAGE: Karen Silverthorn: (January-February)
LIBRARY PAGE Jo Agnes Santangelo: (April –December)
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 151st year of free public library service to the citizens of Lancaster, the Thayer Memorial Library sustained turnover on its Board of Trustees and key staff and still managed to record one of its most productive years in recent memory. 2013 was a year that produced increases in membership, attendance, and many general public services.

Budget

From January to June, the Library operated on the final six months of FY2013's municipal appropriation. Likewise, from July to December, the Library worked on the first six months of FY2014's municipal appropriation. Table 1 illustrates the Library's Total Appropriated Municipal Income (TAMI) for each fiscal year, affecting the calendar year 2013.

TABLE 1			
FY2013 AND FY2014 TOTAL APPROPRIATED MUNICIPAL INCOME (TAMI)			
<i>Fiscal Year</i>	<i>Months Utilized in Calendar 2013</i>	<i>TAMI</i>	<i>Δ% from Previous Fiscal Year</i>
FY2013	July through Dec	\$262,945	8.56%
FY2014	Jan through June	\$285,466	3.76%

Factors that led to an increase in the Library’s TAMI in FY2014 were mostly a result of the cost of living adjustments to wages and salaries and an addition in the media budget. The media¹ budget line item was drastically cut by nearly 53% in FY2010 as a result of the global recession of 2009. It was not until FY2014 that Lancaster was able to restore the media line item to FY2010 levels.

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*² in FY2013 and expects to do so in FY2014 as well. As a result of meeting all of the Commonwealth’s requirements for public library service, the Thayer Memorial Library received an FY2013 State Award totaling \$11,913, an increase of more than 11% from the previous year.

Highlights of meeting the requirements of the Massachusetts Board of Library Commissioners (MBLC) over the course of the fiscal year 2013 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 spending at least 16% of the municipal appropriation on books and other media. In FY2013, the Library managed a media budget of \$48,624. More than 67% of FY2013’s MER was funded using the municipal appropriation.

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 2013 without having augmented the Town’s municipal appropriations with non-appropriated or fee-based sources of income. Over the calendar year 2013, the Library expended more than \$43,692 in non-appropriated³ or fee-generated revenue⁴.

The Library spent \$6,062 of its *State Aid* income over the calendar year 2013. Notable State Aid expenditures included purchasing repairs, maintenance services and supplies (\$3,099), office

¹ For the sake of this report, media is defined as printed or electronic sources of information including books, ebooks, DVDs, Blu-rays, magazines, compact discs, etc.

² Overseen by the Massachusetts Board of Library Commissioners (MBLC).

³ Trust fund income, gifts, grants and State Aid.

⁴ Fines, replacement fees and faxing and printing revenue.

equipment and supplies (\$1,304), providing staff services and travel (\$1,015), public events (\$330), acquiring books and other media for the general collection (\$261), and purchasing miscellaneous services (\$53).

The Library spent \$7,273 of *Trust Fund* income over the calendar year 2013. Notable Trust Fund expenditures included acquiring books and other media for the general collection (\$5,575), purchasing office equipment and supplies (\$527), books and other media processing supplies (\$475), providing staff services and travel (\$434), public programs and events for patrons of all ages (\$237), and miscellaneous services (\$25).

The Library manages a *revolving account* used to collect revenue and to make targeted purchases. Notable revolving account expenditures included acquiring books and other media for the general collection (\$3,034), purchasing office equipment, supplies and services (\$2,590), and books, and other media processing supplies (\$659).

The Library maintains several *gift and endowment accounts*⁵ established to accept donations from individuals, estates, and organizations. Over the calendar year 2013, the Library spent \$24,099 from its gift accounts. Notable purchases using gift revenue include acquiring books and other media for the general collection (\$7,708), providing public programs and events for patrons of all ages (\$7,524), purchasing all museum and attraction passes (\$5,644), and developing network and web-based services⁶ (\$2,792).

Personnel

In January, Assistant Director and Adult Services Librarian (ADASL) Nancy Hayes Clune resigned from her post after more than three years of service. Ms. Clune had worked for the Worcester Public Library prior to working in Lancaster, and she brought with her a substantial set of professional skills that the Library quickly put to good use. Ms. Clune was an excellent programmer and had comprehensive and wide-ranging knowledge of adult literature and the publishing field. Arguably her most significant contribution to the Library was starting a Writers Group, which has grown to as many as five groups and still continues after her departure. She was an exceptional colleague and an even better friend to everyone on staff. Ms. Clune now works in administration at Springfield Public Library. The Library hired Karen Silverthorn as its next ADASL in March.

