

HUMAN SERVICES

SENIOR SERVICES DIVISION / COUNCIL ON AGING

The mission of the Senior Services Division and the Council on Aging is to promote quality of life for Concord's seniors (age 60 and older) by helping them to maintain their dignity, self-esteem, personal independence and their roles as full participants in the life of the community. The COA strives to fulfill this mission by providing opportunities for seniors to enhance their physical, emotional, intellectual and spiritual well-being.

According to the January 2018 Town Census, there are 4930 Concord residents over the age of 60 and this now represents 32% of the total population of Concord and has been growing steadily for the last several years. The percentage is up from 22.5% in 2006. The 2010 Federal census showed that the state average was roughly 16%, so Concord is significantly higher.

The following is a sampling of service statistics for FY 2018: 1995 seniors were active at the COA. 51% were female and 49% were male. 234 new seniors began participating for the first time at the COA. 215 seniors used the van service and received 9461 rides. 538 seniors used Outreach/Social Services, 209 seniors participated in a fitness class and 3691 meals were served at the COA to 287 seniors.

Outreach and Social Services

Our professional staff provides advice, assessment, consultation, and referrals to seniors and their support network (family, friends and neighbors) while adhering to strict standards of confidentiality. Their extensive and specialized knowledge of resources helps to assist seniors to live independently as long as possible. Strong working relationships with various town departments, hospitals, home health care agencies, aging service access points, housing authorities, and businesses provide the best comprehensive service. We have been able to increase the Social Service Supervisor hours from 18 per week to 28 per week to help us continue to meet the growing demand.

Wellness and Fitness

The COA offers a wide diversity of program and fitness opportunities (Aerobics, Tai Chi, Yoga, line dancing and Strength and Flexibility) that contribute to the overall health of Concord seniors. We offer regular health clinics and screenings as well as a variety of speakers on an assortment of health topics. We continue to offer the free loan of durable medical equipment and 282 seniors borrowed 755 pieces of equipment this past year. Our geriatric health nurse is available to do home visits for seniors who have complicated medical situations who need extra support and advice.

Social, Recreational, and Educational Opportunities

Because the opportunity to interact with peers, stay intellectually active, and feel valued and needed by the community is key to emotional and physical health, we offer day trips, speaker's series, movies, parties, computer tutoring, discussion groups, craft workshops, book groups, cooking classes, games, music classes, and guided walks just to name a few. We make an effort to film our presentations for public broadcast so that our homebound residents can benefit from the information. This past year, we were pleased to work with Eagle Scout candidate, Miles Inman to build two more raised garden beds to expand our intergenerational gardening program with the students of Carousel Preschool. We continue to produce a 12 page monthly newsletter that is filled with many choices of activities to engage in and explains the services that we offer. Seniors that opt to receive the newsletter may do so by e-mail or postal mail delivery.

Transportation

Our vans provide weekday local transportation for seniors who no longer drive or who have a temporary limitation. We offer transportation daily Monday through Friday and continue to offer two vans three days a week in order to meet increasing demand. In addition to providing transportation around town to medical appointments, banks, pharmacies, grocery stores, hospitals, etc we continue to provide transportation to the Annual Town meeting and to vote on Election Day.

Lockboxes and File of Life

The COA offers the installation of a lock box on the residence of any senior who requests it. This box, installed by a COA volunteer allows the resident to place a key to their home inside in case of emergencies. Only the Fire/Ambulance Service and the COA have master keys. In the case of any emergency, the locked home can be entered without breaking a door or window. The COA also continues to encourage the use of “File of Life”, which is a red plastic folder for the refrigerator and the wallet with important medical information in case of emergency. The COA provides these free of charge to all Concord seniors.

Additional Support Services

The COA offers these additional services thanks to cooperative arrangements with other agencies businesses and churches: “Ask the Lawyer” program which provides seniors with a free 30 minute consultation with an attorney, SHINE (Serving the Health and Information Needs of Everyone) counselors to help seniors with issues related to their health insurance, “Ask a Pharmacist”, AARP tax return assistance program, fall clean up days, flower delivery to home bound seniors and the delivery of buckets of sand for winter. This year we added a support and educational group for seniors who are looking for employment and also offered very successful Caregiver Support groups and a Bereavement group.

Social Media

The COA Facebook page provides an opportunity for seniors to follow the activities of the COA and to read important and relevant tips on successful aging. We encourage readers to like our page and share our story with your family and friends.

Volunteers and Public Relations

Volunteers greatly enhance and support the work of the staff and thanks to their efforts and talents; we are able to offer a rich mixture of programming. We are always looking for new volunteers for a variety of possibilities and encourage residents to step forward and see where they can help. This year we enhanced the Volunteer Coordinator position and now have a Volunteer and Public Relations Coordinator and are actively working to make the COA services better known in the Community and build relationships with the business community.

Financial Support

In addition to receiving funding from the Town’s General Fund, the COA is grateful to the following funding sources for their commitment to Concord seniors and the financial support of our work:

Concord-Carlisle Community Chest: Grant allocations provide partial funding for the following positions: Volunteer Coordinator, Social Service Supervisor and Outreach Coordinator.

Executive Office of Elder Affairs: The Formula Grant, based on the number of seniors in our community, provides full or partial funding for the following positions: Geriatric Health Nurse, Outreach Coordinator, and Activity Coordinators.

Harvey Wheeler Treasure Chest Gift Shop: Thanks to the many residents who donate quality goods for re-sale, the patrons who shop there and the many dedicated volunteers, proceeds are used to support many COA programs.

COA Gift Account

We are grateful to the many people who chose to make a donation to the COA gift account. Most offerings at the COA are free of charge, but with the assistance of the gift account we are able to provide scholarships or partial assistance for the cost of an event or trip to folks who could not otherwise afford to attend something they were interested in.

COA Board

The COA Board, which acts in an advisory capacity to the Director, consists of nine full members appointed for three year terms and two associate members appointed for one year terms by the Town Manager. Members of the COA Board serve as liaisons to the following committees: Disability, Housing and Minuteman Senior Services. This year the Board also provided formal feedback to the Long Range Planning Committee about important needs and concerns that senior residents have.

COMMISSION ON DISABILITY

The Concord Commission on Disabilities work through 2018 centered on several main areas:

1. Adding information to Concord's mapping project
2. Responding to complaints about or requests for input on accessibility
3. Meeting with Town departments
4. Planning for a celebration for Disability Month in October 2019

We met with the Town's GIS Technician to discuss ways to add information on accessibility to the map system. Various members went to businesses throughout Concord to provide information on accessibility, best entrances, and available accessible restrooms.

The commission responded to a citizen complaint about the entrance at Bank of America. Several visits to the bank and discussions with the manager led to improved accessibility. The Commission also followed up on previously supported projects at Concord Academy and 51 Walden Street. The Library Corporation presented their plans to the Commission, and members provided thoughts on accessibility as well as support for the project. After meeting at 55 Church Street, the Commission found that the building was not safely accessible and is continuing to work with the Town on ways to make the accessible entrance safer.

The Commission met with representatives of the Natural Resources Commission and the Building Commissioner to discuss ways to collaborate.

The Commission is planning a Disability Celebration in fall 2019 in collaboration with West Concord Union Church, Minute Man Arc, and potentially others.

COMMUNITY SERVICES

Bonny Wilbur, Community Services Coordinator

The Community Services Coordinator position was established in 2005 by the Town of Concord in collaboration with The Concord Carlisle Community Chest. The purpose of the position is to assist Concord and Carlisle residents under the age of 60 in accessing information on a broad range of local, privately funded, and state funded services including financial, food and fuel assistance.

The position was originally part-time, funded entirely by a grant from The Concord Carlisle Community Chest. Due to an increased need for services, the Community Services Coordinator position was increased to full-time in 2014. The increase in hours has allowed for more face to face time with residents, as well as more involvement and collaboration with community agency programs. As the hours have increased, so has the Town of Concord's contribution to the funding for the position. FY18's funding was a true 50/50 split between the Town's General Fund and the Community Chest Grant monies. The Town is committed to funding the position entirely by FY22.

The Community Services Coordinator's office is located at 55 Church Street in West Concord. The space affords privacy for Concord residents wishing to meet with the Community Services Coordinator, and is located just a short walk from the West Concord train depot. There is also ample parking available.

The Community Services Coordinator continues to aid individuals and families in accessing needed services on a variety of fronts. Referrals made to Concord and Carlisle residents over the course of the year continue to increase. In 2018, referrals were made to state and local food assistance programs, job assistance agencies, mental health services, state and local fuel assistance programs, low-income legal services, disability advocacy agencies, low cost health care options, holiday assistance, homelessness assistance resources and emergency housing, financial assistance, after-school and summer camp scholarships, and parenting support services.

The Community Services Coordinator works collaboratively with the Concord and Carlisle Public Schools, Concord Housing Authority, the Domestic Violence Services Network, Concord and Carlisle Councils on Aging, The Concord Carlisle Community Chest, Concord's Veterans' Agent, The Society of St. Vincent de Paul, The Hugh Cargill Trust Committee, The Salvation Army, Concord's First Parish Church, the Concord Police and Fire Departments, Concord District Court, Corinthian Lodge of Concord, Concord Municipal Light Plant, Concord Recreation, Open Table, Concord Adult and Community Education, The Concord Free Public Library, Minute Man Arc for Human Services, Concord Planning and Development Department, The Regional Housing Services Office, Concord Department of Public Health, Mass Department of Developmental Services, South Middlesex Opportunity Council, Mass Health, and the Department of Transitional Assistance.

The Community Services Coordinator continues to be a point of contact in conjunction with the Council on Aging, and Concord's Police and Fire Departments for the Concord Cares Emergency Fuel Assistance Program. Concord Cares provides 75 gallons of home heating oil to any low-income Concord resident who is in emergency need.

The Community Services Coordinator managed the Back-to-School Backpack Program again this year. The program provides brand new backpacks and school supplies, donated by Concord and Carlisle residents, to students from low-income families. Over 40 backpacks were distributed to Concord and Carlisle students in 2018.

Once again this year, the Community Services Coordinator collaborated with community agencies to provide assistance to low-income families over the holidays. The Concord Carlisle Community Chest, the Corinthian Lodge of Concord, Concord's Silent Fund, Holy Family Parish, and Beacon Santa provided gift cards, toys, or cash during the 2018 holiday season. Over 85 individuals and/or families received financial assistance from one or more of these agencies. In addition, several thousand dollars in toys and gifts, donated by Town of Concord employees and residents, were distributed to over 75 Concord children.

Working in collaboration with the Community Services Coordinator, Concord's Corinthian Lodge Angel Fund is available throughout the year to assist families with children who are struggling financially. In addition, Corinthian Lodge generously provided \$5,000 in gift cards to help low-income families provide a happy holiday for their children.

The Community Services Coordinator once again updated and distributed the Concord Community Social Services Resource Guide. The Guide is available in hard copy in various locations throughout the town, and a link to the guide can be found online at concordma.gov/community.

Residents are welcome to speak to the Community Services Coordinator by phone, by appointment at the Community Services Office located at 55 Church Street, or in their home. For additional information or to schedule a confidential appointment, please contact the Community Services Coordinator at 978-318-3034 or bwilbur@concordma.gov.

HUGH CARGILL TRUST COMMITTEE

Robert Abraham
Sally Clutter
Richard Gauthier
Judy Terry
Lucy Rosborough

In 2018, the Hugh Cargill Trust Committee (HCTC) continued to implement the mission of the Trust, established over 212 years ago by Concordian Hugh Cargill. The Trust's purpose is to provide short-term emergency financial assistance to residents of the town. The Committee acts on behalf of the Select Board in receiving and reviewing requests for assistance and in distributing funds in accordance with the provisions of the Trust. Concord residents request aid by leaving a phone message at the Town House: 978-318-3100, ext. 2030. Calls are returned promptly. The Committee can also be contacted through email at hctc@concordma.gov. All requests are kept confidential.

In 2018 the HCTC was responsible for distributing financial support from the following funds: the Hugh

Cargill Trust (HCT) and HCT Donors, the Concord Municipal Light Plant (CMLP), Concord Cares, Tax Relief Fund and the Silent Fund. The HCTC met monthly in 2018. A total of \$126,839 was received in 2018 for these funds and a total of \$105,882 was distributed from them in 2018. These generous contributions were crucial to the Committee's efforts to meet the ever-increasing needs of Concord's residents.

