Thomas Crane
Public Library
REPORT TO THE COMMUNITY
2020
Dear Friends,

Fiscal year 2020 was a most unusual year for library services due to the unexpected closing of the North Quincy Branch Library in August and the equally unexpected arrival of the novel coronavirus in March.

Despite these challenges, nearly 430,000 people found their way into a Quincy library building in 2020—a 34% decline in visitors in the face of a 40% decline in the number of hours open system-wide. In mid-March, when all locations closed to the public and library staff were sent home by order of Governor Baker, we quickly adapted to the new restrictions and began providing as many library services as possible online.

Although access to physical collections like print books and DVDs was suspended for three months, patrons immediately turned to our expansive digital collections, fueling an uptick in usage in the last quarter of the year. To help people access these online materials, library staff working from home provided personal assistance by phone, email, and live chat. Many programs for adults, teens and children moved online, and you followed: between March 15 and June 30, 5,282 people attended live online programs, and another 3,814 viewed recorded programs.

The North Quincy Branch closing, although it happened suddenly and has greatly impacted residents in that part of the city, will result in an extensive renovation that will better serve its neighborhood. In other facility news, the Adams Shore Branch received some much-needed TLC, including upgraded light fixtures, new ceilings and fresh paint, and an upgraded fire prevention system.

After eliminating overdue fines on children’s and teen materials two years earlier, the Board of Trustees voted to remove overdue fines on adult materials as well, beginning July 1, 2019. This policy change reflects the Library’s commitment to equitable access, customer-focused service, and an inclusive, welcoming environment for everyone.

We’re grateful to our elected officials, organizational partners, library donors, volunteers and residents for your support, which enables us to provide innovative services to the community.

Megan Allen
Director of Libraries
Mayor
Thomas P. Koch

Board of Trustees
Feb 2019-Jan 2020
Tina Cahill, Chair
Diane Costagliola, Vice-Chair
Corinne Mitchell, Treasurer
May Assaf Mayyasi, Secretary
Arthur Foley
William Griffin

Staff Leadership
Clayton Cheever, Assistant Director
Mary Diggle, Adult Literacy/ESOL
Julie Rines, Children’s Services
Jessie Thuma, Circulation/Reader’s Advisory
Deirdre Sullivan, Collection Development
Andria Lauria, Information Technology
Theresa Tangney, Information/Outreach Services
Therese Mosorjak, Technical/Local History Services
Lori Seegarber, Adams Shore Branch
Cathy deVeer, North Quincy Branch
Amanda Pegg-Wheat, Wollaston Branch
FY 2020 Highlights

- Visitors: 427,685
- Digital Circulation: 124,610
- Physical Circulation: 596,753
- Computer Sessions Per Week: 1,398
- Computer Sessions Per Week: 421
- WiFi Sessions Per Week: 3

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- Computer Sessions Per Week: 1,398
- Computer Sessions Per Week: 421
- WiFi Sessions Per Week: 3
ADULT & TEEN PROGRAMS OFFERED: 679
KIDS PROGRAMS OFFERED: 431
ADULTS & TEENS ATTENDED LIBRARY PROGRAMS: 12,341
KIDS ATTENDED LIBRARY PROGRAMS: 14,674
VIEWED RECORDED LIVE PROGRAMS: 3,814
ATTENDED LIVE ONLINE PROGRAMS: 5,282
A LOOK BACK AT OUR YEAR

TCPL To-Go
Library Pickup Service

Staff Picks
TOP 5 CHILDREN'S PRINT BOOKS

Dog Man by Dav Pilkey
The Thank You Book by Mo Willems
Pigs Make Me Sneeze! by Mo Willems
There is a Bird on Your Head! by Mo Willems
Wrecking Ball by Jeff Kinney

TOP 5 ADULT PRINT BOOKS

Where the Crawdads Sing by Delia Owens
American Dirt by Jeanine Cummins
The Dutch House by Ann Patchett
Such a Fun Age by Kiley Reid
The Silent Patient by Alex Michaelides

TOP 5 ADULT DVDS

Once Upon a Time...in Hollywood
Parasite
Judy
Knives Out
1917

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NEW IN 2020!

- Coding Club for kids
- Wonderbooks with built-in digital audio for little ones to read along
- Online Resources:
  - Chilton automotive repair online database
  - Newsbank with online access to the Patriot Ledger and Boston Herald
  - Transparent Language online learning program
  - Udemy video learning resource
  - Learning Upgrade reading & math program

"I want to thank you for making newspapers available online. I am a daily reader who likes to see the actual "spread out" format. Your service is making this stay-at-home time more tolerable."

