

# 2021 ANNUAL REPORT OF THE TRUSTEES THAYER MEMORIAL LIBRARY

## Mission Statement

The Thayer Memorial Library brings people, information, and ideas together to enrich lives and build community.

## Our Core Values

### *Passion*

We love the Library, we love Lancaster, and we love what we do.

### *Free and Open*

We promote intellectual freedom and privacy for all.

### *Inspiration*

We enhance learning, the free flow of ideas, and civic responsibility.

### *Respect*

We respond to all with courtesy and compassion.

### *Integrity*

We uphold a bond of trust between the Library and the community as stewards of our collections and our building.

### *Legacy*

We treasure the history of Lancaster and its Library as we embrace the future.

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## **BOARD OF LIBRARY TRUSTEES**

Chair Emily J. Rose

Vice-Chair Frank T. MacGrory

Secretary Frank S. Streeter

Member David I. Spanagel

Member Anne T. Ogilvie

Member Ann Frantz

## **HOURS OF SERVICES**

Monday 10 – 8

Tuesday 12 – 8

Wednesday 10 – 8

Thursday 10 – 8

Friday 10 – 5

Saturday 10 – 2

# 2021 ANNUAL REPORT OF THE TRUSTEES THAYER MEMORIAL LIBRARY

## LIBRARY STAFF

Director Joseph J. Mulé

Assistant Director  
Adult Services Librarian Karen Silverthorn, retired

Assistant Director  
Adult Services Librarian Rachel Rosengard

Youth Services Librarian Maren Caulfield

Office Manager  
Senior Technician Janet Baylis

Special Collections Clerk Marcia Jakubowicz, retired

Technician Jo Agnes Santangelo

Associate Lisa D'Ambrosio

Associate Gail Prewandowski

Associate Melanie Turpin

Associate Meredith Brummer

Associate Shikarro Sampson Egan

Facilities Supervisor Scott Muth

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## HIGHLIGHTS OF 2021, 159<sup>TH</sup> YEAR OF PUBLIC LIBRARY SERVICE

### STAFFING

The Library lost two stalwart colleagues, Assistant Director / Adult Services Librarian Karen Silverthorn and Special Collections Clerk Marcia Jakubowicz, to retirement. Both Ms. Silverthorn and Ms. Jakubowicz performed their duties in service to Lancaster residents with skill and grace. They served everyone they encountered with distinction.

The list of their accomplishments over many years of service would be extensive and likely take several pages to mention. Ms. Silverthorn served for nearly ten years and expanded the duties of her position by increasing programming, regularly winning grants, and growing a large team of volunteers. Ms. Jakubowicz served for nearly 35 years and was the longest-standing staff member when she retired. No one compared with her deep historical knowledge of Lancaster, the Library, and its sizable special collections. Both left the Library with a legacy that will not soon be matched.

Pages were promoted to a new Associate position. For over 20 years, the Pages regularly went above and beyond their modest duties, showing an initiative to take on more complex assignments. The newly established Associate position acknowledged the many tasks the Pages had been addressing for years, such as administering the Library's Facebook page, overseeing high-level circulation assignments, managing the Library's website, and conducting motion picture discussion clubs. After the advancement of Rachel Rosengard from Associate to Assistant Director / Adult Services Librarian, a new Associate was hired to fill her vacancy.

Lancaster resident Rachel Rosengard worked as a Page and Associate for nearly 2.5 years before her promotion as the new Assistant Director / Adult Services. Before she was on staff, Ms. Rosengard volunteered for several years, working in the Children's Room and the Adult collections. Her swift climb within the organization indicates her skills, knowledge, and experience, which she established over the years while working in other organizations.

The Library is fortunate to have Ms. Rosengard working in an elevated position. She has taken takes on more responsibilities, including managing the Library's Special Collections and Museum. As with all new hires, Ms. Rosengard brings a lively creative vitality that will advance the organization and services for the foreseeable future.