The breakdown for each fund follows below:

Hugh Cargill Trust

Private donors gave \$42,697 to the Hugh Cargill Trust Fund in 2018. The Committee approved 84 grants totaling \$21,872 from this fund. Typically grants were made for the payment of rent, medical expenses, water, telephone and car insurance

CMLP Fund

The Concord Municipal Light Plant donated \$14,000 to the CMLP Fund. 27 grants totaling \$6,611 were made in 2018.

Concord Cares

The HCTC also administers funds dispersed by Concord Cares for citizens in need of emergency fuel assistance. One gift of \$1,000 was received from a generous donor. The total funds dispersed in 2018 were \$2,317 to 9 Concord citizens. Requests are granted by the Committee plus other Concord services such as the Community Services Coordinator, the Police Dept., the Fire Dept., and the COA.

Tax Relief Fund

The HCTC has been designated by the Select Board to administer the tax-relief fund from monies raised in response to the Select Board's annual appeal. Donations to this fund totaled \$53,872 in 2018. This past year, between 45 and 48 Concord residents received a reduction in their real estate tax bill each quarter. The total tax relief given in 2018 was \$61,100.

Silent Fund

In 2017 the Select Board designated the HCTC to administer the Silent Fund. This fund supports summer camp tuition for worthy Concord children and also small gifts during the winter holiday season. \$13,980 was distributed by the Silent Fund in 2018.

The Committee continues to make known its existence and its mission through local communications such as the Concord Journal and the Adult & Continuing Education publications and contacts with the Community Services Coordinator, the Concord Housing Authority, the Council on Aging, the Recreation Department, the Community Chest, Open Table, local clergy, and other local groups.

In light of the current economic conditions, the Committee anticipates 2019 could be another difficult year for many residents. We welcome private donations to continue the mission of providing short-term, emergency assistance to Concord residents. Donations may be sent to: The Hugh Cargill Trust at the Town House, P.O. Box 535, Concord, MA 01742. All contributions are tax-deductible.

TAX RELIEF COMMITTEE

Helena Long, Chair
Stanly Black
Eric Van Loon

The Board of Selectmen established the Tax Relief Committee in 2011. This Committee assumed responsibilities previously initiated and handled by the Selectmen related to tax relief. The Tax Relief Fund succeeded the Selectmen's Fund that was started in 2006. The charge of the Committee is to implement an annual fundraising on behalf of households in Concord with demonstrable financial need for assistance in paying their property taxes. The contributors to this fund are caring citizens of Concord.

The Hugh Cargill Trust Committee, with which we now share solicitations, screens the applicants for tax relief from this fund and subsequently provides quarterly grants towards (or credits against) their property tax obligations. The tax relief grants made by the Hugh Cargill Committee have helped approximately 50 Concord households annually. In 2018, grants of \$325 were made quarterly, leading to a maximum of \$1300 per household over a year's time.

Total annual contributions to the Tax Relief Fund in

2018 is \$55,290 solicited via a town-wide mailing. Donations for this current campaign will continue to be gratefully received through June 30, 2019. The number of annual donors has decreased slightly this year since we are combining our fundraising campaign with Hugh Cargill Trust.

We continue to be grateful for the generous contributions of so many to this purpose. We are also thankful for the caring hours of support provided by Andrew Mara in the Town House.

AFFORDABLE HOUSING FUNDING COMMITTEE

Ray Andrews
Vince Carlson
Sue Myers
Todd Benjamin, Chair
Holly Darzen, Clerk

The Affordable Housing Funding Committee (AHFC) was appointed by the Select Board, per amended Article 49 at the 2017 Concord Annual Town Meeting, to recommend appropriate measures to fund the Town's affordable housing goals. The Committee began its work on September 26, 2017.

Since that first meeting, we have worked with a wide range of residents and town staff throughout our community to identify ways to support affordable homes in Concord. These conversations have illustrated the clear need for affordable homes in Concord such as:

- The wait for affordable rental homes can exceed seven years in Concord.
- Statistics provided by the Regional Housing Services Office show that almost 1/3rd of households in Concord are cost burdened. That means approximately 2,080 households spend more than 30% of their income on housing.
- Goal 3 of the 2015 Housing Production Plan is for the Town to “encourage creation of affordable rental and ownership housing for households with low-incomes, moderate, and middle-incomes throughout the community.”

Concord is currently adding approximately 900-1,000 new homes every ten years. To keep 10% of its housing stock affordable, Concord will need to produce 9-10

affordable homes each year or undertake a significantly sized project every five years.

The Committee estimated an average cost to develop one unit of affordable housing in a multi-unit development at \$400,000 - \$500,000. The total amount of new revenue needed each year to support 10 affordable homes would be \$4 - \$5 million.

Concord's per unit contribution could be less than \$400,000 - \$500,000 with buy-downs of condos, accessory dwelling units, or if state, federal, or other funds could be utilized.

Predictable, sustainable funding sources are best for affordable homes Concord would benefit from predictable, sustainable funding sources so funds are readily available when affordable home opportunities arise. Without the necessary funds to act quickly, many valuable opportunities are missed.

Our research examined 10 different funding strategies. We also looked at the crucially important topic of zoning. Zoning is a significant impediment to building the types of homes Concord needs. Meaningful zoning reform is an imperative catalyst that will allow our town to maintain our character, enhance our town's vitality, and help us meet our sustainability goals.

Of the 10 strategies we explored, we recommended 4 to the Select Board on October 29, 2018. These were the annual budget line item, building permit fee surcharge, local real estate transfer fee surcharge, and Payment in Lieu of Taxes (PILOT) for only the 6 largest institutions that pay no property tax. The full list can be viewed in our report which can be found at concord-ma.gov/1932/Affordable-Housing-Committee.

These strategies were selected for two primary reasons. First, the annual budget line item and PILOT can be implemented once the town decides to act. While these options are being implemented, the other two options, which require the longer process of state legislative approval, can be started. Second, these strategies are equitable and are shared across our whole community. Our Committee also made several related recommendations that we believe are instrumental to reaching the town's goals.

Use of Funds for Affordable Homes

- At least 75% of funds would support affordable homes for those earning 80% of AMI, or below. These units could then be listed on the Massachusetts Subsidized Housing Inventory (SHI), contributing to the state goal of 10% of housing stock deemed affordable.
- The remaining 25% of funds would support affordable homes for those earning 80% to 110% of AMI. While still affordable, these units will not be on the SHI.

Management of Dedicated Revenues for Affordable Homes

There are several options for a dedicated mechanism to hold funds for affordable homes. Out of the seven options explored (See Appendix C in the full report to the Select Board for the full list.), the Committee proposes one of the three following options:

- municipal affordable housing trust fund
- non-profit fund
- revolving fund

Whichever choice is made, the mechanism should have the flexibility for funds to be used in a timely manner to take advantage of new opportunities that arise quickly. In addition, a transparent, clearly defined process for dispersing these funds should be an integral part of this process.

single-family homes. This is not the case in Concord, where the multi-family Concord Housing Authority’s Everett Gardens complex sits amid a neighborhood of \$1-2 million+ homes.

Concord should review and revise zoning regulations to make it easier to develop both multi-unit market rate and affordable homes, including scattered duplex and accessory dwelling units. Compared to single-family homes, multi-unit homes often have:

- lower development costs
- lower infrastructure expense
- higher environmental sustainability
- less impact on school costs
- more tax revenue
- residents with fewer cars who drive less

Changes to the Cluster Development and Planned Unit Development sections of the Zoning Bylaw, as well as new regulations on accessory dwelling units, are specific items that could result in more affordable homes.

The Committee looks forward to continuing to do our part to keep Concord a great place to live and work while prudently adapting to the current and future needs of our residents.

Source	Potential Revenue	
	High	Low
Annual Budget Line Item	\$916,331	\$916,331
Building Permit Fee Surcharge	\$1,000,000	\$800,000
Local Real Estate Transfer Fee Surcharge	\$3,300,000	\$1,600,000
Payments in Lieu of Taxes (PILOT)	\$3,265,866	\$1,632,933

Zoning Changes to Facilitate Development of Affordable Homes

The 2018 Envision Concord Plan noted that “Concord, like many of the municipalities in the state, is zoned primarily for single-family residences, which constrains production of diverse housing options”. The Plan further stated that zoning is a “major constraint” in developing more flexible housing, especially multi-family homes.

There may be concerns that multi-family units would not ‘fit’ a town or would decrease the value of

Please feel free to view our report at <https://www.concordma.gov/1932/Affordable-Housing-Committee> or to contact us via email at AHFC@ConcordMA.gov.

CONCORD FREE PUBLIC LIBRARY COMMITTEE

The seven-member Library Committee is appointed by the Select Board. Committee members serve for staggered three-year terms and work with the Library Director to meet the following goals:

1. Maintain the Library's financial stability and well-being
2. Provide short term and long-range planning support
3. Support policy development and update existing policies, as needed
4. Enhance patrons' experience using the Library
5. Consider and implement new technologies to enhance services and facilitate the work of the Library staff
6. Continue the Library's leadership in organizing active programming for all ages, drawing on in-house resources and community collaboration
7. Support community sustainability efforts through education and organizational practice.

The Library continues to expand and enhance its role as a community educational resource and gathering place. Among the highlights for the 2018 program year were the following:

Technology Planning: The Library is working with the Town of Concord to expand and enhance its technology services. The Library worked with a consultant, Jennifer Koerber, to develop a technology plan and met with Mark Howell, Chief Information Officer for the Town, to begin to understand the increased usage and demand for the wireless network by Library patrons, and the related need for increased tech capacity, authentication of users and privacy considerations.

One technology addition to the Library was the digital monitor installed across from the circulation area. The monitor features library programs and was a particular hit during the "Libraries Rock" summer reading program when participating children were featured as "reading rock stars". There were 443 participants in summer 2018, an increase of 38% over the previous year.

The Library of Things: The Library of Things is a collection of non-traditional items that complement

the Library's mission to ignite curiosity, facilitate life-long learning, and connect our community. A sample of items in the collection include a Kill-A-Watt meter, a portable record player, digital microscope, telescope, coding tools, such as Cubelets, Dash & Dot robots and Code-a-pillar. The contents of the Library of Things are limited by the finite amount of storage space for the items. Library staff members selected the items in the collection. Suggestions from the community are welcome, although the Library staff will have the final decision on acquisitions. The Library has developed lending policies and packaging for the items and short videos to facilitate usage of the items in the collection. The "soft launch" of the new Library of Things is planned for early 2019.

The Concord Festival of Authors: 2018 was a "bridge year" for the Festival, following the retirement of Rob Mitchell, the founder and long-time sponsor of the annual October event. The Library and the Concord Bookshop reached out to a number of community organizations and the Festival of Authors was a great success. Co-sponsors included the Concord Free Public Library, the Concord Bookshop, the Concord Museum, Orchard House and Be Well Be Here. Programs were held every day during October at ten locations around town, with the participation by 25 authors. Rob Mitchell was so inspired by the success of the expanded program that he secured a \$5,000 grant to help pay for the next Festival of Authors in October, 2019.

Long-Range Plan: In 2018, the Library Committee reviewed the Long-Range Plan for 2016 – 2020, and found that, two years into the process, the Library has completed most of the goals for the four-year plan. In December, the Committee decided to identify a consultant to lead another planning effort and to update the plan, which will include expanded programming when the Library completes the renovation and construction of additional space at 151 Main Street.

Planning for Expansion: While the Library Corporation, also known as the Trustees, has the authority and has taken the lead in the planning and design of the space at 151 Main Street, the Library Committee has focused on plans for programs in the new space and related staffing needs. Tara Edelman and Carl Vause, from the Library Committee, serve on

the Communications Committee of the Connecting our Community Campaign, and Mav Pardee is a member of the Campaign Committee.

Program Highlights: The Library continued offering a wide array of programs during 2018. These include various story times and “sing-a-longs”, special exhibits such as Bill Anderson’s Concord, a series of photographs taken by a local photographer in the mid-20th century, Girls Who Code and other technology trainings, and various summer concerts. In September, the Library held a library card drive and issued 177 new library cards.

The Library Committee meets monthly except during the month of August. Guests are welcome to attend the meetings which take place on the third Tuesday of the month at 7:00 pm. Meetings are held at the Main Library.

