



2012 Annual Report

Ending the Digital Lockout

“In a world where more and more information is available only online, ensuring that everyone has access to that information is fundamental to a free democratic society. Our public libraries perform that vital function.”

Rob Maier



Massachusetts Board of Library Commissioners



- Francis R. Murphy 2007- _____ Arlington
Chair
- Mary Rose Quinn, 2008- _____ Woburn
Vice Chair
- Gregory Shesko, September, 2009- _____ Needham
Secretary
- Carol Caro, 2008- _____ Brookline
- Mary Ann Cluggish, 2011- _____ Wellesley
- George Comeau, 2013 _____ Canton
- Katherine Dibble, 2005-2013 _____ Roslindale
- Vicki L. Kaufman, 2006-2011 _____ Weymouth
- Mary Kronholm, 2011- _____ Blandford
- Em Claire Knowles, 2001-2011 _____ Medford
- N. Janeen Resnick, 2012 _____ South Hadley
- Alice Welch, May, 2010- _____ Leominster

Cover photos: courtesy of Brockton Public Library, Cary Memorial Library, Falmouth Public Library and Western New England University Library.

Chair and Director Messages



Frank Murphy,
Chair of MBLC

This library year echoed Dickens' epochal description in *A Tale of Two Cities*: "It was the best of times; it was the worst of times."

As to the best of times: every day 94,000 people visit their public library—a 50% increase over the past decade. Libraries have also experienced a steady increase in borrowing marked by an upsurge in use of electronic content. Through greater cooperation and the use of the latest

technology, libraries were able to keep up with the demand for library services. Under the direction of the MBLC, library services have been automated and streamlined, cooperative purchasing agreements have been established, and many needs of local libraries and residents are addressed through statewide contracts, services, and grants, saving time and money at the local level.

So how can it also be the worst of times? Simply stated, our libraries have not recovered from the major funding cuts incurred starting in FY2008. In fact, overall funding is 35% lower than it was in FY2009. Staffing levels have not increased in any way comparable to the public demand for service. Hours open have been reduced to reflect the lack of funding.

Libraries depend on both local and state funding. The State Aid to Public Libraries Program at its peak was averaging almost \$2 per person per year to every qualifying library. The legislature reduced it to \$1 per person per year three years ago where it remains despite our efforts with legislators to increase funding to this program. The number of MAR waivers allowed in recent years has increased greatly, indicating that local library funding has suffered as well.

A future where residents thrive and everyone has equal access to information and resources is only possible if our libraries have adequate funding. At the groundbreaking of the new Holyoke Public Library, a quote was read from dedication of the original library in 1902. A Holyoke official referred to it as the "People's College" and added, "A library is as much a part of the intellectual life of a community as its schools, and should be supported generously as part of our educational system. Within these walls you will find authors devoted to literature, arts and science, and they are free to any who will ask. We can say to the citizens of Holyoke you have only to ask and you will find knowledge to make your life useful and happy."

These words spoken in 1902 are as applicable today - and tomorrow - as they were then.



Robert Maier,
Director of MBLC

Who Needs Libraries? In FY2012 we decided it was time to take the question head on and answer it. We all need libraries: our libraries are used more than ever with more people visiting public libraries in Massachusetts than attend entire seasons of the Celtics, Patriots, Bruins and Red Sox combined! People are using libraries more because everyone can find a path to success at the library, and our libraries are doing everything they can to provide that path.

This year, for the first time we conducted a joint procurement for online resources with MLS that has produced the first set of resources available statewide to every resident of Massachusetts. No part of the state is without these resources. We began work on replacing the outmoded Virtual Catalog with a contemporary catalog that will open access to more library holdings and be much easier to use. We held a conference called Resource Sharing Unbound with MLS that has set a course for statewide access to e-books for the future. Five communities moved forward with public library construction projects and five more received Green Library Incentives for building sustainable LEED certified libraries.

Yet with all these successes, we still have work to do to provide the library services that the Commonwealth deserves. We know what to do and how to do it. We need more financial resources to bring this about and with an improving economy this will be possible.

By requiring budget hearings before each agency submits its budget request, Governor Patrick has made it possible for libraries to be heard within his administration. These hearings provide a forum for the library community and library users to be heard on every aspect of state funding for library services. The Administration has created an atmosphere of openness and teamwork within the secretariat and they have welcomed the Board of Library Commissioners to the team. This openness has been beneficial to libraries. As an independent agency we value our independence but we also recognize the value of being on the team.