### SUMMARY OF ACTIVITIES

In January, the Library was awarded a \$7,000 grant from the Rosemary Davis Memorial Fund at the Greater Worcester Community Foundation for museum passes, books, and programs on topics that consider environmental and ecological protection and the welfare of animals. A new state-of-the-art heating, ventilation, and air conditioning (HVAC) unit was installed to maintain tight temperature and relative humidity set points in the Constance V. R. Dexter

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Special Collections Room. Additionally, Preservation architects from Spencer, Sullivan & Vogt began assessing and drawing plans to restore the windows in the historic wing Children's Room.

In February, Member Spanagel convened a Fundraising and Advocacy taskforce. This group consisted of two Trustees, two members of the Friends of the Thayer Memorial Library Executive Board, and four community members who would join in raising money for the windows in the historic wing Children's Room.

A digital newspaper archive project commenced in April, converting the Library's microfilm into searchable digital files through an online portal. The Library possesses local newspapers going back to the 1800s, indicating the project will not conclude for several years.

In May, after managing the COVID-19 pandemic from afar, the Library reopened its doors and welcomed the public back into the building without requiring preregistration. Although curbside pickup continued outside of the Library, members received the complement of all circulation services inside. However, safety measures, including masking and maintaining social distancing from others, prohibited any in-house programming. Lastly, the Library procured a vendor to complete a window restoration prototype for future fundraising to complete all the windows in the historic wing Children's Room.

In June, Youth Services Librarian Maren Caulfield earned a certificate as a "Youth Mental Health First Aider," suitable for three years. On Juneteenth, the Library held its first State of the Library event. The speech centered its attention on weathering the COVID-19 ordeal, clarifying the trials the Library faced over the prior fifteen months and cited challenges and a sense of optimism about the short-term mindset of the Library. In addition, the Library became volunteer-independent when staff took over all duties in managing the Library's website.

In July, the Library was awarded a \$10,000 Library Services and Technology Act (LSTA) grant from the Institute of Museum and Library Services and administered by the Massachusetts Board of Library Commissioners. The goal of the **Touch, Make, Learn, PLAY** project was to provide equitable access to intentional, engaging play spaces and programming to young children and their caregivers from Lancaster and neighboring communities. The Library also entered a joint venture in July with the Lancaster Board of Health and The Beaman Memorial Public Library of West Boylston. The group developed a live virtual COVID-19 event featuring an expert on the nature of the virus and the risks of not vaccinating

In September, the Library was awarded five mobile hotspots by the Massachusetts Board of Library Commissioners. These hotspots were lent to residents and enabled anyone to *bring the internet* wherever they went.

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The Library learned its FY2022 budget would be reduced by 5% under its FY2021 appropriation in November. As well, the Assistant Director became the Trustees meeting recorder. This change marked the first time in recent memory staff were tasked with recording draft minutes at Board Meetings as part of their day-to-day responsibilities. This position did not supplant the Secretary's duties to supply the Board with minutes. Finally, regrettably, a mysterious leak was discovered in the Historical Children's Room, which caused damage to the plaster ceiling.

## MEDIA COLLECTIONS

In 2021, the Library added 5,169 titles to its conventional and thousands of titles to its eMedia collections. The Library held more than 1.8 million titles broken down into several media types. Electronic media comprised more than 97% of accessible titles. Circulations showed evidence of rebounding from the pandemic from a year ago growing more than 17%.

### *Collection Breakdown by Media Type*

<b>Media Type</b>	<b>Totals</b>
Audiobooks and Music	7,851
Books	43,293
DVDs and Blu-ray	8,742
eAudio	232,294
eBook	880,734
eComics	35,891
eMovie	100,383
eMusic	505,415
eMagazines	3,187
Games	473
Magazines	2,023
Microfilm	87
Miscellaneous [art, electronics, kits, passes, etc.]	953
<b>Total Titles</b>	<b>1,821,326</b>

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## *Circulation Breakdown by Media Type*

Media Type	Totals
Audiobooks and Music	2,270
Books	42,901
DVDs and Blu-ray	10,149
eAudio	2,266
eBook	1,342
eMovie	436
Games	644
Magazines	1,265
Miscellaneous [art, electronics, kits, passes, etc.]	542
<hr/>	
<b>Total Circulations</b>	<b>61,815</b>

