



2011 Annual Report

The future belongs to everyone





Back row, from left to right: Frank Murphy, Gregory Shesko, Katherine Dibble, Mary Ann Cluggish (FY12) George Comeau
 Front row: Carol Caro, Alice Welch, Mary Kronholm (FY12)
 Not present: Mary Rose Quinn

Strong libraries are essential to education and lifelong learning, to economic development, to strong communities and to a strong democracy.

Massachusetts Board of Library Commissioners



- Katherine K. Dibble**, 2005- ○ ————— Roslindale
Chair
- Francis R. Murphy**, 2007- ○ ————— Arlington
Vice Chair
- Mary Rose Quinn**, 2008- ○ ————— Woburn
Secretary
- George C. Comeau, Esq.**, 2004-2012 ○ ————— Canton
- Carol Caro**, 2008- ○ ————— Brookline
- Vicki L. Kaufman**, 2006-2011 ○ ————— Melrose
- Em Claire Knowles**, 2001-2011 ○ ————— Medford
- Gregory Shesko**, September, 2009- ○ ————— Needham
- Alice Welch**, May, 2010- ○ ————— Worcester

The Board of Library Commissioners is the agency of state government with the statutory authority and responsibility to organize, develop, coordinate and improve library services throughout the Commonwealth. The Board advises municipalities and library trustees on the operation and maintenance of public libraries, including construction and renovation. It administers state and federal grant programs for libraries and promotes cooperation among all types of libraries through the regional library system and automated resource sharing networks. It also works to ensure that all residents of the Commonwealth, regardless of their geographic location, social or economic status, age, level of physical or intellectual ability or cultural background, have access to essential new electronic information technologies and significant electronic databases.

From the Chair and the Director



The statement "Free to All" which is carved into the façade of the Boston Public library is one which all public libraries endorse.

The "All" is especially important today since truly all segments of the Commonwealth's residents are discovering the benefits of their public, academic, school or special libraries. Children, teens, adults, seniors, immigrants and native born, unemployed and underemployed and those wanting to improve their job performance, those who are able bodied and those requiring special assistance, researchers and general readers – all these are using libraries more than ever in Massachusetts.

Libraries have found innovative ways to reach out to all people, developing new programs for them, building collections to suit them, expanding technology to meet their needs, and improving facilities to welcome them. However, individual libraries are also coping with reduced funding. All are doing more with less but there is a limit to what can be done without necessary resources.

FY 2011 was the first for the Massachusetts Library System (MLS). The large reduction in funding provided by the state for library services made it necessary to close down regional systems and replace them with a single entity. No one can pretend that a consolidated organization with fewer staff and fewer resources can do what was previously done by six systems but MLS has made a good start and remains committed to helping all communities throughout the state. The Massachusetts Board of Library Commissioners will continue to work with the MLS to fulfill this commitment.

Another side of the building housing the Boston Public Library also has an inscription. This one reads "The Commonwealth Requires the Education of the People as the Safeguard of Order and Liberty." This is as true today as it was in 1895 when that building was opened. Libraries educate all parts of our society and must remain accessible to all who need them. As residents of the Commonwealth continue to flock to these sources of education and enlightenment and community, we must continue to urge our legislators and our cities and towns to provide adequate funding so that people find their libraries open at convenient hours with collections suited to their needs, up-to-the-minute technology at hand and staff available to help them find the information they seek.

Katherine K. Dibble
Chair

Libraries are leading the way to a brighter future for all Massachusetts residents. Using technology and helping residents use technology are two of the ways libraries lead the way. For those of us working in libraries, technology may seem like an endless challenge that we never seem to catch up with. But for our users, libraries are the one place in their communities where they can count on free access to technology and staff who understand how to help them get the most from technology.

With the development of inexpensive ebook readers with high quality screens, the gift of choice during the 2010 holiday season was the ebook reader. By the beginning of January 2011, libraries were besieged with patrons trying to understand the gift they had been given and how to borrow ebooks from the library. There was plenty of confusion and frustration as owners of new Kindles from Amazon learned that libraries did not have access to ebooks in the Kindle format. Library staff had to explain this to hundreds of patrons who were newly excited to use ebooks.



Then librarian creativity kicked in and libraries started experimenting, acquiring ebook readers of various kinds and loading them with ebooks for patrons to borrow. This is what libraries have always done to help users discover new technologies. With public interest in ebooks taking hold, ebook circulation from public libraries increased more than 150% from FY2010 to FY2011 with 282,918 ebooks circulated.

The newly formed Massachusetts Library System pitched in with training programs for library staff and the automated library networks increased funding for their contracts with OverDrive, the primary source of ebook content for libraries. Interest in ebooks and the challenge to libraries to keep pace only increased in May 2011 when Amazon announced that it was selling more ebooks than print books.

The search is on for the right path forward for libraries and ebooks, but there can be no doubt that we will find the path and continue to offer our readers the books they want whatever the format.

Robert C. Maier
Director

Summer Reading

Summer 2011 marked the first year that Massachusetts libraries participated in the nationwide Collaborative Summer Library Program (CSLP), a grassroots consortium of states working together to provide summer reading programming materials. The CSLP offered three programs with a world cultures theme:

During 8 weeks libraries offered over 10,000 summer reading events, programs, and workshops attended by over 370,000 people.

Groton Public Library created its own *Read to Feed* program by setting a goal of reading 10% over last year. “The kids more than met their goal by reading over 8,000 hours. Teens read over 2,400 young adult books,” said Groton Public Library Director Owen Shuman. In recognition, the Groton Public Library Endowment Trust purchased a goat and a llama through Heifer International to help families in need.

Novel Destinations for adults, *You Are Here* for teens, and *One World, Many Stories* for children. Close to 100,000 people registered for summer reading.

Summer 2011 also brought the Stanley Cup back to the program’s summer reading sponsors, the Boston Bruins. The team celebrated the win and the third year of their partnership with the MBLC by awarding special Stanley Cup Reading Rinks to six libraries selected from a statewide grant process. The team also made a generous donation to the program and offered fun prizes to summer reading participants.

Many libraries combined summer fun with the opportunity for participants to give back to the community. The Massachusetts Library System (MLS) facilitated library participation with Heifer International® which works with communities to end hunger and poverty by empowering lives of self-reliance and hope with gifts of livestock.