Ms. Silverthorn worked for more than two decades at Atlantic Union College's G. Eric Jones Library, managing its periodical, interlibrary loan, and circulation departments. Before being hired as the new ADASL, she began her tenure at the Library as a volunteer and soon after was hired as a page. Ms. Silverthorn brings with her strong customer service skills, a comprehensive understanding of circulation services, and alacrity, assuming all of her new duties.

⁵ Friends of the Thayer Memorial Library Gift Fund, Nathaniel Dexter Book Fund, George K. Progin Foundation Gift Fund, Rosemary Davis Memorial Fund of the Greater Worcester Community Foundation, and Thayer Memorial Library Foundation.

⁶ Principally subscribing to Ancestry.com and Heritage Quest databases.

In May, Page Sandy Altucher resigned to assume duties as the Digital Services Librarian for the Lunenburg Public Library. Ms. Altucher worked at the Library for nearly a decade and is truly missed. She was a vast help troubleshooting network related matters and recommending technological initiatives for the Library to consider pursuing, and was active in administering one of the Library's Writers Groups. Although she worked part-time, Ms. Altucher often volunteered extra hours working on projects that interested her and significantly outperformed her duties as a page.

With Ms. Silverthorn assuming her duties as ADASL and Ms. Altucher resigning, the Library needed to fill two Page positions. In April, Jo Agnes Santangelo was hired to replace the opening left by Ms. Silverthorn. Ms. Santangelo started as a volunteer at the Library and assisted for several years before being hired in April. She significantly contributed to the Library's 150th Celebration and, specifically, was a substantial force administering the installation of the Library Historical Timeline that is still on exhibit throughout the Library.

The Library did not hire a replacement for the vacated position left by Sandy Altucher. Instead, it expanded the existing hours of Page Gail Prewandowski. Ms. Prewandowski began working for the Library as a volunteer and was hired as the Saturday Page in 2010. A Lancaster resident all her life, Ms. Prewandowski's professionalism and dedication to her job are nearly unrivaled among the staff.

Throughout the year, many of the staff attended a variety of training seminars in Central Massachusetts, which upgraded technical skills in the use of the new integrated library system (ILS) and online databases. In addition, the Library began employing online seminars provided by the American Library Association to diversify staff technical skills further to include such things as managing online social networking service and strategic planning.

Building and Operations

The Library has been in its renovated building for 14 years, and the Library Administration 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. On balance, however, 2013 included improvements to the Library plant that more than offset difficult and untimely building maintenance encounters.

In addition to responding to the more typical building maintenance challenges, the Library sustained two relatively severe problems in 2013. In April, a leak was discovered in the dry pipe sprinkler system located in the Library's attic. The system was primarily leaking air and an unsubstantial quantity of water. No other damage was sustained resulting from this leak. However, the repair which included replacing six feet of steel pipe did cost the Library nearly \$1,000. Additionally, in December, the Library also sustained a significant boiler failure, which required more than \$1,250 to repair.

Using grant⁷ funding administered by the Town Planning Director, Noreen Piazza, the Library was able to replace more than 50 metal halide lamps with LED lamps, located in the Library's interior and exterior. In addition, the Library was chosen as one of seven libraries⁸ in the Commonwealth to participate in the National Grid Light Up Your Library Tour. Recipients received a day of programming hosted by Radio Disney® and aimed at informing the public of methods to be more energy efficient. Moreover, the participating communities competed on Facebook to win an Energy-Efficient Lighting Makeover Contest prize. Lancaster prevailed over the Town of Westborough and the five other libraries to win a \$15,000 prize. Although volunteers are recognized later in this report, enough cannot be said for the effort they and the staff put forth to keep the public engaged in this initiative.

Attendance, Collections, and Use

Thayer Memorial Library remained the local destination of choice for 21st Century library service in 2013. The Library provided a diverse selection of media choices to the public in multiple formats, including electronic, print, and digital. In addition, programs and events continued to draw a variety of people of all ages interested in seeing live performances as well as to meet fellow patrons. Local groups, whether municipal or private, had twenty-four-hour access to meeting spaces that held groups as big as 68 patrons. Finally, the demand to access the Library's Special Collections remained steady in spite of the minimal hours they were available to the public. The Museum was closed all year as a group of volunteers, led by Trustee Steve Piazza, who sought to inventory the collection and plan future exhibits.