## *Museum and Attraction Passes*

American Heritage Museum	Museum of Russian Icons
Animal Adventures	Old Sturbridge Village
Basketball Hall of Fame	Robbins Museum of Archaeology
Berkshire Museum	Roger Williams Zoo
Butterfly Place (coupon)	Trustees GO Pass
Davis Farmland	Tower Hill
Discovery Museum	USS Constitution
Ecotarium (coupon)	Worcester Art Museum
MA Parks Pass	

## PROGRAMS AND EVENTS

The Library scheduled more than 300 programs which more than 3,253 citizens attended. More than 70% of the programs were conducted virtually. These programs were funded using grant funds and gifts donated to the Library. A sampling of the programs held in 2021 are listed in the table below.

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### *In-person Programs and Events*

Adult Book Group	Middle-Grade Book Club	Storytime
Animal Adventures	Mike Piazza and His High-Flying Dogs	Teen Advisory Group
Author Visit: Anthony Garreffi	MRE & Me Storytime	Teen Movie Club
Creative Drama	Music and Movement	Will the Therapy Dog
Every Child Ready to Read	Photography Workshop for Kids	Young Adult Book Group

### *Virtual Programs and Events*

Armchair Travel Series	LEGO Club	STEM Class for Kids
Atlantic White Shark Conservancy/Rosemary Davis	Motion Picture Club	Storytime
Birds of Bosque Del Apache	Mr. Dickins and his Carol/Book Discussion	Tales from the Ant World
Box of Flowers Craft Workshop	Mug Meals for Teens	What Is Racism: Workshop
Felt Workshop for Teens <del>(1)</del>	New England Birds of Prey	Who were the Nashaways?
Felting Workshop	Photography Workshop for Kids	Wild About Turtles
From Freedom to Flight: King Phillip's War	Quabbin: History and Explorers Guide	Women's Rights: Short Skirts, Oh My
Hikes through History	Short Story Workshop	Writer Critique Group
Leaping Lizards	Songwriting Class	Writing Group

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## FUNDING LIBRARY SERVICES

The calendar year 2021’s operating budget included revenue collected in the first half of fiscal 2021 [January-June] and the last six months of the fiscal year 2022 [July-December]. Supplies and services expenditures were paid using all available funds, including municipal appropriation, grants awarded by the Commonwealth of Massachusetts and non-profit agencies, trust fund income, and generous supporters' gifts. The Library expended more than \$420,900 on operations. Nearly 10% of this sum was funded using non-municipal income.

### **Municipal Support**

Specifically, the municipal appropriation [\$382,928] underwrote operational expenses, including wages, the purchase of books, magazine subscriptions, and other media, the CW MARS membership, office and housekeeping supplies, and building maintenance services.

#### *Municipal Appropriations in FY2021 and FY2022*

<i>FY2021</i>	<i>FY2022</i>
January – June	July–December
Municipal Income	Municipal Income
367,051	367,928
$\Delta$ \$877	

### **State Aid**

A municipality and its library must be annually certified by the Massachusetts Board of Library Commissioners [MBLC] as meeting statutory and regulatory requirements to receive State Aid to Public Libraries funding. Lancaster and the Thayer Memorial Library met all criteria to certify with the Commonwealth and received a State Aid award. Requirements for certification included:

- Being open to all residents of the Commonwealth,
- Being available for service 4 hours per week,
- Expending a reasonable portion of the library's total budget on library media,
- Reciprocally lending books to other libraries,
- Filing all necessary reports with the Commonwealth.

As a result of certifying with the Commonwealth, the Library received a State Aid award of more than \$16,975

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## **In-kind Donations**

The Library accepted books, compact discs, DVDs, magazine subscriptions, and other public in-kind donations throughout the year. In 2021, 444 titles were added to the collection, with an estimated value of more than \$8,850.

Thayer Memorial Library thanks the citizens of Lancaster for their continued support!