Massachusetts has offered statewide online summer reading programs since 2007. Participants register, write book reviews, set goals, and track their progress online. Massachusetts was the first state in the country to offer such a program. MLS and the MBLC coordinate the program with funding from the Institute of Museum and Library Services.



Young readers join USA Hockey Team Olympians **Josephine Pucci** and **Molly Schaus** and **Blades** at the Jonathan Bourne Public Library’s Stanley Cup Reading Rink. Libraries in Athol, Chicopee, Framingham, Quincy, and Salisbury also received a special visit from the Bruins mascot **Blades** and a Stanley Cup Reading Rink which consists of a Bruins logo rug, hockey stick bookcases and child-sized Stanley Cup puck and hockey rink table with four child-sized stools.

Photo Credits: Angela Owens, Boston Bruins



Blades made visits to libraries and the Bruins offered fun summer reading prizes including the chance to high-five the players as they take the ice at one of the team’s home games. “Bruins were a draw for some kids who otherwise wouldn’t have participated,” said one librarian.

On the web

Bruins Favorite Books: mass.gov/libraries

Libraries Open as Disaster Recovery Centers

First-of-its-kind program demonstrates the value and adaptability of libraries

June 2011 brought devastating tornadoes through the western part of Massachusetts. In the wake of the destruction, federal and state officials opened the Jacob Edwards Library in Southbridge as a disaster recovery center (DRC). The library was one of nine area DRCs where the Federal Emergency Management Agency (FEMA), the Massachusetts Emergency Management Agency (MEMA), the Small Business Administration and other recovery agencies met residents and provided face-to-face assistance with insurance, health care, unemployment and crisis counseling.

Jacob Edwards Library is part of a first-of-its-kind project between the Massachusetts Board of Library Commissioners (MBLC), FEMA, and MEMA in which hundreds of public libraries across the Commonwealth have been surveyed as potential sites for DRCs. The project, which began in 2009, has been highly successful in meeting the needs of residents. In 2010 when record flooding inundated the state, Lakeville Public Library, Billerica Public Library, Flint Public Library in Middleton, Thayer Memorial Library in Lancaster and Thomas Crane Public Library in Quincy opened as Emergency Management DRCs.

Preserving our cultural heritage

In an effort to gauge the preservation needs of all types of cultural and municipal records-holding institutions in the Commonwealth the MBLC, in coordination with the Massachusetts Archives, Boston Public Library, New England Museum Association, Massachusetts Library System, Massachusetts Conference of Chief Librarians of Public Higher Education Institutions and the Museum of Fine Arts Boston conducted the Connecting to Collections statewide survey. Over 500 institutions participated in the survey which laid the groundwork for the Connecting to Collections Implementation Grant proposal. MBLC Preservation Specialist **Gregor Trinkaus-Randall**, who has been coordinating the effort, has plans to reach cultural institutions across the state, "If we are successful in our application for a Connecting to Collections Implementation Grant, we will embark on a significant educational undertaking with approximately 75-80 face-to-face workshops and

On the web

mbcl.state.ma.us/advisory/preservation/index.php
mbcl.state.ma.us/grants/disaster/index.php



"Library staff was pleased to be able to assist the community to provide this relief service within the library," said Library Director **Margaret Morrissey**. Library staff from left to right **Ashley Malouin, Judy Rynearson, Liz Gendreau, Michelle Garcia, Margaret Morrissey, Karola Daigle, Corinna Tiberii, Lynn Wolstencroft** and **Kathy Lapriore**.



Jacob Edwards Library in Southbridge opened as a DRC after tornadoes devastated the surrounding communities. The library is one of over 250 public libraries across the state to be surveyed as a potential DRC. An addition and renovations to the library

which were funded in part through the MBLC's Massachusetts Public Library Construction Program make the library an ideal Disaster Recovery Center.



MBLC Preservation Specialist conducts workshops across the state designed to teach librarians how to handle emergency or disaster situations to minimize damage to library collections.

Photo Credits: Margaret Morrissey

webinars in the areas of Collections Care – Physical, Collections Care – Digital, Emergency Preparedness, and Membership/Development, etc. over a two year period beginning in October 2012."

Library Services and Technology Act

Federal LSTA funding fuels innovation and access across the Commonwealth



Photo courtesy of Attleboro Public Library

mass.gov/libraries

Remote access to trustworthy online library resources is just one of the many services the MBLC provides to all residents. The MBLC created mass.gov/libraries to allow easy access to online resources and historic collections that were digitized with LSTA funds. In addition, mass.gov/libraries is the one-stop place for residents to go for information about libraries including job seeker resources as well as information about LSTA-supported programs such as early literacy and English classes.

Usage: Page views on the site have nearly quadrupled since the site was launched in January 2008.



Photo courtesy of Ames Free Library, Easton

Summer Reading

LSTA-funded statewide Summer Reading helps students avoid the “summer slide” and sharpen skills necessary for academic success. Massachusetts also offers summer reading for adults and was the first state in the nation to offer an online summer reading program.

The Stanley Cup Champion Boston Bruins have been active partners and advocates for reading and literacy since 2009. The team works with the MBLC to develop programming that includes educational library visits and the donation of Bruins Reading Rinks that provide a comfortable space for young readers to enjoy a good story.



Usage: More than 300,000 children, teens and adults participated in summer reading programming during last summer.

Federal LSTA funding from the Institute of Museum and Library Services to Massachusetts has been cut \$300,000 since FY2010



Photo courtesy of Lakeville Public Library

Preservation and disaster recovery

The MBLC provides direct assistance to public libraries in the event of a disaster including recovery services and professional preservation/consulting services available by telephone or on-site 24 hours a day, seven days a week. The MBLC Preservation Specialist also coordinates a pilot project with FEMA and MEMA in which libraries open as Disaster Recovery Centers. Massachusetts is the first state in the country to develop such a program.

Usage: Since 2010, seven public libraries have opened as DRCs serving 2,600 residents.

On the web

mbcl.state.ma.us/grants/lsta/index.php



Photo courtesy of Ames Free Library, Easton

Virtual Catalog

The virtual catalog is a vital tool for residents looking for material that their local library does not carry. With their library card, users can go online to the catalog which provides access to more than 37 million items from 13 different library catalogs, 382 libraries, nine large automated resource sharing networks and four state college libraries.