CONCORD FREE PUBLIC LIBRARY ADMINISTRATION

Kerry Cronin, Library Director

The Concord Free Public Library’s mission is to inspire lifelong learning and to actively promote personal enrichment by connecting community members to information, ideas, culture, unique historical resources and each other in a tradition of innovation and excellence.

The Library continues to thrive by providing comfortable and inviting spaces alongside interesting and varied programming for all ages. Over the course of the year, collaborations with area organizations have contributed to mission fulfilment. Among these included: the introduction of Mindful Baby Yoga and Mindful Mornings Intergenerational Yoga on the Main Library lawn with Ivy Child International, a three part Mapping the Road to Town Meeting voter education series with the League of Women Voters of Concord Carlisle, and the Beede and Books story time and swim program with Concord Recreation. The Fowler Branch Library was pleased to host an exhibition and opening featuring the work of resident artists from Newbury Court. In observance of National Library Week, the Library Committee and CFPL staff members launched Concord Community Readers bookmarks featuring

area educators, leaders, and business people who promoted several of their favorite books.

We are grateful to the following participants: Dr. Robin Cicchetti, CCHS Head Librarian, Ben Elliott, Owner of Saltbox Kitchen, Jim Terry, 2018 Concord Honored Citizen, Steve Verrill, Owner of Verrill Farm, Dr. Laurie Hunter, Superintendent of Concord-Carlisle Regional District, and Debra Stark of Debra’s Natural Gourmet. Debra Stark also promoted library services in a window display during the month of April and has generously offered to host a monthly library book discussion in her store, which is now an ongoing, successful monthly program.

Finally, the Library worked with a number of local organizations, including the Concord Bookshop and the Concord Museum, throughout the year to continue Rob Mitchell’s legacy of the Concord Festival of Authors. The Festival attracted over 1,500 people throughout the month of October for author lectures, writing workshops, and book discussions. These community partnerships have been valuable in expanding the Library’s influence in the community and helping us to reach new audiences.

Services for children remain an integral part of our work as we strive to inspire and support emerging readers. More than 400 children enrolled in the 2018 Libraries Rock Summer Reading Program. Each week participants earned prizes as they reached their reading goals and CFPL staff members featured photographs of many “Reading Rock Stars” and the number of minutes they had read on the Library’s digital monitor as a means to inspire one another. We celebrated the accomplishments of all readers at ice cream parties at both library locations in August. Youth services is also flourishing at the Fowler Branch Library with an 82% increase in the number of programs offered and an 84% increase in attendance at those programs.

There has been an increase in teen participation at library programs. The CFPL is currently offering a third year of Girls Who Code thanks to our dedicated volunteer facilitators John Lewis and Teresa Hubscher-Younger. The new Q5 program at the Concord-Carlisle Regional High School enabled the CFPL to host two groups of students enrolled in a course “I’d Rather Be Reading” for a behind the scenes

tour of library operations. Another group of talented musicians offered a delightful lunchtime concert for residents. Additionally, the Library supported the Concord Middle School auction by offering a group sleepover for several sixth grade students and their adult chaperons.

Thanks to the generosity of residents, the Library expanded weekend service hours to coincide with the school year and to open on two additional Saturdays in the summer. The Library also benefited from a Green Communities Grant the Town of Concord received which enabled us to upgrade the majority of lighting at both locations to LED. This supports the Town's sustainability goals and we have begun to realize the savings and efficiency gained from this upgrade. We are fortunate to have an exceptional staff who we honored at an employee appreciation luncheon co-sponsored with the Friends of the Concord Free Public Library and with a community cake and coffee event during National Library Workers Day. During the year, please follow the Concord Free Public Library on Facebook @ConcordLibrary and Twitter @CFPL_Updates to learn more about library programs and services.

Children's Services

The Children's Room is an exciting destination for many patrons. From the weekly storytime sessions to the monthly visit by singer and musician Ed Morgan, people of all ages love to visit the Children's Room. As a result of a Mind in the Making grant, Children's Services purchased new educational toys which are enjoyed by children of all ages.

Children's Services offered many programs throughout the year. Some of the highlights include: Toddler Drive-In, a Seuss party in honor of Dr. Seuss's birthday, Gardening in a Secret Garden, Talk Like a Pirate Day, monthly book group meetings for 3rd, 4th, and 5th grade children, Stay and Play sessions, and numerous additional workshops, weekly, and monthly programming made for a very busy year.

Children's Services also had several major events this year. The Summer Reading Club, Libraries Rock! was a huge success. Children and families enjoyed the kickoff event, a giant Candy Land game on the front lawn of the Library. The club culminated with an ice cream party in August. The summer reading program

for teens was also a great success, incorporating parts of a school designed program. The annual Concerts on the Lawn series brought two groups to the Concord Library: Lenny Gomulka and Chicago Push (Polka) and Fellswater Scottish Band (Celtic). Additionally, the Fall Scarecrow Festival has become an annual tradition - new this year was a Family Day component. Award winning children's author Kate DiCamillo delivered the annual Leslie Riedel Memorial Lecture to an enthusiastic audience. The annual Family Trees display at the Concord Museum is a project that Children's Services staff enjoy working on all year. Favorite children's books are the inspiration for trees decorated with ornaments created by volunteers. Children's Services staff have assisted with this fun event for over 20 years.

Children's Services is proud to provide a mix of cultural events. The Korean Cultural Society of Boston worked with us to plan a Korean Family Month program. This was a wonderful mix of music, dance, Korean food, and a display of Korean art. The Inishfree School of Step Dance provided a wonderful St. Patrick's Day step-dancing program. Similarly, we are trying to address the needs of patrons by increasing our collection of books in various languages. In addition, we are adding high interest, low reading level books to fill the need of the English as a Second Language reader.

Children's Services is continuing to provide the Read to Luna the Dog Program. Once a month Concord resident Nancy Riley and her dog Luna listen to children read in a non-judgmental setting. Reader's advisory is an important part of our department. Numerous booklists, a 101 Picture Books program, book displays, and our own mock Newbery Award list assist patrons young and old.

Outreach is also an important departmental goal. Collaboration with all of Concord's schools with programs, research, displays, class visits, and submissions to the school newsletters enables us to be a part of everyday activities in Town. Librarians provide monthly storytimes specially planned for Concord Carousel Preschool. We have regular visits by children from the Concord Recreation department. Beede and Books, a new program at the Beede Center, includes stories read by a librarian and a swim in the kiddie pool. We take part in the Concord-

Carlisle Children's Center's Babies and Books program. We are a site for the high school's year-end alternative program. Children who signed up for the "I'd Rather Be Reading" program received a behind-the-scenes tour of the Library. This year the Children's Department participated in the Concord Carousel Preschool auction in order to support financial scholarships. Our Librarian for a Day garnered many bids!

Circulation

2018 was a busy year for the Circulation Department. The movement of thousands of items each day also takes the work of five Library Pages to return items to the shelves. This year the Circulation Department fulfilled more than 41,000 requests for held items and handled 2,700 museum pass reservations to various Massachusetts destinations. In response to a frequent request, we created a new foreign language section for DVDs in six major languages.

As the Library prepares to launch a new "Library of Things" initiative, the Circulation Department already has laptops, Kill-A-Watt Meters, hot spots, phone chargers and a Cassette to MP3 converter available for use. Many more unique items will be added to this new collection soon.

Circulation continues to make community outreach a priority. We are particularly happy to provide a Food for Fines program that benefits Concord's Open Table Food Pantry. This year we collected several moving boxes full of nonperishable items and in return we waived over \$300 in late fines. In addition to Open Table, we provided outreach and interlibrary loan service to the public and private schools, MCI Concord, Concord Prison Outreach, FMC Devens, New England Deaconess, Concord Park, and several Concord residents through our Direct to You Home Delivery program.

Circulation participated in several professional development opportunities. Two of our staff members achieved MLA Paraprofessional Certifications and three of the Main Library Circulation staff served as judges for the Independent Publishers of New England 2018 Awards program.

The Circulation Department had several staff changes with the departures of Olivia Hanselman, Patricia Bates, and the retirement of long-time

employee Maliha Quddus. We also welcomed Danielle Gillette and Tracy Bull. Circulation is additionally grateful to our 2018 volunteers Kathy Dwyer, Susan Birge, Kristin Whitehead, Daniel Rodrigues and Tius McKenna, and to the Friends of the Concord Free Public Library for their continued support.

Fowler Branch

The Fowler Branch Library continues to be an important community resource. Patrons frequently praise the welcoming, comfortable space and the friendly, approachable staff. In addition to providing reader's advisory, reference help, technology assistance, and fulfilling requests, the Fowler Branch was very active in 2018 with programming for all ages.

Towards the middle of the year, we introduced two new recurring programs for children ages 5 and under. Family Storytime has been a welcome addition for our youngest patrons and consistently draws devoted attendees in addition to new families. Artexplorers also began this year and has been a popular art-based program occurring monthly with positive community feedback. Successful middle school programs included a Harry Potter Escape Room, where kids in grades 4-8 worked in teams to solve puzzles to escape the room.

Fowler also hosted a number of successful adult programs. The Friends of the Library ran their annual Friday Flicks at Fowler during January, February, and March. The Concord Seed Lending Library opened in March and the Branch hosted a number of related programs, including several seed saving workshops. In November, both libraries participated in National Novel Writing Month (NaNoWriMo), providing space and a welcoming environment for budding authors to work on their writing.

At the community's request, Fowler also began displaying the artwork of local community members in the lower level meeting room. A core group of artists from Newbury Court held an inaugural reception in May, displaying numerous pieces of original art.

Summer was a busy time at Fowler with a large increase of children visiting to participate in the Summer Reading program. A total of 151 kids signed up with Fowler listed as their home library – a 55% increase from last year! Summer programs included a

David Polansky concert, a Winnie the Pooh meet-and-greet, and a highly attended end-of-summer Ice Cream Party. Fowler also continued to host successful ongoing programs such as Cookbook Club, Book-a-Mystery discussions, Toddler Time, and singalongs with Ed Morgan.

Fowler saw some staff changes this year with the departures of Kimberly Tolson and Elizabeth Sweet. Later in the year we welcomed Stephanie Rivera as the Branch Librarian and Sally Duscha as the Library Page. New this year, the library participated in “Discover West Concord Day”, an annual street fair with local businesses and organizations that draws hundreds of attendees from surrounding communities.

Reference

The Reference Department continues to deliver valued services for patrons of all ages, offering research assistance and an essential interlibrary loan service, assisting with technology-related questions, providing proctoring services and helping patrons to download digital media to their devices through Overdrive, Hoopla, RBDigital, New York Times Digital, and Kanopy. The Reference staff are also responsible for booking meeting rooms, which are heavily used by non-profit groups, tutors, and study groups. The scanner and self-service fax machine remain very popular.

The Reference Department staff answered 5,474 in-person reference questions, 1,758 phone reference questions, and 66 email reference questions in 2018. Reference staff helped 1,397 patrons with computer questions, while the Library’s meeting rooms were reserved 2,266 times.

The Cookbook Club continues to be a very popular monthly event, attracting over 30 participants each month. The Literary Book Discussion Group also continues to draw an enthusiastic crowd. In April, the group collaborated with The Military Family Support Group of Concord to read and discuss *A Catalog of Birds*. The book’s author, Laura Harrington, took part in the discussion. In addition, the department partnered with a local business, Debra’s Natural Gourmet, to offer a second monthly book discussion that takes place in the evening. Other well-received programs included lectures about silent and French cinema, by Randall Warniers, a workshop on the Art

of Remembering Names with Neil Kutzen, two origami workshops for adults with Lisa B. Corfman, a six-week genealogy workshop with Linda MacIver, and a one-man show by actor Stephen Collins about the life of artist James McNeill Whistler.

The Library also hosted several well-attended author talks during 2018. Notable talks included *Searching for Subversives*, by Mary Elizabeth Basile Chopas, *Spiritual Pilgrim*, by Jim Sherblom, and *Other Worlds*, by Christopher White. In addition, members of the department proudly took part in the planning process of this year’s Concord Festival of Authors – Bridge Year. The Reference Department also partnered with NaNoWriMo Municipal Liaison Kyra Wilson Cook to offer two write-in events in November at the Main Library to celebrate National Novel Writing Month. The Reference Department creates monthly displays on current and relevant topics that support community interests. Popular book display topics in 2018 included: a death penalty display in coordination with a local Amnesty International Group, a mystery writers display in partnership with the organization Sisters in Crime, a “Blind Date with a Book” display for Valentine’s Day, in which patrons selected a wrapped book with a description of the book on the wrapping, a display on Korea, a D-Day display, and a Dyslexia Awareness display.