At the end of December, the Library recorded a slight increase in patronage, marking 4,589 registered borrowers or nearly 2/3 of Lancaster. Library attendance remained robust and is still showing signs of continued growth. The Library began monitoring attendance using a wireless digital counter five years ago and not surprisingly, as publicity and marketing of Library services improved, so followed demand. While celebrating its sesquicentennial last year, the Library recorded attendance figures of more than 61,000 visits – nearly a 10% increase from the year prior. In 2013 this figure continued to grow to more than 68,000 visits without any increase in staffing or hours of operation.

The Library's collection continued to evolve and grow based on public demand. In 2013, the Library's collection grew from 76,798 titles to over 85,000. Downloadable content, a subset of the collection, grew to nearly 22,750 titles with ebooks accounting for more than 75% of that total. The Library subscribed to 138 magazines and newspapers and received an additional 21 subscriptions as gifts. In addition – and 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 20 museum and attraction passes.

⁷ The Green Communities grant funding was issued by the Department of Energy Resources (DOER), a division of the State's Executive Office of Energy and Environmental Affairs (EOEEA).

⁸ Lowell, Somerset, Westborough, Attleboro, Randolph, Granby, and Lancaster.

In 2013, the Library completed its first calendar year using the still very new, open-source, integrated library system⁹ (ILS), Evergreen. In 2012, the Library reported total circulation of all titles to be 140,000. In 2013, the Library recorded more than 144,732 checkouts for an increase of just over 2.25%. In many cases, the public actively utilized the Library's interlibrary loan program, which brought media from other Commonwealth libraries to Lancaster to meet local demand. Otherwise, content demand that was satisfied by downloading titles increased by more than 38% in 2013. Overall, regardless of how the public acquired their library materials, patron *readership* remained steady, accounting for roughly half of total circulation activity.

The Library provided a wide variety of programs aimed at varying age groups throughout the calendar year. In total, the Library provided the community with 410 programs (123 youth/287 adults) that were attended by more than 4,300 patrons. Many programs were part of an ongoing series and either met once weekly or monthly. Examples of weekly programs included a story hour, 4 writing workshops, knitting club, Scrabble club, viewings of currently released films, and building with LEGO Club. Meeting monthly, a third book discussion group led by the Director was added to the two other already in place. Seasonally, the Library conducted a summer reading program for Lancaster's youth.

The Library participated in or hosted several other noteworthy events in 2013 that distinguished themselves either due to their popularity or importance to the history of the Town or Library. In March, the Library attended Massachusetts Library Association's Public Relations ceremony and brought home two prizes for work done in 2012 for the Library's sesquicentennial. The Library received second place honors in the category of Advertisement for the 150th Birthday Invitation mailed to everyone in Lancaster. Also, the Library was awarded third place honors in the category of Merchandise for "A General Diffusion of Knowledge" catalog produced for the significant exhibit the Library installed in 2012.

In August, New England Aquarium presented a Tide Pool Open House that drew nearly 100 patrons. In October Library supporters, Andie Ordnung and Kevin Doyle organized *Civil War Remembered*. In the morning, a group of Civil War Reenactors mustered on the Town Green. Through much of the afternoon, actors in period clothing discussed the art of quilting during the Civil War and, as a finale, Mr. Doyle lectured on The Battle of Ball's Bluff, a skirmish that included soldiers from Lancaster. Finally, in November, The Library presented the Chandler Reward of Merit to children's author and illustrator Jarret Krosoczka. Mr. Krosoczka has authored twenty published books—ten picture books, nine graphic novels, and one chapter book. His Lunch Lady series has twice won a Children's Choice Book Award, in the "Third to Fourth Grade Book of the Year" category, and was nominated for a Will Eisner Comic Industry Award.

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 12th annual *Food for Fines* program was again offered to the public. Late fees were waived for all patrons who donated non-perishable food to the cause. This program commenced after Thanksgiving and ran through

⁹ An integrated Library System is an enterprise resource system for libraries, used among many things to track items owned, bills paid, and patrons who have borrowed.

the week of Christmas. All food donations were collected by Selectman Jean Syria, who distributed the food to Lancaster residents.

Over the course of calendar 2013, the Library provided public computers for Internet access and word processing serving on average more than 75 patrons per week. In addition, the Library offered wireless internet access throughout the building for patrons who brought their own wireless devices.

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 2013, the Library provided around-the-clock access to its meeting rooms (located on the building's ground floor) and recorded more than 250 uses.