Usage: more than 85,000 items are requested through the virtual catalog each year.



Photo courtesy of Greenfield Community College

Statewide online resources (databases)

Approximately 1,750 school, public, academic, and special libraries that are members of the Massachusetts Library System and all Massachusetts residents who have Internet are able to access full text magazine, journal and newspaper articles as well as ebooks 24/7 from anywhere the Internet is available.

Usage: On average, residents download 9.5 million full text articles each year from these online resources.



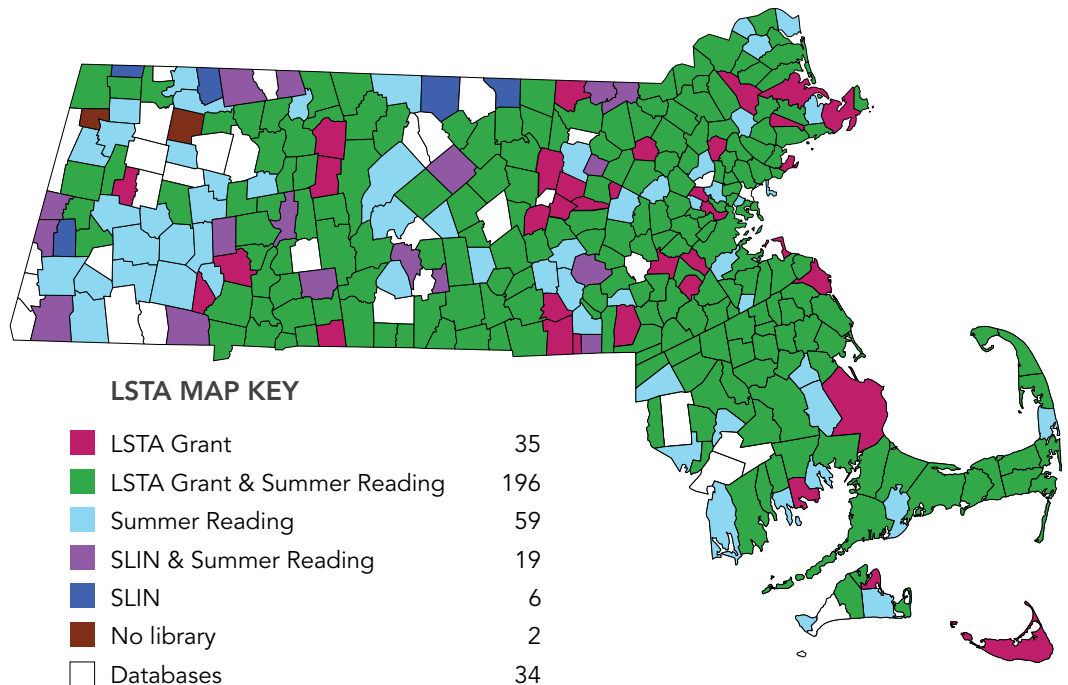
Photo courtesy of Worcester Public Library

Direct grants to libraries

The Massachusetts Board of Library Commissioners uses LSTA funding to provide direct grants to libraries that allow them to offer services that meet the needs of their local residents. Grant opportunities vary from programming for teens and seniors, to grants for school libraries, to community reads, and grants for college and university libraries.

Usage: The MBLC awarded more than \$700,000 in 44 grants to public, academic, school and special libraries last year.

Federal funding benefits all ages and education levels in communities across the state. The MBLC uses federal LSTA funding from the Institute of Museum and Library Services to provide direct grants to libraries that allow them to offer the services that meet the needs of local residents. The MBLC also uses this federal funding to provide statewide services, resources and programs such as databases, summer reading, and grants to support small library participation in networks (SLIN).



All Massachusetts residents have access to statewide databases.

The MBLC Massachusetts Public Library Construction Program (MPLCP)

MPLCP ensures that tomorrow's libraries meet the technological, educational, and the social needs of all residents in buildings that are environmentally friendly and energy efficient

Since 1987 the MPLCP has worked with local communities to assist them in building, renovating, or expanding their local library so that it can meet residents' needs well into the future. Funding to support the MPLCP and Green Library Incentive was once more re-authorized by Governor Deval Patrick and the Legislature in the General Governmental Needs Bond Bill in 2008.

Soaring Usage

In-person visits to public libraries have increased 50% and circulation has gone up 29% since 2000. Many public libraries, some built over 100 years ago, struggle to meet the growing demand for library services in buildings that were designed to serve much smaller local populations



The new **Pearle L. Crawford Memorial Library** boasts many green elements. Onsite renewable energy in the form of solar panels on the roof reduces dependence on fossil fuels. The library is built to maximize water efficiency which reduces the burden on the municipal water supply and wastewater system. The library also reduces the waste it generates meaning less is hauled to landfills. Its very location is green because it does not have significant impact on the surrounding area and meets flood, wetland, and endangered species restrictions.

Total project cost: \$6,924,572
MBLC grant: \$2,402,387
Architect: Johnson Roberts Associates

At 5,300 square feet, the new **Westhampton Public Library** is three times larger than the former library and includes a meeting room, space for young adults and an expanded children's room. With Hampshire Regional High School located only 600 feet from the new library, Internet computers, comfortable seating and study areas will benefit not only students from Westhampton but those from Goshen, Williamsburg, Southamptton and Chesterfield. The Friends of the Westhampton Public Library played an integral role in the success of the project. The Group purchased the site and parsonage where the library now stands and transferred ownership to the town of Westhampton.

Total project cost: \$2,121,300
MBLC grant: \$1,065,074
Architect: A. Anthony Tappé and Associates

The **Buckland Public Library** project, which came in on time and under budget, renovated the original 975 square foot building (built in 1890) and added 3,000 square feet in a new addition. The new space features a children's area and a community meeting room. Building Committee Member Karen Harmon commenting on the building's energy efficient design noted that, "This year's operating budget is just \$670 more than last year's even though we have a library that is more than three times the size."