The Reference Department was pleased to welcome a new staff member in 2018. YA/Reference Librarian Olivia Durant joined the team in September and has already made her mark, offering exciting programming for library teens and bringing with her a wealth of knowledge about reference services and reader’s advisory for the young adult population. Since September, Olivia has created 25 programs with attendance of 173 teens. The Girls Who Code Club is in its second successful year, with 12 girls registered who attend weekly sessions to learn how to code. Another program growing in popularity is T(w)een Tech Tuesdays, which focuses on a different technology each month. Students are able to get hands-on experience with gadgets such as little Bits and Snap Circuits while experimenting in an anxiety-free environment. Each week, Olivia meets with the YA Galley Club at Concord-Carlisle High School, a group of high school students that discusses books. She accompanied them on a field trip to the Boston Teen Author Festival in September. Other popular

programs have included an Oreo Taste-off and a DIY Gingerbread House workshop.

A monthly Teen Department email newsletter was launched in October and now has more than 60 subscribers who are interested in learning what programs are offered for teens, plus book and database recommendations. The Teen Space has been updated with new signage, age-appropriate booklists, a crafting space, and additions to the YA nonfiction collection.

Special Collections

2018 was the year of Louisa May Alcott's *Little Women*. First published in two parts in 1868 and 1869, the book celebrates its sesquicentennial anniversary in 2018 and 2019. In October, scholars Joel Myerson and Daniel Shealy delivered the lecture "Duty chains me to my galley": Publishing Louisa May Alcott", exploring matters relating to *Little Women* and also how manuscript resources in the Library's Special Collections contribute to understanding and appreciation of the text.

The beginning of the year was devoted to preparation of the gallery exhibition "No picture could be more lovely": Ada Shepard with the Hawthornes in Florence, 1858". The show told the story of the young woman who served as governess to the Hawthorne children while the family traveled in Europe following Nathaniel Hawthorne's consulship in Liverpool. Leslie Wilson worked closely with Susan Abele, donor of Shepard's letters and papers to the Library. The show ran from April through June of 2018, and was accompanied by three lectures. Pulitzer Prize-winning biographer Megan Marshall spoke at the heavily attended formal opening early in April. Phyllis Blum Cole and Jennie Rankin delivered lectures in May and June, respectively.

The department hosted a second, highly popular gallery exhibition in September and October. Kristin Anderson Emerson curated a show of images selected from family archives to explore the photographic legacy of her father Bill Anderson, founder of Anderson Photo in Concord Center. Kristin spoke to a bumper crowd at the late September opening.

Throughout the year, Staff Assistant Conni Manoli-Skocay planned and installed a number of small displays for the Special Collections, Main Street

lobby, and Fowler Branch showcases. Featured topics included the mid-century modernism of Carl Koch's *Conantum*, Frank Thayer Merrill's illustrations for the 1880 Roberts Brothers edition of *Little Women*, 1924 Concord High School graduation portraits, the history of the Damon Mill, Herbert Wendell Gleason summer photographs, the 1918 flu epidemic in Concord, the end of World War I in Concord, Kay Davis's "Little Drummer Boy", and other subjects related to departmental initiatives.

Wilson presented to a variety of visiting groups: Calvin College students; participants in the annual Concord history and guides class; students from the Tremont School; two groups from Emerson College; a writers group led by Gary Schmidt; librarians from the Norwood Public Library; two Concord-Carlisle Regional High School groups; the Thoreau Society Annual Gathering (subject: Alfred Winslow Hosmer's "Grangerized Salt"); the Lynnfield Senior Center; two groups of Reading High School students; teachers from Haverhill High School; and a group of private school librarians organized by Martha Kennedy of Concord Academy. She also made a brief presentation at an event to acknowledge a major endowment gift. Additionally, both Wilson and Manoli-Skocay provided instruction and guidance to three interns from the Simmons College Graduate School of Library and Information Science.

The department handled slightly more than 1500 on-site research visits over the year, plus hundreds of inquiries by mail, phone, and e-mail. One collaborative project in particular required significant staff attention—the preparation of a documentary on Concordian Joe Wheeler by filmmaker Susan Rieder. Thanks to a generous gift by Judith and Matthew Fichtenbaum, a major and long-delayed conservation project was undertaken: the restoration of Edward Jarvis's heavily annotated and extra-illustrated copy of Lemuel Shattuck's 1835 history of Concord. Work on the volume was completed at NEDCC in Andover. The department organized a round of five Concord Oral History interviews for August. Interviewees included Susan Curtin and Concord-Nanae associates Alfred Dentino and David Nurnberg, James B. Terry, Jr., Byron Woodman, Jr., Jeff Adams, and Anita Tekle.

In addition, Special Collections volunteer Carol Gannon made progress in converting our old

hand-written Concord obituary file to electronic form—a process that may eventually result in another useful addition to the Library’s website.

Wilson took part in meetings of the committee to select an awardee for the 2018 Ruth Ratner Miller Award for Excellence in American History and of another to prepare a disaster plan for the Library (potentially serving as a model for other agencies in the community). Manoli-Skocay facilitated meetings of the art jury to select the roster of artists whose work is shown in the gallery, and served as the contact point for artists making inquiries about the jury or selected to mount a show.

As always, the collections grew. Incoming gifts included two clusters of Munroe family papers from Martha Cole and her sister Mary Miller, typed transcriptions of letters by Ellen Tucker Emerson (daughter of RWE) from Paul Elias, daguerreotypes of Henry Francis Smith and Hannah Lincoln Smith from Patricia Johns, and Bill Anderson photographs from Kristin Anderson Emerson. Leslie Wilson also purchased items for the collections, notably one of Frank Merrill’s original pen and ink sketches for the 1880 edition of *Little Women* and the 1905 diary of a guard at the Massachusetts Reformatory in Concord (both purchased at online auction).

During the final weeks of 2018, Leslie Wilson focused on her final gallery show before she retires at the end of July 2019. “Curator’s Choice” will focus on a selection of items added to Special Collections during Wilson’s tenure, exploring why formal collecting policy supports their acquisition and simultaneously highlighting their personal appeal for her. The opening event will take place on Friday, May 3, 2019.

Technical Services / Technology

The Technical Services department was busy this year planning, implementing, maintaining, and supporting library technology, maintaining the Library website, contributing to and publishing library eNewsletters, training staff and teaching the public about new technologies and key computer skill sets, and book conservation.

In 2018, staff members ordered, received, cataloged, processed and added to the Library collections and Minuteman Library catalog a total of 11,000+ books,

music and spoken CDs, DVDs, Blu-rays among other formats. This included uploading new books and spoken CDs to the Library’s “New Arrivals” webpage for online display right before they are made available for circulation.

The Library’s digital media collection continues to grow. At present, the Library provides Concord residents access to 700,000+ downloadable and streaming titles in OverDrive, Hoopla, RB Digital Classics and RB Digital Magazines free of charge. With a valid library card, Concord residents can enjoy eBooks, audiobooks, movies, TV series, music albums, and eMagazines from the comfort of their home 24/7 or when they travel. In addition, the Library renewed its subscription to Lynda.com, an online learning website, which contains over 4,000 video-based courses on all topics from technology skills to photography to “soft skills”, available to Concord residents. In 2018, the Library added another two streaming services – Kanopy (an on-demand streaming service for award-winning documentary films and international films) and Tumble eBooks for Kids. And last, but certainly not the least, in the past year, through our membership with the Minuteman Library Network, the Library added the New York Times Digital to our free eContent for Concord residents. The service includes unlimited article access on library computers, as well as for remote access on patrons’ home computers and mobile devices with promotional codes.

The Library soft launched the 3D printing service to the local community in 2017. In 2018, we have seen a steady increase in 3D printing requests. Patrons printed a variety of 3D objects on the Library’s 3D printer.

In accompanying the 3D printing service, Technical Services staff members offered a monthly “Introduction to the Library’s 3D Printer and Printing Workshop” to the public for the first 6 months of the year followed by 3D Model Design and Printing workshops for children and adults taught by instructors from Toys in Box based in Wellesley. Toys in Box instructors brought 7 to 10 3D printers and 15 laptops for each workshop held in the Fowler large meeting room to meet the needs of the 15 attendees (class size up to 15 people). Both adults and kids were enthusiastic learners in the class. Displayed in the Main Library Lobby, the 3D printer (especially when it is in action) generated strong interest and attracted the attention of our patrons.

CONCORD FREE PUBLIC LIBRARY CORPORATION

Staff members continued to offer regular computer classes and Drop-In Tech Help sessions at the Main Library. Staff members offered a number of classes in 2018, including iPhone/iPad 101, Intro to MS Word 2016, Intro to Library Digital Media Services, Facebook, Android Devices, various Google Suite courses, and Essential Computer Skills. There were a total of 50 Drop-In Tech Help sessions, and 25 one-on-one “by appointment” teaching sessions.

Our Book Conservator provided tours of the Book Repair and Conservation Studio to library visitors and demonstrated the book repair and conservation process. Recently, our Book Conservator installed an exhibit in the Main Library’s foyer entitled “Taking Care of Our 19th Century Periodicals,” which explains the conservation treatment given to damaged pages.

Launched in March 2017, the Library’s website continues to receive thousands of page views per month. In addition to maintaining the website, staff members worked with the web designer to enhance it by improving the functionality of the Kids and Teen pages.

More technology enhancement projects also took place in 2018. The Fowler Meeting Room’s audio-visual system was upgraded to meet the current technology standards. A new public announcement (PA) system was installed in the Main Library to facilitate the staff making daily closing announcements through the PA system. A large (49”) digital signage was installed in the Main Library hallway next to the Circulation Desk to display library news and event poster slides. A new high-quality sound system for public events was purchased and put in use in the past year. It significantly enhanced the audience experience in the Main Library Lobby, Periodical Room and Trustees Room.

We are appreciative of the Town IT Department for their responsiveness and support to library technology needs in the past year. Among these contributions included the upgrade of all Wi-Fi routers in the Main Library building, which significantly enhanced the Wi-Fi connection, coverage and speed for our library users - over 5,000 a month.

Sherry F. Litwack, President
O. Mario Favorito, Vice President
Richard D. Briggs, Jr., Treasurer
Jeffrey W. Adams
Cristina Coletta Blau
John W. Boynton IV
Diana W. Clymer
Lowell S. Smith



*Concord Free Public Library Corporation Board Members.
Back: Rick Briggs, Lowell (Sandy) Smith, Jeff Adams, Front: John Boynton, Sherry Litwack, Mario Favorito, Di Clymer Cristina Blau (not pictured)*

The Concord Free Public Library Corporation is a Massachusetts charitable corporation created by the Massachusetts Legislature in 1873 for the purpose of forming and maintaining a public library in Concord, which it undertakes to do in collaboration with the Town and the Library Committee. For more information on how the Library works, go to the Library’s website: <https://concordlibrary.org/about/how-we-work>

The primary responsibility of the Trustees is to preserve, maintain, protect (insurance and security), and enhance (improvements and expansion) the Library’s buildings and grounds including the Main Library in Concord Center and the Fowler Branch in West Concord and to preserve, protect, develop, interpret, and share the Special Collections. In FY 2017-2018 the Corporation contributed over \$400,000

to the Library, including nearly \$125,000 to supplement the Town Budget for library books and materials. The majority of these funds come from the Annual Appeal and income from the Corporation's Endowment.

Five years ago, we reported that the Corporation purchased the Heywood-Benjamin house next door to the Main Library at 151 Main Street. Since making the purchase, we have been actively exploring how this additional space could enhance services and programs at the Library to meet the future needs of the community as reflected in the long-range plan. We have solicited ideas from the Library staff, Library Committee, Friends of the Library, as well as a wide range of Town groups and individuals representing all age groups. There have been several public forums for the citizens of Concord, in addition to brainstorming sessions and presentations to the Select Board, League of Women Voters, community groups, and neighbors. Through this process, we have identified many exciting possibilities, including improvements and enhancements in children's services, teen services, technology, energy efficiency, meeting and collaborative working spaces, program spaces, and special collections. We have an architectural plan that reflects the needs identified in the Library's long-range plan and through community engagement.

