Dear Friends,

Fiscal year 2021 inspired constant change and innovation as we adapted to pandemic conditions while continuing to provide you with as many services as possible. Library staff learned to use new technologies and equipment, adapted programs and services for the virtual environment, and fielded inquiries from residents 64 hours and six days a week via phone, email, chat, and text.

Our popular TCPL To-Go service provided safe outdoor pickup of print books and other library materials, photocopies and printouts, and technology equipment like laptops and video conferencing kits. For several months in the fall, in-person technology appointments were offered at the Main Library, and we assisted residents with immediate and urgent needs such as immigration applications, housing or heat assistance applications, and employment related tasks.

We continued to provide a full range of events and classes for all ages online throughout the year, adding some in-person outside programming when spring arrived, engaging about 26,500 participants.

While the buildings were closed to the public, a number of facility improvement projects were completed: the Adams Shore Branch received new flooring and carpeting in some areas and a renovated accessible public restroom; the North Quincy Branch underwent a complete renovation which was still in process at year’s end; and the Main Library interior space was completely reorganized with relocation of collections and the creation of a new teen space in preparation for recarpeting, which commenced in May.

A very special thanks to all those who continued to support the library throughout this exceptionally challenging year, including the stalwart Friends of the Library, loyal donors, community partners, and elected officials.

Megan Allen
Director of Libraries
Leadership

Mayor Thomas P. Koch

Board of Trustees, Feb 2021-Jan 2022
Diane Costagliola, Chair
Corinne Mitchell, Treasurer
May Assaf Mayyasi, Secretary
Arthur Foley
William Griffin
Peter Tam

Staff
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 Seegraber, Adams Shore Branch
Dorothy Cronin, North Quincy Branch
Amanda Pegg-Wheat, Wollaston Branch

Friends
of the Thomas Crane Public Library

Executive Board (FY2021)
Catherine Lynde, President
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Board of Directors (FY2021)
Pamela Linskey, President
Diane Costagliola, Treasurer
Nina Liang, Clerk
Judy Brams
Ruth Dollarhide
Jennifer J. Elliott
Tom Flaherty
Catherine Lynde

The Friends funded over $15,000 worth of programs and services for all ages.
**Financials**

**FY2021**

**Where it comes from...**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Quincy</td>
<td>$4,140,462</td>
<td>95.89%</td>
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<tr>
<td>Commonwealth of Massachusetts</td>
<td>$169,890</td>
<td>3.93%</td>
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<tr>
<td>Trusts, Gifts, Other</td>
<td>$7,781</td>
<td>0.18%</td>
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“*My kids always loved libraries and the independence it allowed as they became older. They would have to check in w/me periodically & I’d get that quiet time that all parents strive for if only for half an hour. We need libraries and they’re sometimes a missed opportunity.”*

**...and where it goes**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$3,236,896</td>
<td>79%</td>
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<tr>
<td>Collections</td>
<td>$429,641</td>
<td>10%</td>
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<tr>
<td>Other Operating Expenses</td>
<td>$446,062</td>
<td>11%</td>
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</tbody>
</table>

"Rất đẹp và có kinh. Là một thư viện lớn với nhiều tiện ích hỗ trợ đọc giả." *(Very beautiful and ancient. Is a large library with many utilities to support readers.)*
With the Great War still raging and the Library director on a lengthy leave of absence, the Library staff “carried on the work in a manner that deserves much credit and was made possible only by the strong spirit of cooperation and harmony that has prevailed”.
The epidemic of influenza, particularly virulent in Quincy, naturally affected the Library’s activity. On the advice of the Board of Health the delivery desks were closed in the Central Library and branches from September 25th to October 20th, but the public was allowed to use all reading rooms freely. Books known to have been in homes where there had been cases of influenza were burned. Other books, believed not to have been exposed to infection, but which had been in circulation at the time the order to close the desks was issued, were fumigated.

(from the Thomas Crane Public Library Annual Report, December 31, 1918 p.10-11)

A century later—faced with another particularly virulent pandemic—the Library fortunately only had to quarantine, not burn, books and the staff demonstrated the same can-do spirit as their predecessors. And although our reading rooms were closed this time around, we moved the “delivery desk” outside for safety, and the Internet age allowed us to provide a wealth of online content and help people stay connected to each other in a way that would have been unimaginable in 1918.
Our mission is to inspire curiosity, spark imagination...

LEARN

What’s New:
Online Resources:
- TumbleBook Library and TumbleMath
- Wall Street Journal Online
- Essential Education: GED/HiSET prep

“During a pandemic, they’re doing everything they can to keep people safe but still offer services like book pick-ups, printing pick-ups, and computer usage daily reservations. Staff is always super friendly and helpful.”

IMAGINE

What’s New:
- Book Share outreach program to food pantries
...foster community, and connect people to the online world.

**ENGAGE**

**What’s New:**
Be the Bridge Youth peer-led discussion program for teens

“Plethora of movies, books, TV shows, and curbside pickup during covid-19 pandemic quarantine. Before covid-19 pandemic quarantine library had computer services, office work seating, and printing services. Fast WiFi for your laptop.”

**CONNECT**

**What’s New:**
Take-Home Tech: Chromebook laptops, web cams, ring lights, and video conferencing kits
Highlights

155,366
Digital books, magazines & media borrowed

272,286
Print books, DVDs & CDs borrowed

427,652
Total items borrowed

491
Programs offered for adults & teens

265
Programs offered for kids

9,187
Adults & teens attended library programs

17,369
Kids & caregivers attended library programs