Wonderbook
THE REAO-ALONG BY PLAYAWAY®
ENGAGE

NEW IN 2020!

- Live chat and text to get help from a librarian
- Real Talk program for teens
- Quincy COVID Memories Project

"Hello, I want to extend my gratitude for your library pickup service! My daughter and I are so happy to be able to enjoy the library even if we can’t be inside. From my sparse google form comments, you’ve chosen excellent books for our family, time and time again."
NEW IN 2020!

- Increased Internet speed at all locations
- Chromebook laptops for in-library use
- Teen desktop computers at the Main Library
- Tech Help @TCPL one-on-one tech assistance
- Tech Goes Home classes for adult ed students

“Dear teachers! Thank you for your help. This is very important to me. I have been making great progress in my English learning every day.”
NEW IN 2020!

- Online magazine collection expanded from 75 to 3,500 titles
- Novelist Plus, an online readers advisory service
- Baby grand piano for concerts

We love story time and look forward to it everyday! The team does an excellent job in engaging our little learners. Thank you for all that you do! Very much appreciated!
THANK YOU TO OUR FANTASTIC FRIENDS...

$8,685 for museum & zoo passes
$20,612 for programs for all ages
$4,431 for branch library furnishings

Friends of the Thomas Crane Public Library

Executive Board (FY 2020)
Catherine Lynde, President
William Mackey, Vice-President
Nadine Steffan, Treasurer
Eileen Courtney, Secretary
Diane Dopp
Claire Fitzmaurice
Danielle Kempe
Helen Logan
Kathleen McCormick
Betty Molloy
Laura Owens
Gene Sperry

Click the Crane for more!
...AND THE TERRIFIC TCPL FOUNDATION

$28,728 for Main Library furnishings and piano

Thomas Crane Public Library Foundation

Board of Directors (FY 2020)
Pamela Linskey, President
Diane Costagliola, Treasurer
Nina Liang, Clerk
Judy Brams
Ruth Dollarhide
Jennifer J. Elliott
Tom Flaherty
Catherine Lynde
Emily Walt
Where it comes from...

**City of Quincy**
- Library Department: $3,513,006
- Other City Departments (estimated): $833,398
- **Total**: $4,346,404

**Commonwealth of Massachusetts**
- State Aid to Public Libraries: $118,981
- Literacy Volunteers of Mass./DESE Grant: $21,711
- **Total**: $140,692

**Trusts, Gifts, Other**
- Trust Fund: $15,322
- Institute of Museum & Library Services Grant: $2,730
- **Total**: $18,062

**Total Income**
- **Total**: $4,505,158
...and where it goes.

Personnel:
$3,300,830
77.1%

Collections:
$439,749
10.3%

Other Operating Expenses:
$539,747
12.6%

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<thead>
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<th>Personnel</th>
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<tr>
<td>Salaries/benefits for City-funded staff</td>
<td>$3,279,870</td>
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<tr>
<td>Wages for grant-funded/work-study staff</td>
<td>$20,960</td>
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<tr>
<td>Total</td>
<td>$3,300,830</td>
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<table>
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<tr>
<th>Collections</th>
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<tbody>
<tr>
<td>Physical Materials (print books, magazines &amp; newspapers, CDs &amp; DVDs)</td>
<td>$271,801</td>
</tr>
<tr>
<td>Digital Content (ebooks, emags &amp; newspapers, online audio/video, databases &amp; other online resources)</td>
<td>$167,948</td>
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<tr>
<td>Total</td>
<td>$439,749</td>
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<th>Other Operating Expenses</th>
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<td>Supplies, leases, technology, utilities, facility maintenance</td>
<td>$539,747</td>
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Total Expenses
$4,280,326
SEE YOU AT THE
NQ BRANCH IN 2021!

Our Locations

Main Library
40 Washington St.

Adams Shore
519 Sea St.

North Quincy
381 Hancock St.

Wollaston
41 Beale St.

617-376-1300 | thomascranelibrary.org
Books/eBooks | CDs/DVDs & Streaming Media | Computers & WiFi | Print/Copy/Scan/Fax
Meeting Rooms | Events & Classes | Museum Passes | Community Information

March 2021