We are actively engaged in raising money to make these plans a reality. While the Corporation is responsible for raising the funds for the project through private donations and grants, we will continue to work closely with Town officials and managers as we have since the opportunity to purchase the property presented itself. We will continue to share plans with the public well in advance of any Town budget approval needed for staff, utilities, furniture, fixtures, equipment, and CPA funding. Campaign and project updates are available on the Library's website: <https://concordlibrary.org/give/the-campaign-1>

The William Munroe Special Collections continues to be an outstanding resource not only for the community but also for researchers from around the world.

As Trustees of the Williams Scholarship Fund, made possible by a bequest from Charles H. S. Williams, we continue to award grants to several college students pursuing studies in the arts. This year's recipients included Timothy Collins, Elanna Honan, and

Helen Wargelin. In the past, we have administered this fund through the Concord-Carlisle Scholarship Fund. However, this year we decided to administer the award ourselves in order to return to the original spirit of the bequest. A committee of distinguished people in the arts has been formed to select the award recipients.

This past year has been another busy and productive year as the Library increasingly fulfills its role as a cultural community center offering a wide range of programs, exhibits, and services free and open to the public. The Library Corporation is committed to supporting the growth and development of the Library by ensuring that our beautiful historic buildings meet the community's growing and evolving needs.

THE FRIENDS OF THE CONCORD FREE PUBLIC LIBRARY

The Friends of the Concord Free Public Library is a nonprofit organization of members who love the Concord Free Public Library. We serve the Library and the community in a number of ways:

- We fund book and media purchases, special programs, Library staff professional development, and museum passes including the Isabella Stewart Gardner Museum, the Museum of Russian Icons, the New England Aquarium and many more.
- We develop and present free programs at the Library, including concerts, readings, and film series.
- We develop and present free programs at the Library for children and youth.
- We do community outreach that includes providing donated books to Open Table, Peter Bulkeley Terrace, the Concord Prison Outreach program, and other organizations.

Our gifts and programs are funded through memberships, sales of donated books, and sales of Historic Concord, a book published by the Friends. Online sales are managed by Empire Books, and books are for sale every day on the Friends Book Sale shelves at the Main and Fowler Libraries.

The Friends' Holiday and June book sales are our biggest sources of revenue, and they are also much-loved and well-attended community events. The June Book Sale on the lawn raised over \$23,000 and the Holiday Sale in December raised over \$12,000 – both breaking records once again.

Because of our successful sales and well managed funds the Friends were able to contribute \$100,000 towards the Library Corporation's project to connect the Main Library with 151 Main Street and expand space for the collections and programs. Programming continues to be a vital role of the Friends.

In 2018 we presented the annual Ruth Ratner Miller Award for Excellence in American History to Annette Gordon-Reed, the Charles Warren Professor of American Legal History at Harvard University and author of National Book Award and Pulitzer Prize winner *The Hemingses of Monticello: An American Family*.

We continued the Concord Festival of Authors with a new leader at the helm, board member Lara Wilson of Be Well Be Here, and partnered with other Concord organizations including the Concord Bookshop, Orchard House, the Concord Museum, the Barrow Bookstore, the Old Manse, the Walden Woods Project, Debra's Natural Gourmet, First Parish, and TriCon, to create an entire month of author events in Concord.

In 2018 our Poetry at the Library series hosted poets Nausheen Eusuf, Natalie Shapero, Duy Doan, Ben Purkert, Jana Prikryl, Matt Miller, Gail Mazur, January Gill O'Neil, and Alan Feldman.

We screened foreign films on select Fridays in January, February, and March for our Friday Flicks at Fowler. The Music from the Library Series presented the vocal music of Italian Renaissance master Cipriano de Rore performed by Blue Heron, and chamber music by the San Francisco based Del Sol String Quartet in the Main Library's Rotunda. Summer concerts were also performed on the lawn.

To learn more, or to join the Friends pick up a brochure at the Library or visit us online at the Library's website under the How We Work section: <http://concordlibrary.org/about/how-we-work/>

If you have books you'd like to donate for our sales please see the reference librarian at the Main Library and thanks!

Follow us on Facebook www.facebook.com/concordlibraryfriend

E-mail us at friends@concordlibrary.org

RECREATION COMMISSION

Peter A. Hunter, Chair
Casey Atkins
John Carlton
Paul Grasso
Peter Ward

Liasons: Linda Escobedo, Select board



The Recreation Commission is an all-volunteer Town Manager-appointed Committee that provides community input, advice and guidance to the Recreation Division of Human Services. In 2018, the Commission played a critical role in supporting the department as its management team navigates the opportunities and challenges facing a community that deserves and expects high quality recreation and fitness programs and facilities. Since the Recreation Department is practically self-funded and currently utilizes a very limited amount of funding through the town, managing the department's fiscal health has been a priority of the Commission. In 2018, In addition to providing strategic guidance to the department on all recreation department programs, the Commission focused on the direction at Beede Swim & Fitness, providing input and guidance on the hiring of a New General Manager, facility upgrades, and general improvements. The Commission also worked closely with the Concord Long Range Planning Committee (CLRPC) to finalize a long-range plan that included many areas of focus involved with Public Recreation.

Financial Status

The Recreation Division operates with minimal tax support. In FY 2018, the department expenses (including the Beede Swim & Fitness Center) of \$3,845,480 for all programs and staff, received \$196,526 from the General Fund, or just over 5%. According to

data from the National Recreation and Park Association, the average park and recreation agency receives a tax subsidy of approximately 70-75% of their expense. The Revolving budget experienced a healthy 2018 with \$1,980,145 in revenues and reporting a surplus of \$96,706 after expenses for a total of 4.8% positive rate. The Beede Enterprise Fund experienced a small surplus of \$9,543, after depreciation expenses.

Department Awards

The Recreation Commission established the Maureen Taggart Award in 1985. Any high school student, public or private, who is a resident of Concord or Carlisle, and who has demonstrated a loving and giving spirit through voluntary service to the community is eligible. The main feature of this award is that the recipient has the privilege of designating a deserving organization to receive a financial grant in Maureen's name. The recipient's name is placed on a plaque located at the Hunt Recreation Center. Congratulations to Burke Hutchinson the 2018 Maureen Taggart Award winner.

Community Support

Thank you to our community sponsors and supporters, without the involvement and commitment from many members of the community the Department cannot thrive. Concord-Carlisle Community Chest, the Silent Fund, Alcott School Turkey Trot, all provide funding towards scholarship programs. Additionally, many corporate sponsors assisted in funding with sponsorship dollars that helped keep many community events low cost or free including Abode, Adelita, Artemis Capital Partners, Black Birch, Concord Market, the Concord Free Public Library, Dow Law Group, Greatscapes Landscaping, Lunig Construction, Middlesex Bank, Nashoba Brooks School, Orange Theory Fitness, Pure Barre, Sorrento's Pizza, Strop & Blade Barber Shop, Trails End Café. Lastly, a thank you goes out to Concord's schools that allow us to use space for programming, the Nashoba Brooks School, the Middlesex School, the Fenn School, and Concord Academy.

And finally, the assistance from other Town Departments and organizations that make things like Jazzfest, the Stow Street Block Party, and the Holiday Tree Lighting and Parade possible – the Department of Public Works, the Concord Municipal Light Plant, the Water Department, the Police and Fire Departments

and the Facilities Department, to name a few.

Recreation Projects

Concord Recreation completed a major renovation project in 2018 with the refinishing of the newly acquired 55 Church Street building to include space for Recreation programming. The Commission has continued to utilize the 2014 Recreation Facilities Strategic Plan as the guide for the direction of the Department and facilities improvements along the way. Future projects include: the undertaking of White Pond as a Town operated beach, the development of a Park at the Gerow land and continued upgrades to the Beede Swim & Fitness Center.

RECREATION DEPARTMENT

Director, Ryan Kane

Department Mission Statement

Concord Recreation is a leader in providing activities that enhance personal development, promote healthy lifestyles, and encourage greater community involvement. As dedicated professionals, we strive to promote lasting experiences, while creating fun, unique inclusive opportunities in excellent facilities. Concord Recreation is a self-supporting operation that strives to meet the needs of the community by delivering the highest quality customer-focused programs, events and services.



Programs & Events

Throughout the course of the last year, the Concord Recreation Department has worked to improve existing programs and facilities and to continue to pro-

vide first rate Recreation opportunities for the Concord community. In the 2018, some major accomplishments included:

- finalizing the Group Exercise space at 55 Church Street in West Concord
- the addition of Trekkers Camp for children entering grades 7&8
- installation of Pickle ball lines at both Rideout Tennis Courts and Hunt Gym
- Super Hero & Princess Breakfasts events at Trails End Café
- Installation of new Pavilion at Rideout Park, funded by CPC
- St. Patrick's Day Road race
- Anna McKeown was elected to the MRPA Executive Board

Concord Recreation team

With over 200 employees ranging from full-time to seasonal summer help, the Recreation team is committed to providing quality recreational experiences to the community. The passion that the staff has for their work is visible in everyday events around the Carousel Preschool program to Masters Swim team. We are fortunate to have the quality, caring staff that make the programs come to light. This past summer the Department was recognized by State Representative Corey Atkins with a citation from the State House, recognizing The Concord Recreation Department for “continued commitment to providing residents with outstanding community events and programs.” While this recognition was presented to the full time Concord Recreation team, it is the day to day staff that deserve the praise, from the Preschool teachers, Camp Counselors, Class Instructors, Coaches, etc. The Concord Recreation Department has a great team.

Beede Swim & Fitness Center

The Beede Swim and Fitness Center, managed by the Recreation Division, is an affordable community facility. The Beede Center is self-supporting and does not receive tax dollars. Members and program participants provide all the funding to operate the Beede Center. The Beede Center welcomes an average of 600 visitors per day and is committed to serving the needs and interests of everyone in the community including children, adults, senior citizens, and individual with disabilities.

Membership

A Beede Center membership gives members access to all the aquatic and fitness facilities at Beede, in addition a discount on any program offerings including: aquatic fitness, group exercise, personal training, and swim lessons. In addition to an Annual membership the Beede Center also offers a 3 month membership and 10 visit pass.



Welcome New Beede Team Members

In July of 2018, Andy Dutton was hired as the new General Manager for the Beede Center. Dutton joins Beede after an extensive career at Babson College, recently serving as an Assistant Athletic Director. Andy has a great passion for community recreation and believes in operating a first rate facility for the Concord residents. Additionally, Brian Kalagher joined the team as a Personal trainer and Amanda Smith as the Program Manager.

Program Offerings

The Beede Center offers a wide variety of learn-to-swim classes designed to meet a diverse range of needs and ability levels. The Center also offers a comprehensive water fitness program in deep and shallow water. Every member receives a free equipment orientation and workout plan from one of our certified trainers. The Beede Center offers affordable personal training and body composition testing. We also offer a large variety of group classes. Beede members receive a discount on classes. Our classes are open to non-members as well. The Beede Center also hosted many Community events including; the Egg Hunt, Trunk or Treat, St. Patrick's Day 5k and the CCHS Swim Boosters Masters Meet.

Swim Teams

The Beede Center is the official home to both the

CCHS Bobcats Swim & Dive teams, along with the Beede Centers own Concord Otters program. Both programs have an extensive number of swimmers CCHS (approx. 100) and the Otters (approx. 179). Making Beede a “hub” for local swim meets.

Department-Wide Financial Assistance

Concord Recreation wants to assure that all community members are able to participate in programming, regardless of their ability to pay. In total, the Department awarded \$154,529 in financial assistance to those in need. It will continue to be a priority of the Department to assure that no one is excluded for financial reasons.

Continued Progress and Development of Facilities & Programs

As we move forward, our Department is eager to share news of even more events and specialized programs to meet our community's needs:

- White Pond Beach operation
- Development of Gerow Park
- Expanded programming and activities with the Visitor Center.
- The unveiling of the Minuteman Bike Share Program with bike rental stations in Concord Center and West Concord.
- A new presence in West Concord with an office and staff located at 55 Church Street, the Town's new Human Services building.
- A continued reintroduction to the Concord Community through innovative and exciting expansions and new programs at the Beede Swim and Fitness Center.

Program Testimonials (names changed for privacy)

Basketball: “The structure and atmosphere of the league is just about right to get everyone involved. Kids had a good season and I think they actually got a lot better!”