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 thanks Bob Kadlec, who has developed and manages its website (<http://thayermemoriallibrary.org/>), which provides direct access to its catalog, databases¹⁰, program schedule, and regularly updated information about new media additions through the Wowbrary newsletter. Finally, staff member Lisa D'Ambroiso, volunteered her time and skills to reinvigorate the Library's Facebook page in 2013. Lisa updated the Library's page several times a week, and her active involvement during the Library's campaign to win the National Grid Lighting makeover cannot be overstated.

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 \$30,500 in gifts from the following people and organizations: George K. Progin Foundation (\$10,000); Rosemary Davis Fund at the Greater Worcester Community Foundation; Inc. (\$8,500); Friends of the Thayer Memorial Library (\$6,000); Thayer Memorial Library Foundation (\$3,000); Alan C. Nichols (\$1,200); The Evander Lewis Family Foundation (\$1,000); Lancaster Garden Club (\$150); Charlotte Follansbee (\$100); Daniel Leonard (\$100); Debora M. Doucette (\$100); Kevin T. Riley (\$100); Anne Short (\$50); Betty and Gene Ogborn (\$50); Emily Rose (\$50); Henry Bowden (\$50); Karen Silverthorn (\$50); Linda And John Ledoux (\$50); Mom's Club of Lancaster/Sterling (\$50); Montachusets Regional Teachers Association (\$50); Colonial Woodcraft (\$50); Frank MacGrory (\$25); Richard Fitzgerald (\$25) and Nancy E. Johnson (\$10).

¹⁰ Provided by the Massachusetts Board of Library Commissioners (MBLC), Central/Western Massachusetts Automated Resource Sharing (C/W MARS) and the Massachusetts Library System (MLS).

The Board of Library Trustees also accepted notable non-monetary donations including Tercentenary of the Lancaster Massacre medallion given by Mary Gray of Danville; NH; four framed photographs from the John T. Goodhue Estate¹¹; wall clock (in the Director's office) provided by Rosalie Tkachuk of Lancaster; and a large rock with over 35 instances of the mineral Chialstolite (aka Lancaster Cross Rock) provided by Lancaster resident Charlotte A. Berry.

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 2,300 unpaid volunteer hours of service. Averaging more than 40 hours per week, volunteers saved Lancaster taxpayers nearly \$23,000 in wages. The Thayer Memorial Library volunteers include Sarah Abare; Reuben Archilla; Sam Aucoin; Emily Bond Hannah Castner; Catherine Chaisson; Theresa Cloutier; Kyle Cloutier; Lisa D'Ambrosio; Marie Espinola; Johanna Graber; Bob Kadlec; Susan Kadlec; Caroline Ketchum; Ceil Kirby; Michele MacDonald; Monica McCarter; Roy McCoy; Sandy Nowicki; Marilyn Pagé; Gail Prewandowski; Judith Riotta; Gloria Robinson; Irene Roper; John Sallie; Jo Agnes Santangelo; Blake Scanlon; Karen Silverthorn; Jeremy Silverthorn; and Melissa Walker.

Gifts-in-kind were received from many benefactors, and the Library wishes to recognize the following people and organizations for their services: John Aurin; Paula Castner; Tyke Crowley; Stephen D'Ambrosio; Chris Detsikas; The College Church of Seventh-day Adventists; Kate Engelhardt of Corrective Chiropractic; Sheriff Lewis Evangelidis and the Worcester County Sheriff's Office; Kerry Flathers of the Perkins School; Anne Frantz; Friends of the Thayer Memorial Library; Natasha Dashkovskaya; Kevin Doyle; Mothertown Quilters and Be What Remains...; Lancaster's Assessors Department; Lancaster's Community Development and Planning Department; Lancaster Department of Public Works; Lancaster Friends of the Nashua River; Lancaster Garden Club; Lancaster Girl Scouts; Lancaster Police Department; Susan Latimer; Paul T. Leone; Andrew Linnell; Cyndie Maxfield; Nashoba Regional School System – Early Intervention; Susan Munyon; Andie Ordnung; Marilyn Pagé; Steve Piazza and TEMPO; Corporal Steve Raff and 15th Massachusetts Volunteer Infantry; Jon Roper; Emily J. Rose; JoAgnes Santangelo; Hollis Shore; Andrew Simeone; Angela Simms; Bonnie Smith; South Lancaster Academy Student Community Services; Southern New England Conference Camp Meeting; Marion Stoddart; Jean Syria; Winona Wendth; Stephanie Stanton White and Judy Zmijak.

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

¹¹ Photographs include one of Mrs. John E. Thayer, Seven Bridge Road, Estate of Pauline R. Thayer, and the First Church of Christ Unitarian.