
THAYER MEMORIAL LIBRARY

2014 Annual Report

2014 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: Karen Silverthorn
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: Lisa D'Ambrosio
LIBRARY PAGE: Dorothy McCandless
LIBRARY PAGE: Gail Prewandowski
LIBRARY PAGE: Jo Agnes Santangelo:
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

Budget

In its 152nd year of free public library service to the citizens of Lancaster, the Thayer Memorial Library operated over two consecutive fiscal year budgets. From January to June, the Library operated on the final six months of FY2014's municipal appropriation. Likewise, from July to December, the Library operated on the first six months of FY2015's municipal appropriation. Table 1 illustrates the Library's Total Appropriated Municipal Income (TAMI) for each fiscal year, affecting the calendar year 2014.

TABLE 1			
FY14 and FY15 Total Appropriated Municipal Income (TAMI)			
<i>Fiscal Year</i>	<i>The calendar Year Months</i>	<i>TAMI</i>	<i>Δ% from Previous Fiscal Year</i>
FY14	July through Dec	\$303,377	
FY15	Jan through June	\$311,517	2.61%

Factors affecting the Library's TAMI in FY2015 were primarily a result of the cost of living adjustments to wages and salaries and repairs to the building.

The Library met all budget-related requirements as outlined in 605 CMR 4.00: M.G.L. c. 78, ss.19A and 19B in FY2014 and expects to do so in FY2015 as well. As a result of meeting all of the Commonwealth's requirements for public library service, the Thayer Memorial Library received an FY2014 State Award totaling \$12,161, an increase of more than 2% from the previous year.

Highlights of meeting the requirements of the Massachusetts Board of Library Commissioners (MBLC) over the course of the fiscal year 2014 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 FY2014, the Library managed a media budget of \$58,947. Nearly 80% of FY2014'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 2014 without having augmented the Town's municipal appropriations with non-appropriated or fee-based sources of income. Over the calendar year 2014, the Library expended more than \$37,749 in non-appropriated or fee-generated revenue.

STATE AID: The Library spent \$10,065 of its *State Aid* income over the calendar year 2014. Notable State Aid expenditures included purchasing computers and network services (\$3,798), public events (\$2,901), repairs, maintenance services and supplies (\$924), office equipment and supplies (\$659), books and other media for the general collection (\$558), museum and special collections services (\$471), human resource services and travel (\$460), postage (\$201) and, books and other media processing supplies (\$93).

TRUST FUNDS: The Library spent \$1,229 of *Trust Fund* income over the calendar year 2014. Notable Trust Fund expenditures included purchasing museum and special collections services (\$1,186), human resource services (\$25) and, books and other media for the general collection (\$19)

REVOLVING FUND: The Library manages a *revolving account* used to collect fine, fax, and copy service revenue to make targeted purchases. Notable revolving account expenditures included purchasing office equipment, supplies and services (\$3,761), books and other media for the general collection (\$,411), book and other media processing supplies (\$1,167), museum and special collections services (\$102) and, custodial supplies (\$71).

GIFTS: The Library maintains several *gift and endowment accounts* established to accept donations from individuals, estates, and organizations. Over the calendar year 2014, the Library spent \$17,943 from its gift accounts. Notable purchases using gift revenue include providing public programs and events for patrons of all ages (\$8,934), purchasing all museum and attraction passes (\$5,215), acquiring books and other media for the general collection (\$2,776), computers and network services (\$663) and, human resource services (\$355).

Attendance, Collections, and Use

Thayer Memorial Library remained a center for local information and activities in 2014. 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.

At the end of December, the Library recorded 4,453 registered borrowers or nearly 2/3 of Lancaster residents. The public continued to visit the Library with high frequency in 2014. In total, almost 54,450 patron visits were recorded.

The Library's collection size continued to evolve and grow based on public demand. In 2014, the Library's collection grew from 85,000 titles to more than 94,500 items, a jump of more than 11%. This growth was the direct result of adding more than 9,650 new downloadable titles (books, audio, and video) to the overall collection. In total, downloadable content comprised more than 30% of the Library's entire circulating collection.

The Library subscribed to 140 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.

Circulation counts remained relatively unchanged in 2014. The Library circulated more than 140,000 titles in all formats. 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.

The demand for downloadable content jumped more than 35% in 2014. However, the overall use and popularity of these materials have yet to catch on. Less than 5% of all circulation transactions in 2014 were a result of patrons downloading titles. While demand for downloadable content is expected to continue growing, the Library shows no signs or evidence that demand for print materials is declining among users. Regardless of how the public acquired their library books, patron *readership* remained steady, and still accounted for roughly half of all total circulation activity.