Camp Three Rivers Inclusion Program: “I just wanted to write a note and thank you and your staff for the wonderful camp program - both my boys enjoyed camp. In particular, I was floored by the inclusion program from start to finish - intake to implementation - what an amazing way to include kids that need that extra support in order to participate. As the parent of a child that often needs that extra support, it is very difficult to find

programming that allows that to happen, and what you have is very remarkable in how thorough and flexible the program is, and how it can meet kids where they are and allow them to participate with their peers. The daily sheets were awesome for knowing how Mark did and how his day went, and it's clear that everyone was able to "get" Mark. My observations all around show that you hire engaged staff. Thank you to you for checking in with us early in the week and sending photos, and for running this terrific inclusion program."

"I wanted to thank you for everything you are doing to introduce adaptive programs across Concord Recreation. It feels much more inclusive than when we moved here in 2014."

Summer Camps: "She had the best summer ever. Always wanting to go to camp every day was great."



"Thank you for another FABULOUS summer! It is a true testament to all the hard work you, the counselors, and the staff put in this summer to see how often my kids did NOT want to leave camp at the end of the day. They had the very best time, made good friends and were exhausted from all the fun they had. They are super excited about being 'junior trekkers' next week at post camp. So, THANK YOU!!! I think we have the very best Rec Dept!"

Special Events: "Alice Kaufman made a point of mentioning at the end of the Select Board meeting last night how pleased she was that the Rec staff's put on a wonderful Easter egg hunt last week. She said it seemed like there was thousand people there, everyone was happy, and it was enjoyable even for people who don't have kids to see how much fun the children were having. Jane said she was also there and really enjoyed

the event. Both said that everyone commented that it is great that the Rec Dept puts on such great feel-good events like that which make people happy and make them feel part of a community. They asked me to thank you and the staff for such an enjoyable event." Chris Whelan

Carousel Preschool: "Our family has enjoyed an incredible experience at Carousel Preschool over the past 3 years. Our first daughter not only make deep and lasting connections with local friends due to the small class sizes, but she also forged authentic and caring relationships with her teachers, the other classroom teachers, and the program director, Anita. These connections are made possible due to the intimate and familial feel of Carousel, and I know our experience isn't unique to us. Her transition to Kindergarten was seamless, both socially and academically, and I credit Carousel for the ease of that transition given how well prepared she was for school. My second daughter enters Carousel every morning with a huge smile on her face, excited about what new activities are in store for her, ready to play make believe with her classmates, and giddy to get outside for Carousel's daily outdoor recess time. The outdoor space is enclosed, houses a slide set into a little hill, and has plenty of green space and sand for little kids to use their imagination together. It's the most magical place for children."

Beede Center: "I came to the Beede Center about 5 years ago with a bad shoulder (rotor cuff) and a bad back (sciatica). The exercises I have done here have cleared my symptoms. I am deeply grateful to the trainers and staff at Beede for a healthy outlook without any surgery. Awfully nice people, members and staff make the efforts congenial."

2018 PICNIC-IN-THE-PARK

Doug Ellis – Chair, Fund Raising, Publicity
Marie Foley – Booths
Johanna Ellis – Secretary
George Herbolsheimer – Treasurer,
Master of Ceremonies
Karen Ahearn – Entertainment
Irmi Doane – Picnic Backers
Peter Gilman – Fund Raising
Ann Lang – Children’s Parade
Anne Edgar – Hot Air Balloon
Michael Rudd – PA System, Posters

Concord’s annual July 4th celebration, Picnic-In-the-Park, was again a great success! It was a very warm sunny day and everyone experienced nothing but smiles and great family times. The event took place at Emerson Field and the Hunt Gym. Once again, we had the REMAX hot air balloon and the kids parade led by the Concord Police. Entertainment included David Polansky, Southern Rail Band, The Hampstead Players, Lizzie the Clown, the Roving Railroad and the Concord Band. The 911 House was sponsored by the Concord Fire Department and the Concord Police timed baseball pitches and welcomed everyone to check out a cruiser.

Many local non-profit organizations provided information about their groups and a variety of food and beverages were available for purchase. The Picnic-In-The-Park committee members organize and seek donations for the event, but the day’s programs would not be possible without the invaluable assistance of the Town of Concord. The Concord Public Works Highway Division, the Concord Light Department, the Concord Fire Department and the Concord Police Department are essential to the day’s success. Concord resident Rob Beyer organized the field games. Members of the Concord branch of the National Charity League, a national organization of mothers and daughters, provided tremendous assistance during the day. George Herbolsheimer was the Master of Ceremonies for the parade and announcements throughout the day.

The following corporate sponsors and private donors provided financial backing for the entertainment: Charles and Gloria Clough, Middlesex Savings Bank, Barrett/Sotheby’s Real Estate, Dunkin Donuts of

Concord, Cambridge Trust Company and the Picnic-In-The-Park Backers-private donors.

The Committee encourages Concord citizens to support this annual event with financial contributions and volunteer efforts both behind the scenes or on the event day, on the committee or during the day.

Thank you Concord for another great year! Visit us on Facebook at <https://www.facebook.com/PicnicintheParkConcordMa/> for more information.



Wednesday, July 4th
Picnic in the Park
Emerson Field
11:30 AM - 4:30 PM
RE/MAX Balloon 10:00-12:00
(wind permitting)
Children’s Bicycle and Tricycle Parade - assemble 11:15 AM
David Polansky 11:45 - 1:15
Southern Rail Band 1:30 - 3:00
Hampstead Players - Treasure Island - Hunt Gym 2:00 - 3:00
The Concord Band 3:15 - 4:30

Field Games 12:30 — 1:30
Lizzie the Clown 1:00 — 3:00
Henna Tattoos 1:00 — 4:00
Roaming Railroad Rides 1:00 — 4:00

Minuteman Classic Road Race Youth Fun Run 8:30 am 5-mile Road Race 9:00 am

PUBLIC CEREMONIES AND CELEBRATIONS COMMITTEE

John Arena, III – Chair
Robert Norton
Erin Logan
Tom Valle
Edward Murray
Trish Ng
Julissica Rona



The Public Ceremonies and Celebrations Committee has the responsibility of organizing, coordinating and managing several ceremonies and celebrations sponsored by the Town of Concord. Celebrations for 2018 included: Honored Citizen Ceremony, Meriam's Corner Exercise, Dawn Salute on April 19, Veterans' Day Flag Retirement Ceremony on November 11, and Concord's annual Tree Lighting. The committee is grateful to the many people and organizations that helped make 2018 such a successful year! These especially include Parade Marshall Brig, Gen. Francis B. Magurn, Town and State officials, various Town departments especially the Fire, Police and Public Works Departments, Honored Citizen Jim Terry, local Veterans, Concord Minutemen, Concord Independent Battery, Middlesex County 4H Fife & Drum Corps, participating clergy from Concord, Concord Girl and Boy/Cub Scouts, CCHS music volunteers, and the many others and organizations who participated in and attended the 2018 events. The committee is comprised of seven members who understand the importance of upholding these valued town traditions.

Honored Citizen Ceremony & Reception

Each year, since 1962, Concord honors a deserving citizen(s) who has demonstrated extraordinary town service and volunteerism by being selected as Honored Citizen.

Jim Terry was named Honored Citizen for 2018. For over thirty years, Jim has been active on numerous boards and committees, making exceptional contributions to the town. During the 1980's, he served for six years on the Finance Committee, and as its chair for one year. This was immediately followed by two years on the Planning Board. As one nominator stated, "Jim proved to be calm and methodical during times of controversy and rigorous in his attendance. People came to know and rely on Jim's ability to follow through on anything he started."

In 1994, Jim was elected to the Select Board. During his six-year tenure, and while serving as the board's chair, Nanae, Japan was officially recognized as Concord's sister city. A nomination letter for Jim described how "he led a delegation to Japan, making sure that all members understood the correct protocol and were prepared to engage in local customs. The visit was widely followed by the Japanese press and Jim's dignified approach added much to the stature of Concord."

Following his term on the Select Board, Jim continued to offer his time to volunteer in the town's best interest. He became a member of the School Building Committee, the Bruce Freeman Rail Trail Advisory Committee, the Municipal Light Board, and the Financial Audit Advisory Committee. He has also been an "invaluable asset" to Open Table of Concord, serving as a board member and treasurer. Jim has established a wonderful reputation for fulfilling a commitment with sincere dedication: "When it came time to find a more permanent home for the Food Pantry and Community Supper, Jim worked for six years to find suitable space, manage the renovation, and serve as site manager. Volunteers and guests alike rely on his good judgment and compassion."

A proud Concord resident for over forty years, Jim and his wife Judy raised their two children, Bronson and Monica, who were both educated in the Concord public school system. Jim "encourages and exemplifies the virtue of good citizenship as evidenced by his volunteer service to the town almost continuously since 1982." This record of faithful town service makes him deserving of being recognized as Concord's Honored Citizen for 2018.

Meriam's Corner Exercise

This ceremony commemorates the assembly and actions of militia and Minuteman units that arrived at Meriam's Corner during the British retreat from Concord on April 19th, 1775. After the Regulars' withdrawal from the Old North Bridge, they began a retreat back to Boston. By the time the Regulars arrived at Meriam's Corner, at half past noon, there were reported to be about 1,100 Minutemen in the area from more than a dozen towns. On that April 19th, at Meriam's Corner, a day of relatively small but violent skirmishes blossomed into a running, 16-mile battle that became the opening salvo to the eight-year American Revolutionary war.

Dawn Salute

The Dawn Salute is held at the Old North Bridge every year on April 19th to commemorate the opening battle of the American Revolution in 1775. Church bells toll at 5:45AM from the First Parish to sound the alarm. "Dr. Prescott" arrives at the Bridge after riding across the countryside warning towns and villages that the Regulars were on the march and their destination was Concord. Minutemen firing salutes, volleys by the Concord Independent Battery from Buttrick's Hillside and a performance by the "Old Guard" contributed significantly to the event.



Dawn Salute 2018

Memorial Day

Memorial Day parades and remembrance ceremonies were held in West Concord at Percy A. Rideout Field and Kenneth J. Dunn Square and in Concord Center at Monument Square. Concord's proud Role of Honor was read at Monument Square.

Commemorative wreaths were placed by Concord veterans at the West Concord locations as well as several monuments in the Square. The Concord Independent Battery and Concord Minutemen fired multiple times throughout the morning to commemorate the brave men and women who lost their lives in the line of service.

Veterans Day

Concord's Flag Retirement Ceremony is held each year on Veterans' Day and provides Concordians with the opportunity to retire their worn American flags. The ceremony was established in 1965 by James Carroll, Dr. Francis McDonald, Bernard Rushe, Former Fire Department Chief Thomas Tombeno, and Clark McClevin. This group of Concord residents, and the Town at large, felt that worn, torn and/or faded flags, left in place through the fall and winter months, honored neither our nation's colors nor our departed veterans. For the past fifty two years, this ceremony has been conducted to remedy this situation by properly retiring flags by burning with assistance from the Concord Fire Department and participation from veterans, local officials, Concord Independent Battery, Concord Minutemen, and the Military Family Support Group. Each year, local Girl and Boy Scout troops assist the committee with properly folding the flags at Hunt Gym, a few days prior to the retirement ceremony. The committee is grateful to the years of participation from our Concord Scouts!

Tree Lighting

2018 marked the second year that the Public Ceremonies Committee assisted with the annual Tree Lighting and Parade. With additional assistance from the Concord Recreation Department, the committee planned a small parade from Hunt Gym to Monument Square, with the grand finale featuring Santa on top of a Concord fire truck.

CONCORD LOCAL CULTURAL COUNCIL

Tom Martin (Chair)
Terry Yanulavich
Alicia Cleary
Tracy Winn,
Betsy Levinson

The Concord Cultural Council (CLCC), whose members are appointed by the Select Board, supports community cultural projects through its grant program. Funds are received from the Massachusetts Cultural Council (MCC) whose mission is “to promote excellence, access, education and diversity in the arts, humanities, and interpretive sciences in order to improve the quality of life for all Massachusetts residents and to contribute to the economic vitality of our communities.”

For FY18, the amount available for grants was \$7,000.00. \$5,000.00 was received from the MCC and the Town of Concord budgeted an additional \$2,000 to enhance this fund.

Individuals and organizations may apply to the CLCC for funding for projects and presentations in music, dance, visual arts, poetry, literature, drama, humanities, and scientific interpretation for all age groups. Preference is given to applicants who live or work in Concord or who offer programs, projects, or presentations that specifically benefit Concord.