Our new Performance Management Plan or strategic plan in brief [LINK] is an example of what it means to be on the Governor's team. This planning tool has given us a new and powerful way to tell the library story within the framework of Governor Patrick's priorities and the priorities of Administration and Finance. We have a great story to tell and this is a new way to tell it to a new audience. The plan will be updated annually as needs change and the performance measures will give us an objective basis to measure progress.

NEW AND INNOVATIVE

Digitization

The Commonwealth's treasures at your fingertips

Through a Library Services and Technology Act (LSTA) grant administered by the Massachusetts Board of Library Commissioners, the Boston Public Library has served as a hub for community digitization for organizations throughout the Commonwealth. Since 2011, the BPL has been able to open up its state-of-the-art digitization facilities to any organization that will agree to make their digital collections available in the Digital Commonwealth portal. Since the launch of the project, more than 120 different Massachusetts communities have been served.

Northeastern University also received an LSTA grant from the MBLC to digitize its entire collection of historical materials comprising the Chinese Progressive Association Collection. And the State Library used an LSTA grant from the MBLC to digitize its 19th and early 20th century real estate atlas collection. The collection boasts approximately 200 atlases, covering 6,500 maps in 12 counties and more than 80 municipalities throughout Massachusetts.



Photo courtesy of Boston Public Library's digitized collection.

On the Horizon

The Digital Public Library of America (DPLA) launched in Spring 2013. DPLA's goal is to make the holdings of America's research libraries, archives, and museums available to all Americans - and eventually to everyone in the world. In the DPLA pilot, content is aggregated from 7 Service Hubs and 4 content hubs. Digital Commonwealth in partnership with the Boston Public Library is a Service Hub. Service hubs offer digitization services to all institutions in their state or region. They act as an on-ramp for every institution in a pilot state or region to participate in the DPLA network.

Learn More:

Boston Public Library:
www.bpl.org/collections/online

Digital Commonwealth:
www.digitalcommonwealth.org

Digital Public Library of America:
dp.la

Resource Sharing / MassBroadband 123

Finding solutions, increasing access

In May 2012, the Massachusetts Board of Library Commissioners and the Massachusetts Library System held a Statewide Resource Sharing Conference attended by hundreds of librarians. Conference participants identified three priorities: a statewide library card, a discovery platform for online content, and statewide eBook borrowing. The MBLC-appointed Resource Sharing Committee took on the eBook platform project itself. This initiative was fast tracked with a goal of having an eBook platform ready for testing by 50 libraries by the end of June 2013.

On the Horizon

In the spring of 2013, the Massachusetts Library System began an RFP process and conducted product reviews to select a platform for the eBook initiative. Pilot libraries are scheduled to begin using the new system in the summer of 2013. This testing phase will last until December 2013. Once the testing phase is complete and any adjustments made to the system, other libraries will be added on an ongoing basis. The project is jointly funded by MLS and the Massachusetts Board of Library Commissioners with funding from the Institute of Library Services.

The statewide library card was the subject of a recent end-user survey conducted by the MBLC which yielded responses from over 9,000 individuals. Over 70% of respondents use libraries other than their local one, while about 40% have more than one library card. A series of focus groups are scheduled for the summer and fall of 2013 to gather additional input from front line library staff and administrators.

Connecting the unconnected

Up to one-quarter of all Massachusetts public libraries, many located in western and north central Massachusetts, do not offer fast enough connections to meet the needs of patrons who rely on robust Internet service. The massive MassBroadband 123 fiber infrastructure is about to change all that. The new high speed Internet network will eventually serve 333,500 households and 44,000 businesses over a geographic area covering over one-third of Massachusetts, with more than one million residents. Much sooner, the project will connect over 1,200 public safety entities, community colleges, medical facilities, town halls, and 120 public library outlets.

On the Horizon

Massachusetts now has the 2nd best Broadband Connectivity in the nation* C/W MARS plans to move all 81 of its MassBroadband 123 locations onto MBI during the summer of 2013. MLS will move 20 small libraries whose Internet service is paid for with MBLC funds and managed by MLS staff. MLS is encouraging an additional 13 libraries that have not participated in the state supported Internet and telecommunications program to join as well. The majority of libraries within the MBI footprint should begin to use the network in the summer and fall of 2013.