Total project cost: \$767,534
MBLC grant: \$529,598
Architect: Greenberg Associates Architects
Photo credit: Pamela White Sand

The **Mashpee Public Library** is the first in the state to receive the MBLC's Green Library Incentive. The library achieved the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) certification at the silver level and was awarded \$146,727 in addition to the \$2,934,541 MPLCP grant the community received from the MBLC. Other LEED certified buildings to date include the North Adams Public Library, the Pearle L. Crawford Memorial Library in Dudley and the Westhampton Public Library.

Total project cost: \$8,434,500
MBLC grant: \$2,934,549
Architect: Johnson Roberts Associates

On the web

mblc.state.ma.us/grants/construction/index.php

New grant round

In July 2011, the MBLC awarded General Construction Provisional Grants totaling \$27,448,989 to eight communities. Libraries in this grant round were the first to benefit from revised MPLCP regulations which increase the average grant award from 35% to 50% of the eligible costs. Twenty-eight libraries completed the grant round process. Through a rigorous review process, eight were identified to receive grants, and fifteen were placed on a waiting list.

Athol Public Library

\$4,572,147

Shute Memorial Library (Branch), Everett

\$2,236,491

Grafton Public Library

\$5,080,350

Granby Free Public Library

\$2,603,663

M.N. Spear Memorial Library, Shutesbury

\$2,093,084

South Hadley Public Library

\$4,841,312

West Springfield Public Library

\$6,276,143

West Tisbury Free Public Library

\$2,982,544

News from the 2008 grant round

Walpole broke ground on a new library building on August 24, 2010. The new building is scheduled to be dedicated on April 28, 2012.

Westwood broke ground on a new library building on April 7, 2011. It is expected to open in the fall of 2012.

Holyoke, Millis, Foxborough and Boxford signed state contracts and are moving ahead with projects.

State Aid to Public Libraries Program

Voluntary program is the backbone of cooperative library services

Each year the Massachusetts Board of Library Commissioners awards State Aid to Public Libraries grants to municipalities whose libraries meet statutory (MGL c.78, ss 19A and 19B) and regulatory (605 CMR 4.00) requirements.

FY2011 Program Certification:

- \$6.8 million was awarded to 341 libraries that applied and were certified
- 218 communities met the Municipal Appropriation Requirement (MAR)
- 121 communities received MAR waivers
- 2 communities received MAR waivers with reservation because the cut to the library's budget exceeded 10%

In this collaborative environment each library has to hold up its end, and State Aid certification is the standard used to determine a reasonable level of municipal support.”
Deborah Abraham,
Director at Parlin Memorial Library in Everett.

Why staying certified matters:

ACCESS: Certification means residents have access to information and materials from across the Commonwealth.

No single library can own every book or resource. State Aid certified libraries give patrons access to millions of items from across the state delivered right to their local library. In 2011, patrons borrowed over 11.4 million items from libraries outside their own community.

“If our library lost certification, our patrons would go from having access to 37 million items at the click of a mouse to just 55,000.” **Amy Sadkin**, Director, Lunenburg Public Library



Photo courtesy of Millicent Public Library

FUNDING: Libraries can use State Aid funding in any way that supports the library and are free to decide the best use of the funds for their community.

Buying computers, increasing library hours, and expanding programming are just some of the ways local libraries put State Aid funds to use. In FY2011 the MBLC awarded nearly \$6.8 million in state aid funding.

“State Aid provides events for more than 1,400 children, internet computers for the public and extra maintenance for our 100 year-old Carnegie library.”
Trisha Desmond, Director, Hudson Public Library



Photo courtesy of Lynnfield Public Library

How are libraries funded?

- **88%** of library funding comes from local municipalities.
- **2.6%** comes from State Aid to Public Libraries.
- **11.5%** comes from other sources, such as endowment income, friends groups, etc.
- Municipal funding to libraries is locally decided.
- **1.24%** of total municipal operating expenditures are spent on public libraries in Massachusetts, based on the most recent Department of Revenue figures.

INNOVATION: State Aid certified libraries are eligible for additional grants that help libraries develop innovative programs and improve library facilities.

Certified libraries are eligible for federal Library Services and Technology Act (LSTA) grants. LSTA grant money is used by libraries to conduct programs, classes, and special projects that serve all ages and abilities. In FY2011, the MBLC awarded over \$800,000 in 50 LSTA grants to 48 libraries.

“LSTA grants have kick-started program and outreach initiatives that extend beyond the life of the grant.”
Massachusetts Librarian



Photo courtesy of Boston Public Library

IMPROVEMENTS: Certified libraries are eligible for grants that help improve library facilities.

State Aid certified libraries are eligible for construction grants from the Massachusetts Public Library Construction Program (MPLCP) which assists communities in construction or renovation and expansion of their public libraries. The average MPLCP grant award is 50% of eligible costs. In July 2011, the MBLC awarded General Construction Provisional Grants totaling \$27,448,989 to eight communities.

“Without the MBLC incentives via state and federal grants as well as enforcement of minimum standards, it’s quite possible this library would still be what it was a decade ago. MBLC helped us stay relevant and gave the citizens a library that they can use and be proud of.” **Kelly Collins**, Director, Bolton Public Library (recipient of a MPLCP grant)



Photo courtesy of Milton Public Library

On the web

mbcl.state.ma.us/grants/lsta/index.php

Massachusetts Library System (MLS)

Fostering cooperation, communication, innovation and sharing among more than 1,700 diverse member libraries in the Commonwealth

The Massachusetts Library System (MLS) began operating in July 2010 and enjoyed a productive and constructive first year. In all, services provided by MLS in 2011 would have cost over \$100 million if libraries had sought those goods and services individually.

Delivery

MLS facilitated the delivery of over 14 million items between libraries through the newly established centralized delivery provider. The MLS delivery team began implementation of Sort-To-Light, an automated system for delivery which reduces staff time and resources spent on interlibrary loan.

Training and Support

The advisory team provided 219 trainings across the state to more than 3,000 librarians. Advisory staff provided over 1,200 hours of advisory and technical support services.

Summer Reading

MLS Youth Advisors continued to coordinate statewide summer reading and the online summer reading program ReadsInMA. During FY2011, Advisors also worked with MBLC staff to develop a two-year Library Services and Technology Act grant that helps librarians learn how to use the online program. Over 300,000 children, teens and adults participated in summer reading programming in FY2011. Summer 2011 also marked the first year that Massachusetts libraries participated in the nationwide Collaborative Summer Reading Program, a grassroots consortium of states working together to provide summer reading programming materials.