Information about applying for FY18 grants was publicized in the Concord Journal and on the Massachusetts Cultural Council website at www.mass-culture.org/Concord.

Guidelines and applications were available online. The application deadline for FY18 was October 15, 2018. Public meetings were held on September 25, October 23, November 20 and December 18, 2018.

On November 20 and December 18, 2018, applications were reviewed and voted on in accordance with both State and Local guidelines.

CLCC chose to fund the following 29 proposals:

- Color In Sound
- Shadaj
- Dances by Isadora Duncan
- Tanya Barteveyan
- Nashoba Valley Chorale
- Concord Art
- The Sudbury Savoyards
- Concord Museum
- The Umbrella
- Art Gym
- Concord Conservatory
- Susan Orleans Rieder
- Concord Band Association
- Acton Community Chorus
- Concord Chorus
- Women of Note
- Concord Women’s Chorus
- Music Dance
- Concord Orchestra
- Maitreyee Chakraborty
- Discovery Museums
- Carlisle Chamber Orchestra
- DeCordova Museum
- Open Door Theater
- Iron Work Farm
- 51 Walden Street
- Kammerwerke Double Wind Orchestra
- Indian Hill Music
- Sarah Whitney

Additional information on the CCC grant program is available at

<https://www.mass-culture.org/Concord>.

CONCORD-CARLISLE HUMAN RIGHTS COUNCIL

Officers for the 2018 year are:

Co-Chairs: Louisa Paushter and Rob Morrison

Treasurer: Libby Kurten

Secretary: Sarah Napier

Website: cchumanrights.org

Formally established in 1979 as a 501c3, the Council has a membership of approximately 675 households in the Concord-Carlisle community, with an Executive Board that meets monthly.

The first event of 2018 was in January when we held our 25th annual Martin Luther King, Jr. Celebration at the Fenn School. The performers were artist of the spoken word Lisa Lee, Joyful Voices of Inspiration, the Fenn Treble Choir, the Boston Children's Chorus, and the Willard 5th Grade Chorus. It was a joyful evening of song masterfully mc'ed by CCHS graduate, Charisse Alouidor.



CCHS Graduate Charisse Alouidor emcees the MLK, Jr. Celebration

On April 22, 2018, the Council again coordinated the Annual Holocaust Memorial on behalf of the Concord Select Board. Deborah Shelkan Remis described her personal journey as a daughter of a Holocaust survivor to being a member of One by One, a group comprised of sons and daughters of the Holocaust and descendants of the Third Reich and how her extraordinary path led her to produce a multi media theatrical violin concert. Deborah shared the story of her passionate and persistent research to reclaim the life of Sara, her father's first wife, a violin prodigy and one of six million Jewish victims of the Holocaust. Her American born mother,

the former Bertha Kerson, spoke of Sara when Deborah was a child. In 2015, Deborah traveled to Latvia to trace her father's footprints and garner more information about Sara's short yet prodigious career as a violin virtuoso. She spoke about creating SARA'S VOICE sotto voce, a multi-media theatrical violin concert, which has been performed to sold out audiences at the Shalin Liu Performance Center in Rockport, MA and in Calgary, Alberta, Canada. Cantor Rosalie Gerut from Congregation Kerem Shalom offered memorial prayers and music. Select Board member, Alice Kaufman, represented the Town of Concord with welcoming remarks.

In 2018, we changed from having a "Climate for Freedom" breakfast to a Human Rights Day Sunday Tea. It was held on December 9th at First Parish Church. Concordian Steven Cadwell showed his film "Wild and Precious" about his life as a gay man growing up in Vermont and living through the AIDS epidemic and celebrating gay marriage, a Q&A followed.

Apart from these annual events, sub-committees of the Council have been busy following up local issues of human rights, and we have liaised with the Concord Police Department to help follow up with complaints of human rights abuses.

CONCORD-NANAE NETWORK JAPANESE SISTER CITY RELATIONSHIP

Sue Curtin
John Cratsley
Holly Cratsley
Nancy McJennett
Jack Nevison
Lee Flight
Jim Terry
David Nurenberg
Beverly Gauthier
Dick Gauthier
Daisuke Matsukura
Leslie Burnard

The Concord-Nanae Network Sister Cities (CNN) is the sponsoring organization in Concord for the 21-year old sister city relationship between Concord and Nanae, Hokkaido, Japan.



Members of Nanae Delegation in front of the Concord Town House. Pictured are Noriko Tobe, Shoichi Nishikawa, Toshio Takahashi, Junko Sekiguchi, and Yuji Nakamura

In the spring of 2018, a subcommittee of CNN conducted interviews for the Coordinator of International Relationships (CIR), a position that is supported and funded by the town government of Nanae. Several highly qualified candidates (young Concord residents who have completed their college education) applied in response to a letter in the Concord Journal and outreach by CCHS teachers. The CNN committee chose Sarah Tan as Nanae's new CIR. The CIR job is for one year, with an expected second one-year term based on the quality of the CIR's work. Nanae provides the CIR with an apartment, a car, and a salary. Speaking Japanese is not required, but the CIR is expected to learn Japanese while in Nanae. For more information about this position, please contact a member of the CNN.

At the Concord-Carlisle Regional High School, there has been continuing activity between Sister High Schools CCHS and Nanae High School. In April 2018, English teacher Dr. David Nurenberg led the sixth Scifi Club delegation of about thirty students to Nanae and parts of Honshu. In June/July 2018 the second William Wheeler Exchange student, Allyson Lee, traveled to Nanae for a month-long stay and classes at Nanae High School. In October 2018, the first William Wheeler Exchange student from Nanae, Taiki Chiba, came to Concord to live and study at CCHS for a month. The William Wheeler Exchange is overseen by Dr. Nurenberg and Principal Mike Mastrullo.

Also at CCHS, Concert Band director David Gresko and Concert Band members are preparing for a band trip to Nanae, Japan, in April 2019. This forthcoming

trip continues a long tradition of Concert Band trips to Nanae and Sapporo, Japan.

At CCHS, the school dedicated a plaque honoring the nearly three decades of sister-school relations and activities between CCHS and Nanae High School. The plaque describes the history of the relationship, honors four CMS/CCHS teachers and four Nanae High School teachers who were particularly instrumental in developing and growing that relationship, and includes a Japanese poem specially translated by a citizen of Nanae. Dr. Nurenberg conducted the dedication ceremony, which was attended by Superintendent Laurie Hunter, Curriculum Coordinator Kristen Herbert, Principal Mike Mastrullo, and the entire Nanae delegation.



Alcott School musical assembly.

Nanae's 2017 gift to Concord of an Ainu embroidered robe is currently hanging in the Hearing room on the Town House second floor. The robe hangs inside a specially treated glass case. A descriptive explanation of the gift hangs next to the robe.

In late October, the annual delegation of six Nanae adults and nine Nanae students came to visit Concord for a week. As in the past, Dr. Nurenberg arranged the Nanae students' homestays and their activities at CCHS. CNN members coordinated homestays for the Nanae adults, as well as several evening events and activities during the daytime.

Select Board members welcomed the adults at the Town House and Concord-Carlisle administrators welcomed the adults at CCHS. The adults toured the North Bridge and Walden Pond. They met Louisa May Alcott (Director Jan Turnquist) at the Orchard House,

who took them on a tour. Lunch and a tour at Fruitlands followed.

Nanae adults also met with the entire Alcott School; students, faculty, and administration. Two Alcott students performed on the piano and the violin, all the students sang Japanese songs and performed a Japanese dance, and the Nanae adults played guitars and sang Japanese songs for the students.

Another day the adults, led by Jill Block, Board of Health member, toured the Council on Aging, the Carousel PreSchool, and the Concord Children's Center. They met with Steve Verrill and Jen Verrill Faddoul at the Verrill Farmstand where they enjoyed lunch and listened to farming information and history provided by Steve and Jen. Later the adults had a meeting with Town Planner Marcia Rasmussen and Superintendent of Water and Sewer Alan Cathcart where they discussed town planning, and energy and water issues.

The week also included a trip to Harvard Square with lunch at Quincy Market, plus a visit to the "Constitution" in Charlestown. Host families provided activities and tours for their guests on the weekend before the delegation left for New York City by bus.

Thanks to all the CNN members, the CCHS students and faculty, Concord institutions and friends of Nanae for making this annual visit a very special event for all.

PEG ACCESS ADVISORY COMMITTEE (PAAC)

Karlen Reed, Chair
Peggy Wargelin, Clerk
Court Booth, School Committee Representative
Frank Breen
Jil Colpak
Scott Hopkinson
Ruth Lauer
Christine Lear, Carlisle ex-officio
Jane Hotchkiss, Concord Select Board Liaison
Erin Stevens, Public Information and Communications Manager



This report by the PEG Access Advisory Committee (PAAC) includes an overview of the PAAC's work as well as an assessment of the community's access to Public, Education and Government (PEG)-related services and offerings by the Town's Minuteman Media Network (MMN) on cable TV channels 8, 9, and 99. This report encompasses a significant event, the Town of Concord's assumption of the duties to provide PEG services formerly provided under contract with the Town by CCTV Inc., which filed for dissolution with the Attorney General's office on September 11, 2018.

For each goal set in the committee's charge, the PAAC asks several questions: Is MMN monitoring effectiveness, are PEG services conforming to expectations, are they promoting fairness and equal access, promoting quality telecommunications, and are they fulfilling the Select Board's requests?

The PAAC sought to answer questions regarding PEG programming and effectiveness through its monthly meetings, by analyzing data and regulatory dockets, attending conferences, interviewing

subscribers, reviewing content, meeting with PEG and cable TV providers, as well as additional research.

Observations

The Town took responsibility for providing PEG services as of October 1, 2018, following an involved discussion over the provision of PEG services by the non-profit CCTV. Partly in response to citizen concerns over freedom of the press, the Select Board created the PAAC to provide citizen input on PEG and cable TV services. PAAC meetings are open to the public, and members of the public have attended each meeting. The transition from CCTV to MMN as the PEG provider has progressed smoothly and almost seamlessly to the community. MMN has hired staff, installed equipment in the Town House, and established a special revolving fund for its PEG accounts. MMN is developing its website and has linked to YouTube for posting the most recent videos. MMN has over 23 playlists, or groupings, of videos of Concord and Carlisle programs. Videos are generally posted within four days of recording. MMN announced intentions to review its current data and archive storage systems, with the PAAC's help.

While the MMN web page is under construction, several Town officials have reported citizen confusion about how to locate the MMN website and, more importantly, how to locate the "on" button for viewing government live stream and on-line videos. Currently, the logo and link to MMN are located on a second tier web page. PEG channels are just 3 of the 140+ channels that Comcast offers to Concord subscribers, and monthly PEG fees constitute roughly \$6 out of a typical \$100 Comcast bill for Concord cable TV subscribers. The PAAC has begun to establish a working relationship with the Town's Comcast representatives and will continue to maintain open communications with our cable TV provider for the betterment of subscribers and viewers.

The Select Board expressed some concern about the financial viability of PEG services. As for revenues, our analysis of Comcast's data shows that subscriber numbers have dropped slightly over the past three years. The number of cable TV subscribers in Concord dropped from 5930 to 5620 between 2015 and 2017. Comcast's annual revenues from Concord cable TV subscribers for the same time period, however, rose from \$7,976,613 to \$8,249,009 and Concord's annual

PEG revenues rose from \$382,876 to \$395,953.

The PEG revenue amount for the most recent quarter, 3Q 2018, was \$90,882, which is down slightly from 2Q 2018, which was \$91,969. Part of this decrease may be due to an industry-wide accounting change in revenue recognition. The PEG Access and Cable-Related Fund held \$1,119,597 as of March 12, 2018, and \$1,117,018 as of November 7, 2018. The PAAC will continue to monitor PEG financial stability, PEG revenues and expenses, cable TV rates, and other cable TV-related issues. The Concord Town Manager, the Carlisle Town Administrator, and the Regional High School District are working out agreement terms for shared PEG services and the use of the PEG studio space in the Concord-Carlisle Regional High School. The MMN has a satellite office, editing station, and equipment storage in the Concord Town House.

A survey of Concord households on preferences, questions, and concerns about PEG services and Comcast cable TV service has not been conducted for at least several years. The PAAC submitted two questions for the Town's biennial Citizen Survey about PEG services. MMN has established a contact email: MMNetwork@concordma.gov, for scheduling requests, questions, and concerns.