The MBLC is now bringing some lessons learned from the MassBroadband 123 project in western Massachusetts to bear on the other large infrastructure project in Massachusetts, OpenCape. OpenCape will provide fiber to 31 public libraries on Cape Cod.

*According to the 2012 TechNet State Broadband Index

Public Library Advisory and Development

Working together to strengthen libraries

The Public Library Advisory and Development Unit at the Massachusetts Board of Library Commissioners (MBLC) works collaboratively with the Massachusetts Library System, the Massachusetts Friends of Libraries, and the Massachusetts Library Trustee Association to provide information to library trustees and friends groups.

In FY2012, sixteen workshops were held on many topics impacting public libraries including eBooks, library book sale strategies, legal issues for non-profits, making the most of library events, and advocacy. Participants also tested out the latest technology and how it is being used by libraries at the Technology Petting Zoo. Table Talk discussions included how to recruit and maintain friends members, using social networking to connect with patrons and promote the library, and brainstorming fundraising ideas.

A year of change

Brian Donoghue, MBLC Research Librarian and Friends Liaison retired in FY2012. As part of the Public Library Advisory Unit with Maureen Killoran, Brian's behind-the-scenes efforts were vital on many library issues including privatization, library security, fundraising, governance and library laws. MBLC Director Robert Maier called Brian Donoghue one of the most respected librarians in the state.

In January, the MBLC welcomed April Mazza as the Friends and Trustee Information Specialist with her first priority being to update the 2000 edition of the Massachusetts Public Library Trustee Handbook. The completed draft includes changes to Massachusetts law pertaining to libraries, updated addresses, phone numbers and web addresses, in addition to agency name changes. With input and feedback from trustees and library directors, the new handbook is scheduled to be complete in the spring of 2014. The handbook and other trustee and friends information is now also available through a LibGuide.

The MBLC also worked with staff from the Massachusetts Library System to begin trustee orientation workshops around the Commonwealth. Sessions were held in Bernardston, Blackstone, Mashpee, Topsfield and Wareham. The orientations introduce trustees to the issues that impact their role

as library trustee such as open meeting law, how to run effective board meetings and the qualities of effective trustees. The sessions also focus on topics of particular interest to the attendees such as policies and planning; fiscal, legal and governmental responsibilities and a review of helpful resources. Each orientation was attended by 25-30 trustees.



Photo courtesy of Stacie Whitter.

On the Horizon

The annual Massachusetts Library Trustees Association & Massachusetts Friends of Libraries organization joint conference will be held in November, 2013. In conjunction with the MBLC, the conference will provide presentations on such topics as effective communication, advocacy, support for small libraries and grant opportunities for nonprofits. The conference will include annual business meetings for both MLTA and MFOL. MFOL will also present its 2nd annual Fantastic Friends Award. This financial award goes to a Friends group that has demonstrated innovative programming or fundraising at their library.