Two locations

In FY2011, the main office was located in Waltham. The Whately office continued to provide an easy reach to the western counties.

And More

MLS continues to support all libraries with an integrated library system for small libraries, advanced ILL options, discounted purchasing coops, summer reading support and technology training and assistance.



MBLC Commissioners visit MLS's Whately office (left to right) Back row: MBLC Chair **Katherine Dibble**, MLS Technical Specialist **Diana Davis**, MBLC Commissioner **Greg Shesko**, MLS Business Manager **Catherine Utt**; front row: MBLC Commissioner **Alice Welch**, MLS Advisor **Mary King**



MLS Executive Board Members l-r: **Rob Maier**, **Sue Marsh**, **Dee Magnoni**, **Betty Johnson**, **Sal Genovese**, **Jim Douglas**, **Patrick Marshall**, **Deborah Kelsey**, **Mike Somers**



To gather input from member libraries, MLS held open houses across the state. Prior to the open house in Sheffield, MLS Executive Director **Greg Pronevitz**, MLS Assistant Director **Carolyn Noah** (left), and MLS Youth Services Advisor **Susan Babb** (right) enjoyed a tour of the Bushnell-Sage Library provided by **Nancy Hahn**.



Librarians discuss challenges facing libraries across the Commonwealth at the MLS Annual Meeting.

Photo credits: Massachusetts Library System

“You are just a wealth of knowledge! You never let me down. My patrons and I thank you!”

– member librarian

On the web

masslibsystem.org

Library for the Commonwealth

A new name and a new service model

The Boston Public Library's (BPL) role as the Library for the Commonwealth has evolved from the service formerly known as the Library of Last Recourse, supported with state funds.

As the Library for the Commonwealth, the BPL develops and maintains a statewide digital library, an expansion of its nationally recognized leadership role in this area. Residents can access a spectrum of resources, ranging from local town records to research collections of academic institutions, historical societies, and archives across the state. This program is a partnership with Digital Commonwealth, an existing, small-scale organization of libraries, museums and other cultural institutions.

The enhancement to the BPL's role as a statewide resource is made possible with MBLC-state funding, building on the city's major financial support.

Strengthening existing statewide services

The Boston Public Library continues to provide services originated with the Library of Last Recourse program. All Commonwealth residents are entitled to:

- A Boston Public Library card for unrestricted borrowing privileges of all circulating items
- Instant access to online services with a BPL e-Card including a broad selection of electronic databases, ebooks, downloadable audio books and music, and a wealth of digital images and books
- Reference and research services – in person, online, telephone, and written inquiries
- Access to collections of research books and journals in a range of subjects
- Participation in statewide interlibrary loan program
- Digital lending through the scan-on-demand program including expansion of an existing partnership with Perkins School for the Blind to serve visually-impaired users

Facts and figures

- **Books, DVDs, CDs borrowed in past year: 3.6 million**
Books, DVDs, CDs borrowed by residents of the Commonwealth outside of Boston: 790,000 (22%)
- **BPL library card holders past year: 511,000**
BPL library cards issued to residents of the Commonwealth outside of Boston: 157,000 (31%)
- **Downloadable media – popular ebooks and downloadable audiobooks**
Downloads per year: 1.75 million statewide
- **Digitization of reference and research collection – making previously inaccessible research materials available to anyone 24/7**
Digitized books, maps, and manuscripts have been viewed nearly 4 million times worldwide in the past year
- **Reference questions answered: 900,000**
Reference questions answered for residents of the Commonwealth outside of Boston: 472,500
- **Visits to the Boston Public Library's catalog: 1.6 million**
Visits by residents of the Commonwealth outside of Boston: 600,000



http:
www
On the web
BPL.org
www

Automated Resource Sharing Networks

Connecting libraries and patrons to technology and resources

FY2011 MBLC funding to networks:
\$1,929,238 – 14% of total network operating expenses

FY2011 MBLC Small Libraries in Networks LSTA Grants:
\$125,000; plus \$61,000 to C/W MARS;
\$9,000 to Massachusetts Library System

Nine automated networks provide the critical core library services for nearly 400 libraries of all types throughout Massachusetts. Patrons find and request library materials on the network's web accessible public catalog. Library staff catalog and manage their inventories of books, CDs, DVDs and e-content. The automated networks process reserves and interlibrary loans, including requesting via the Massachusetts Statewide Virtual Catalog. The networks handle serials (magazines/journals) and acquisitions, as well as managing in-library use of public Internet workstations and public printers.

Network membership fees with additional funding from the Massachusetts Board of Library Commissioners (MBLC) make operation of the networks possible. The MBLC also assists small libraries in becoming network members through Library Services and Technology Act (LSTA) and state Resource Sharing (MBLC-state budget line 7000-9506) grants.



Sharing resources: The automated networks help libraries share their resources across the Commonwealth. They give residents access to more than 37 million items and make it simple to request an item that one's local library doesn't carry and receive it through interlibrary loan. Last year residents borrowed 6.4 million items through interlibrary loan. *(Photo courtesy of Milton Public Library)*

“The automated network has allowed staff to consistently stay on the cutting edge of library service. There would be no way that the college could support a stand-alone system with the sophistication of the [network] resources.”

– Academic Librarian

Bridging the digital divide: The Massachusetts Library System and the Central/Western Massachusetts Automated Resource Sharing Network are working with the MBLC, the Bill & Melinda Gates Foundation and the Massachusetts Broadband Initiative to bring Broadband to areas in western and central Massachusetts where dial-up has been the only option.



Ebooks: Libraries that are members of automated networks give residents access to ebooks purchased collectively by their network (using library funds). Networks also provide the platform for patrons to find and borrow ebooks. Ebook borrowing has more than tripled since 2008. *(Photo courtesy of Greenfield Community College)*

Perkins Braille and Talking Book Library and the Worcester Talking Book Library

Resources and technology that make staying informed and enjoying a good book possible for everyone

Together the Braille and Talking Book Library (BTBL) at Perkins School for the Blind in Watertown and the Talking Book Library at the Worcester Public Library are working to provide free, accessible library material to an estimated 100,000 eligible Massachusetts residents with vision loss or physical disabilities. Expanding access is a goal of both libraries. Below are just a few ways in which the libraries are increasing patron access to vital services, information, and resources.