Recommendations

A critical part of the PAAC's charge is to make recommendations to the Select Board regarding PEG access and other cable TV services. Consequently, the PAAC recommends that:

1. MMN continues to improve its website, service offerings, programming, and education efforts.
2. The Select Board, with input from the PAAC, reviews the PAAC's charge to determine if changes are needed to reflect a town-managed PEG service operation.
3. The Select Board consults with the Town Manager to determine if sufficient fiscal and operational checks and balances are in place for MMN.
4. MMN posts videos and updates the Town's website within four business days, when possible.
5. MMN inserts its logo on the Town home page with a direct link to the MMN web page.
6. A 10-12 question survey on PEG and cable TV to all Concord households be funded from the next MMN budget and conducted as soon as possible.
7. The Select Board and the PAAC conduct site visits

of the PEG studio, shared head-end at the high school, and satellite offices to better understand the PEG assets, layouts, and capabilities.

8. MMN continues to develop metrics and track statistics of its viewership in order to provide better service to its viewers.

9. MMN creates a 5-year capital improvement plan and provides quarterly expense reports to the PAAC.

10. MMN considers cloud storage versus local backup storage alternatives, including their relative costs and streaming source locations.

THOREAU FARM TRUST

Birthplace of Henry David Thoreau

Margaret Carroll-Bergman, Executive Director

Ken Lizotte, President

Nancy McJennett, Vice President

Molly Eberle, Treasurer

Peter Alden, Director

Debbie Bier, Director

Courtland Booth, Director

Lawrence Buell, Director

Jack Maguire, Director

Joseph Wheeler, Director

Robert Pinsky, Honorary Chair

Bill McKibben, Honorary Director

978.451.0300

Website: www.thoreaufarm.org

email: info@thoreaufarm.org

This fall marked the 20th anniversary of the Thoreau Farm Trust. In 1998, the Town of Concord called for citizens to step forward and raise funds to restore Thoreau's birth house. The Town had identified grants and other funding sources to make the initial purchase of the Breen Farm/Thoreau Birthplace, yet the house was in ill repair. The Thoreau Farm Trust was born that year.

Thoreau Farm Trust, a nonprofit organization, serves as steward of the Henry David Thoreau birthplace on Virginia Road. Thoreau Farm Trust purchased the house from the Town for one dollar. At one time

suffering from neglect and deterioration, the Thoreau birthplace has been transformed through a \$1 million restoration greatly supported by the local community, including Concord Community Preservation Act funding. The site is now listed on the National Register of Historic Places and received two awards for the restoration project.



*Five of the original members of Thoreau Farm Trust, the group who helped save the birthplace of Henry David Thoreau
Front: Lucille Stott, Joseph Wheeler, Jayne Gordon Back: Court Booth, Helen Bowdoin*

Thoreau Farm Trust offers a unique historic house experience for visitors from Concord and around the world. We believe Thoreau's extraordinary insights and ideas about life, nature, and individual responsibilities are as relevant today in the 21st century as they were during his lifetime. His birthplace provides a source of inspiration for living deliberately, practicing simplicity, and exploring new ideas for positive change.

Tours and educational programming focus on Thoreau's ideas, stimulate discussion and debate with visitors, and encourage visitors to reflect on how they can live more deliberately in accordance with their own values. In 2018, Thoreau Farm Trust hosted programs on John Brown; natural history tours; mushroom forays; author's talks; and book launches.

Thoreau Farm Trust celebrated its 20th Anniversary, with the following events held on November 17-18, 2018:

VETERANS' SERVICES

Dick Krug, Veterans Services Officer

The Veterans' Services program is mandated according to Massachusetts General Law, Chapter 115 and is administered under State guidelines to provide information, advice and assistance regarding benefits to veterans and their families. Every city and town in the Commonwealth is required to have a benefits program for its resident veterans and their dependents, as well as a Veterans' Services Officer. The Veterans' Services Officer must be a war-era veteran and be available to provide assistance. The Town is reimbursed by the State for 75% of benefits paid under this mandated program. With the support of the Commonwealth's House, Senate and Executive Office, Massachusetts is now recognized as having one of the most comprehensive veterans' programs in the nation.

The Office of Veterans' Services, located at 55 Church Street, advocates and provides critical services to veterans and families. Current benefits extend to "natural disasters" where benefits may apply to a loss resulting from a hurricane, blizzard or tornado. The Veterans' Service Officer will help Veterans complete their application for Chapter 115 benefits which offers a need-based program of financial and medical assistance for Veterans and their dependents. The mission of the Veterans' Services Officer has grown to encompass the full range of VA federal benefits, rehabilitation, employment and educational opportunities, military records, tax exemptions, housing and shelter assistance, annuities, funeral assistance and care and decoration of veterans' graves.

Program Implementation

The Veterans' Services Officer responds to daily calls requesting information, advice and assistance. With so many veterans and their families facing profound challenges related to their service and the current economy, the Veterans' Services Officer has become more important than ever.

The Veterans' Services Officer often helps veterans obtain assistance from veterans' organizations as well as local, state and federal organizations. This assistance often takes the form of community services and Social Security. The Veterans' Services Officer also has been

- Panel Discussion on "Living A Principled Life" hosted by NPR's Jack Beatty, and featuring historians Jane Gordon and Robert Gross and documentary filmmaker Joseph Stillman.
 - Screening of the film, "Citizen Clark ... A Life of Principle," a documentary about former U.S. Attorney General Ramsey Clark, followed by a Q & A with director Joseph Stillman.
 - Select Board member Jane Hotchkiss and Town Planner Marcia Rasmussen represented the Town of Concord in a dedication of a plaque to those who contributed to the initial acquisition of the Breen Farmstead/Thoreau Birth House.
 - Lucille Stott, former president of Thoreau Farm Trust, presented her new book, "Saving Thoreau's Birthplace: How Citizens Rallied to Bring Henry Out of the Woods."
- In addition, other achievements and developments in 2018 include:

- A "writers retreat" located in the Thoreau birth room and available for rent by day, week or month.
- Expert docents, who give tours every Saturday and Sunday, May through October, and by appointment.
- Partnered with Freedom's Way for "Hidden Treasures" program in May.
- Guest bloggers to our blog, The Roost! Send your Transcendentalist insights to info@thoreaufarm.org for consideration.

As Henry wrote: "Surely joy is the condition of life." We thank the residents of Concord for their generous support and invite them to experience the joy of visiting Thoreau Farm.



Select Board Member Jane Hotchkiss (left) and Director of Planning and Land Management, Marcia Rasmussen dedicate a plaque this November to the early contributors of the purchase of the Breen Farm/Thoreau Birthplace.

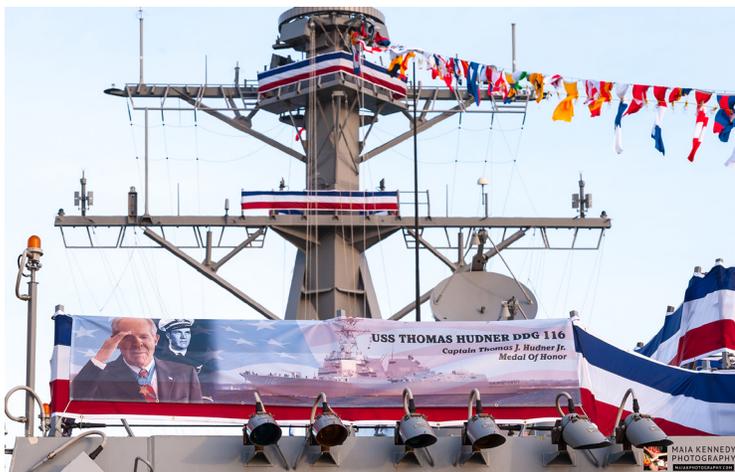
called upon to provide transportation to and from medical appointments for veterans. Currently there are nine individuals receiving financial assistance for qualifying Chapter 115 benefits.

The Veterans' Services Officer has spent time working with local civic groups, senior citizen groups and area veterans' organizations as well as families of service members currently deployed. He has assisted at veterans' funerals and worked with students and presenters at Veterans' Day, Flag Day and Memorial Day. In addition, Dick Krug has served as a guest speaker for high school and elementary school classes, the Rotary Club of Concord, the Lions Club of Concord, Concord Deaconess, and Concord Park Assisted Living.

Each month, benefits were paid by the Federal Department of Veterans Affairs. "Service connected" disabled Concord Veterans received a total of \$96,000 distributed amongst 94 veterans. Low income benefits of \$8,000 were distributed between 6 Concord veterans. Dependency and Indemnity Compensation (DIC) benefits totaling \$24,000 were distributed between 18 residents of Concord. A death benefit of \$4,000 were provided to 5 Concord veterans.

The following is a list of applications applied for or services requested from Concord Veterans' Services during the year 2018:

Prescription Benefits	91
Death Benefits	9
Housing Benefits	96
Assisted Living	11
Transportation	15
Aid & Attendance	12
Chapter 115	93
Fuel Assistance	81
VA Forms	35
Financial Assistance	123
Social Security	78
Well Being Checks	13
Hugh Cargill Trust	3
Military Medals and Flags	7
Military Records	28
Health Benefits	101
Employment	11
SNAP Food Assistance	54
Disability Filing	7
Disability Tax Abatement	43
Veterans' Outreach	13
Annuities	7
Post GI Bill	3
Veteran Grave Flags	2600



Commissioning of the U.S.S. Hudner

2018 Concord Veteran Count – 663
 74 Veterans from World War II
 155 Korea War
 302 Vietnam War
 132 Gulf War I and II

For information or assistance on Veterans' Services please call 978-318-3038 or e-mail dkrug@concordma.gov.

For information about services, events, and other veterans' organizations please visit Concord's web page at concordma.gov/clerk/veterans.htm.

REGISTRAR OF VETERANS GRAVES

Harold Nichols, Registrar

There were 29 interments of United States Veterans in Concord cemeteries in 2018. The names of the Veterans, their respective wars, date of burials, and place of burial are as follows:

<u>VETERAN'S NAME</u>	<u>PERIOD OF DUTY</u>	<u>INTERMENT DATE</u>	<u>CEMETERY</u>
Edward Lanchester	Peacetime	January 18, 2018	Sleepy Hollow
John Chisholm	World War II	January 20, 2018	St. Bernard's
Madeline Belmont	World War II	February 14, 2018	St. Bernard's
James West	World War II	February 23, 2018	St. Bernard's
Richard Mullins	Korea	March 23, 2018	St. Bernard's
John Peter Driscoll	Vietnam	March 24, 2018	Sleepy Hollow
Stephen R. Walker	Vietnam	April 18, 2018	Sleepy Hollow
Peter N. Kondon	World War II	May 22, 2018	Sleepy Hollow
Robert Louis Cusano	World War II	May 22, 2018	St. Bernard's
Richard Goodwin	Korea	June 10, 2018	Sleepy Hollow
Donald Geary	World War II	June 12, 2018	St. Bernard's
Raymond Lally	World War II	June 13, 2018	St. Bernard's
John M. Cooper Jr.	Korea	June 29, 2018	Sleepy Hollow
Edmund G. Kling	World War II	July 13, 2018	Sleepy Hollow
Allen Foss	World War II	July 18, 2018	Sleepy Hollow
Farnham W. Damon	Korea	July 27, 2018	Sleepy Hollow
George R. Erie	Peacetime	August 4, 2018	Sleepy Hollow
Albert R. Studer Jr.	Vietnam	August 26, 2018	Sleepy Hollow
March G. Purinton Jr.	World War II	August 27, 2018	Sleepy Hollow
William M. Hopkins	Vietnam	August 31, 2018	Sleepy Hollow
Edward W. Jones	World War II	September 8, 2018	Sleepy Hollow
Richard E. Cassidy	World War II	September 17, 2018	Sleepy Hollow
William F. Gower	Peacetime	October 4, 2018	Sleepy Hollow
Henry S. Julier II	World War II	October 15, 2018	Sleepy Hollow
Nathaniel Codding	Vietnam	November 2, 2018	Sleepy Hollow
Mary E. Narcisi	Korea	November 3, 2018	St. Bernard's
John K. Mullaney	World War II	November 12, 2018	Sleepy Hollow
John Stanlake	World War II + Korea	December 7, 2018	St. Bernard's
William F. Erisman	Vietnam	December 29, 2018	Sleepy Hollow