The Library provided a wide variety of programs for various age groups throughout the calendar year with continued financial support from the Greater Worcester Community Foundation Rosemary Davis Fund, George K. Progin Foundation, and The Friends of the Thayer Memorial Library. In total, the Library provided the community with 502 programs (117 youth/385 adult) that were attended by more than 5,100 patrons. Programs included a weekly story hour and screenings of currently released films.

In July, the Library had the good fortune to host a lecture by Harvard professor and author Jill Lepore based on her recent publication *Book of Ages: The Life and Opinions of Jane Franklin*. The Library granted permission to Ms. Lepore to use its portrait (oil on canvas) by Joseph Badger of Jane Flagg Greene, Jane Franklin's granddaughter, as the cover of her work. The two Badger portraits were moved to the museum for display in time for this special event.

Ongoing interest groups available for patrons included multiple writing workshops, two book discussions, a knitting club, a Scrabble club, and a LEGO Club. In 2014 Toastmasters International began holding weekly meetings at the Library for the purpose of helping members improve their communication, public speaking, and leadership skills. In addition, civic and nonprofit groups actively used one of several conference rooms to meet and conduct business, with approximately 234 meetings held in 2014.

Over the course of calendar 2014, the Library provided public computers for internet access and word processing and offered wireless internet access throughout the building for patrons who brought their own wireless devices.

Administration and Operations

In addition to regular operations, the Library undertook three significant initiatives that will positively affect services and building operations for years to come. Through the support of patrons, the Library won a \$15K award from National Grid in December 2013. With these funds, the Library upgraded many of its lighting fixtures to non-incandescent sources and added motion sensors to lights throughout the building to reduce energy consumption. Secondly, substantial volunteer effort was devoted to restoring the Library's Museum. Volunteers repaired and

repainted the entire space, inventoried over 800 artifacts, and began the process of organizing and exhibiting materials in a coherent fashion. Finally, the Board of Trustees formally started a strategic planning process that plans to finish sometime in the spring of 2015.

Donations, In-Kind Gifts, and Volunteers

Over the course of the year, the Library received more than \$24,750 in gifts from the following people and organizations: Rosemary Davis Fund at the Greater Worcester Community Foundation; Inc. (\$8,500); Friends of the Thayer Memorial Library (\$6,000); Alan C. Nichols (\$1,000); The Evander Lewis Family Foundation (\$1,000); Lancaster Cultural Council (\$500); Moms Club of Lancaster/Sterling (\$200) Lancaster Garden Club (\$150); Henry Bowden (\$50); Julie Fay (\$35); Stephen A. Roach (\$20) and Herb Collins (\$10). In addition, nearly \$9,000 was collected by the Library in memory of Lancaster resident Jack Pirozzolo who passed away in 2014.

The Board of Library Trustees also accepted a framed portrait of Luther Burbank given by Frank MacGrory and a one-quart milk bottle from Tara Farm, J. H. Kilcoyne, given by Gail Prewandowski.

The Library's loyal corps of volunteers continued to play an invaluable role in 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 2,950 unpaid volunteer hours of service. Averaging more than 40 hours per week, volunteers saved Lancaster taxpayers more than \$27,500 in wages.

The Thayer Memorial Library volunteers include Sarah Abare, Gabe Barbosa, Emily Bond, Pat Buchovecky, Samrat Clements, Lisa D'Ambrosio, A. J. DeChambeau, Kevin Doyle, Marie Espinola, Teresa Feudo, Grace Fiori, Johanna Graber, Susan Hurley, Elaine Jewett, Bob Kadlec, Susan Kadlec, Mike Kaulback, Caroline Ketchum, Ceil Kirby, Brandon Leclair, Cathy Lord, Michele MacDonald, Nathan Madden, Monica McCarter, Roy McCoy, Barbara Meyers, Sandi Nowicki, Adrian, Ordnung, Rich Ordnung, Marilyn Pagé, Susan Polansky, Gail Prewandowski, Judith Riotta, Anna Rogich, Irene Roper, John Roper, Emily Rose, JoAgnes Santangelo, Mary R. Sawyer, Bob Silverthorn, Karen Silverthorn, Cecilia Thurlow, Jacob Von Linden 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: 7 Bridge Writers Collaborative, Dick Belanger, Paula Castner, Corrective Chiropractic, Peter Christoph, College Church of Seventh-day Adventist Camp Meeting Volunteers, Tyke Crowley, Kenneth Gloss, Bud Hawkins, LUK, Inc., Lancaster Commission on Disability, Lancaster Garden Club, Lancaster Girl Scouts, Susan Latimer, Steve Lechner, Paul Leone, Lilly the Hero Pit Bull Fund, Andrew Linnell, Cynthia Maxfield, North County Land Trust, Jean-Paul and Marilyn Pagé, Perkins School, Will Raymond, Rebecca Shoer, Angela Simms, South Lancaster Academy Volunteers, David Spanagel, Nova Styles , Toastmasters International, Cathy Weaver 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