At Worcester, free mail delivery of large print books provides access to over 1,750 residents statewide who are unable to read standard print materials or are homebound. Large print books provide a welcome format for readers who can no longer manage standard print or are unable to use audio recordings because of hearing problems. There was an 18% increase in the number of large print customers and an 8% increase in the number of large print books loaned in FY2011, while the large print book collection grew by 14%. Purchase of personal copies of large print books is well beyond the capability or means of the majority of talking book library patrons, many of whom are elderly and on fixed incomes.

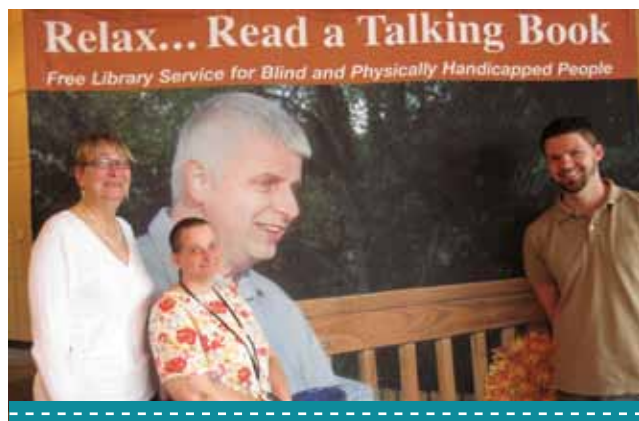
Worcester and Perkins provide access to BARD (Braille and Audio Reading Download). Patrons registered with either program have access to the Library of Congress BARD site from which they can download digital books and magazines for use on players loaned through the program.



(left to right) Digital Projects Manager at Boston Public Library **Thomas Blake**, Director of the Perkins Braille and Talking Book Library **Kim Charlson**, Digital Projects Metadata Coordinator at Boston Public Library **Chrissy Rissmeyer**, and **Dolly** tour Boston Public Library's digitizing facility. In a first of its kind collaboration between a public library and a talking book program, Perkins BTBL and Boston Public Library are working together to make previously inaccessible material available to borrowers who need a specific title for school or work.

Perkins is taking advantage of exciting digital technologies to increase patron access to resources. Perkins partnered with the Boston Public Library (BPL) to make BPL's extensive collection of audio books available to any BTBL patron. Perkins signs up patrons for a BPL library card which they can use to download BPL audio books no matter where they are.

Perkins and BPL are further collaborating to utilize the digital scanning capacity of the BPL and the Internet Archive to scan print books (not available in an accessible format) that are needed by patrons of the Perkins Library. Within 3-6 days, BPL sends Perkins a link to the special format of the book. It can be downloaded, extracted, placed on a compatible digital player and read aloud using text-to-speech software.

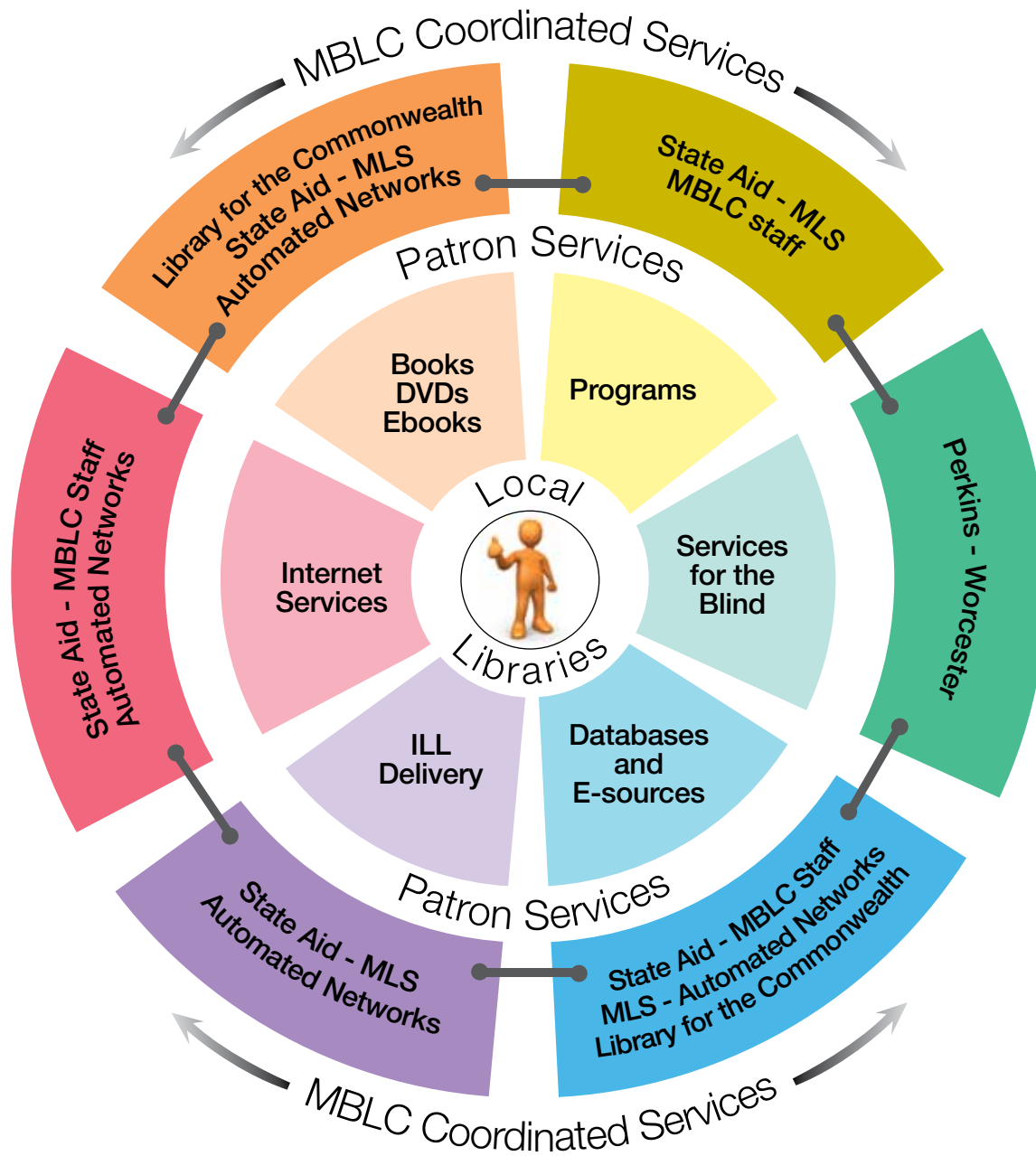


Staff at the Worcester Talking Book Library are working with patrons to help them use new digital machines to download books from the Library of Congress BARD (Braille and Audio Reading Download) site. There was a 23% increase in the number of BARD readers in 2011 and an 81% increase in the number of digital books downloaded. (Photo credit: Jim Izatt)

Each year state funding to support library services for the blind, visually impaired, and reading and physically disabled individuals is appropriated by the legislature and administered by the Massachusetts Board of Library Commissioners. Services are provided through contractual agreements with the Braille and Talking Book Library at Perkins School for the Blind in Watertown and the Talking Book Library at Worcester Public Library.

The Massachusetts Board of Library Commissioners (MBLC) uses state and federal funding to bring library services to all the Commonwealth's residents.

No library can meet all of its users' needs on its own. That's why the MBLC has worked with the Commonwealth's libraries over the years to develop an interdependent system of sharing among libraries that is second to none in meeting user expectations. Underfunding in any one area negatively affects the sharing that libraries have worked so hard to achieve.



- **MLS:** Massachusetts Library System, founded after the six regional library systems merged in FY2010, uses state funding to provide librarian training, delivery of items between libraries, and purchasing co-op.
- **Automated Networks:** Libraries pay for membership in one of nine automated networks in order to make their most basic operations as efficient as possible: circulation control, patron registration, online catalog, interlibrary loan, the virtual catalog, and more.
- **State Aid to Public Libraries:** Voluntary program that provides state funding to libraries that meet program requirements.
- **Library for the Commonwealth (LFC):** Formerly Library of Last Recourse, Boston Public Library acts as the LFC to provide library services for all residents.

Committees

State Advisory Council on Libraries

Christine Berquist, *Public Libraries, Wilbraham Public Library, 2008-2011*
Christine Brown, *Academic Libraries, Bridgewater State University, Maxwell Library, 2010-2014*
Richard Callaghan, *Public Libraries, Bedford Free Library, 2009-2012*
Carol Caro, *MBLC Liaison, Massachusetts Board of Library Commissioners*
Lisa Castoldi, *Institutional Libraries, Souza – Baranowski Correctional Center, Shirley, 2010-2012*
Gerri Guyote, *Public Libraries, Peabody Institute Library, Peabody, 2009-2012*
Virginia Hewitt, *Libraries Serving Those with Disabilities, Brooks Library, Harwich, 2008-2011*
Elaine Melisi, *Library Users, Whitman, 2010-2011*
Judith Nierenberg, *School Libraries, Somerville Public Schools, 2009-2011*
Laurie Ann Riley, *School Libraries, Chelsea Public Schools, 2009-2012*
Thomas Standring, *Library Users, Danvers, 2005-2011*
Hope Tillman, *Academic Libraries, Woburn, 2008-2011*
Sarah Watkins, *Special Libraries, USS Constitution Museum, 2008-2011*
Jane Weisman, *Library Users, Princeton, 2008-2011*
Dr. Graeme Williams, *Library Users, Waltham, 2009-2012*

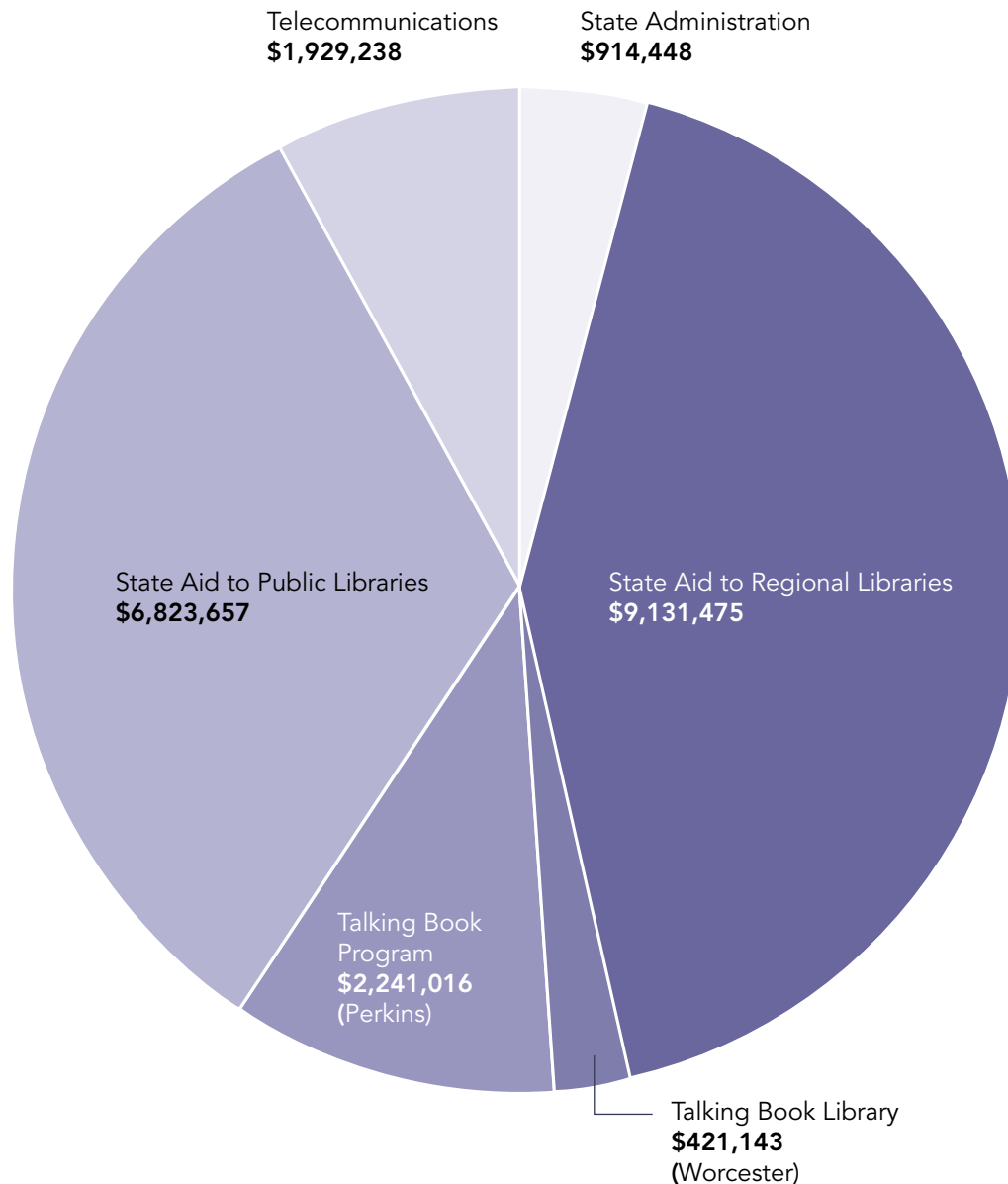
Public Relations Advisory Committee

Susan Babb, *Advisor, Massachusetts Library System*
Celeste Bruno, *Communication Specialist, Massachusetts Board of Library Commissioners*
Charlotte Canelli, *Director, Morrill Memorial Library, Norwood*
Susan Crowther, *Head Librarian, Chicopee Comprehensive High School*
Susan Flannery, *Director of Libraries, Cambridge Public Library*
Elizabeth Fox, *Reference/Adult Services Librarian, Middleborough Public Library*
Vicki Kaufman, *Commissioner, Massachusetts Board of Library Commissioners*
Ellen MJ Keene, *Head of Access & Technical Services, University of Massachusetts Lowell Libraries*
Em Claire Knowles, *Commissioner, Massachusetts Board of Library Commissioners*
Katherine Lowe, *Executive Director, Massachusetts School Library Association*
Robert Maier, *Director, Massachusetts Board of Library Commissioners*
Pat McLeod, *Director, David & Joyce Milne Public Library, Williamstown*
Carolyn Noah, *Administrator, Central Massachusetts Regional Library System*
Gina Perille, *Communications Manager, Boston Public Library*
Anna Popp, *Reference Librarian, West Springfield Public Library*
Stephanie St. Laurence, *Marketing & Communications Specialist, Tufts University Tisch Library*
Linda Stetson, *Director, Morse Institute Library, Natick*

Partnerships and Collaborations

Artists Foundation	Massachusetts Office for Refugees and Immigrants
Bill & Melinda Gates Foundation	Massachusetts Town Clerks Association
Boston Bruins	National Archives and Records Administration
Federal Emergency Management Agency	National Park Service
Mass Humanities	New England Museum Association
Massachusetts Archives	Northeast Document Conservation Center
Massachusetts Center for the Book	Putnam Conservation Institute
Massachusetts Department of Public Health	Trustees of Reservations - Doyle Conservation Center
Massachusetts Emergency Management Agency	Tufts University, Office of Sustainability
Massachusetts Family Literacy Consortium	U.S. Census Bureau
Massachusetts Library Aid Association	U.S. Department of the Interior

Financial Statement for State Fiscal Year 2011



Funding for State Fiscal Year 2011

July 1, 2010 to June 30, 2011

Total State Appropriated Funds FY2011: \$21,460,977

Total State Appropriated Funds FY2010: \$24,680,256

Reduction in funding from FY2010 to FY2011: 13%

Reduction in funding since FY2007: 32%

FY2011 – Federal Budget: \$3,323,269

The Massachusetts Board of Library Commissioners uses federal Library Services and Technology Act (LSTA) funds to directly support library services across the Commonwealth.

FY2011 – Library Construction: \$9,066,229

Ongoing funding to support the Massachusetts Public Library Construction Program and the Library Green Incentive was authorized by Governor Deval Patrick and the Legislature in the General Governmental Bonds Bill in 2008.

Agency Staff

Administrative Unit

Robert C. Maier, Director

Celeste Bruno, *Communications Specialist*

William J. Morton, *Assistant to the Director*

Data, Technology, Construction and State Aid Unit

Dianne L. Carty, Unit Head

Ann Downey, *EDP Systems Analyst*

John Freeman, *Web Coordinator*

Patience K. Jackson, *Library Building Consultant*
(part-time as of November 2009)

Paul J. Kissman, *Library Information Systems Specialist*

Uechi Ng, *State Aid Administrative Assistant*

Ned Richards, *State Aid Specialist*

Shelley Quezada, *Consultant to the Underserved*

Rosemary Waltos, *Library Building Consultant*

Operations and Budget

Barbara G. Glazerman, Unit Head

Terry D'Angelo, *Business Office Administrative Assistant*

Susan Gibson, *Accountant V*

Amy Pyke, *Receptionist*

Deborah Shalit, *Contracts Specialist*

Library Advisory and Development

Cindy Roach, Unit Head (as of Feb. 2011)

Brian Donoghue, *Research Librarian/Friends Liaison*

Marlene S. Heroux, *Reference Information Systems Specialist*

Rachel Masse, *Library Development Administrative Coordinator*

Rebecca Meyer, *Connection to Collections Intern*
(until March 2011)

Shelley Quezada, *Consultant to the Underserved*

Gregor Trinkaus-Randall, *Preservation Specialist*

Beth Wade, *Grants Manager (until Sept. 2010)*

Sharon Zitser, *Public Advisory Administrative Assistant*



Left to right: Barbara Glazerman, Dianne Carty, Deborah Shalit, Susan Gibson, April Mazza, Uechi Ng, Cindy Roach, Robert Maier, Patience Jackson, Sharon Zitser, Rosemary Waltos, Celeste Bruno, John Freeman, Liz Babbitt, Terry D'Angelo, Ann Downey, Bill Morton
Not pictured: Marlene Heroux, Paul Kissman, Rachel Masse, Shelley Quezada, Gregor Trinkaus-Randall

**Massachusetts Board of
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