MassLNC

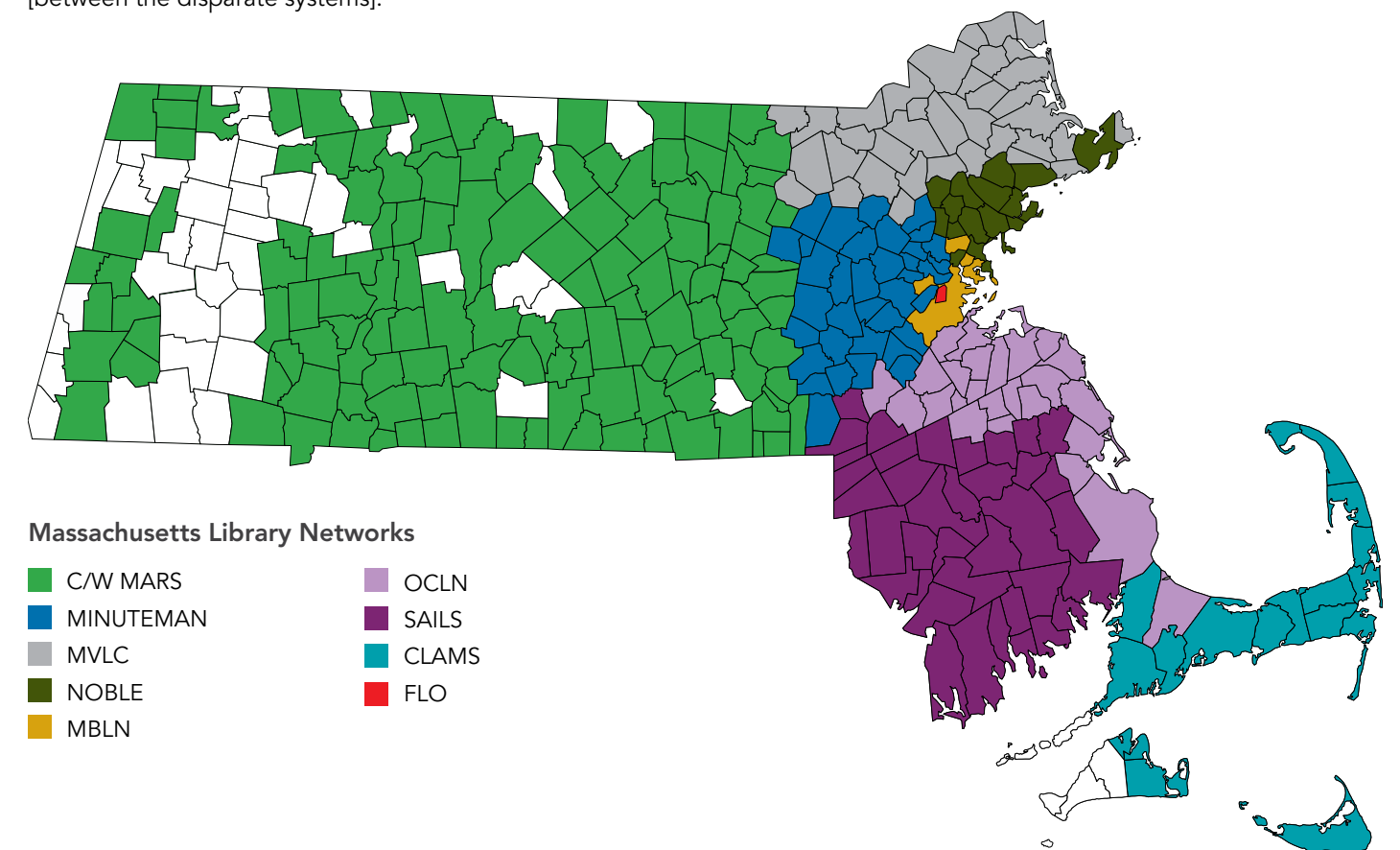
A new level of collaboration

During FY11 and FY12, three Massachusetts automated resource sharing networks, MVLC, C/W MARS, and NOBLE, migrated to the open source Evergreen integrated library system with the support of a two year, \$412,000 LSTA grant. Evergreen provides a public access catalog, circulation, cataloging, holds or reserves, and other mission-critical library functions. Because this system is open source, the networks can make improvements to the software themselves and sponsor development projects in concert with other Evergreen partners around the globe based on their own priorities and on their own timeline.

To meet the project goals and to make this effort sustainable, MVLC, C/W MARS, and NOBLE have formed MassLNC (pronounced Mass-Link), the Massachusetts Libraries Network Cooperative. MassLNC is a new type of partnership for Massachusetts, with networks funding shared staffing and engaging in much higher levels of collaboration and coordination [between the disparate systems].

On the Horizon

Massachusetts continues to develop local Evergreen talent. Network staff are now fixing bugs, developing new functionality for Evergreen, and have even been recognized by the larger Evergreen community as "committers," able to approve software updates to the main Evergreen project. Massachusetts is slated to host the international Evergreen conference in 2014.



State Aid to Public Libraries Program

Despite increased demand for library services, funding to this vital program is flat

Each year the Massachusetts Board of Library Commissioners awards State Aid to Public Library grants to municipalities whose libraries meet statutory (MGL c.78, ss 19A and 19B) and regulatory (605 CMR 4.00) requirements. Since FY2009, funding to support this important program has not increased.

Libraries in the State Aid to Public Libraries Program work together to give residents access to millions of items beyond what their local library is able to offer. Libraries use state aid funding to meet local community needs such as buying computers, offering new and innovative programs or simply keeping the library open more hours.



Current funding to the State Aid to Public Libraries Program is below 1994 levels. In 1994 residents borrowed 41,446,700 items. In 2012 that number had increased to 64,783,232, an increase of 56%.

Photo courtesy of Lauren Foley, Boston Bruins.

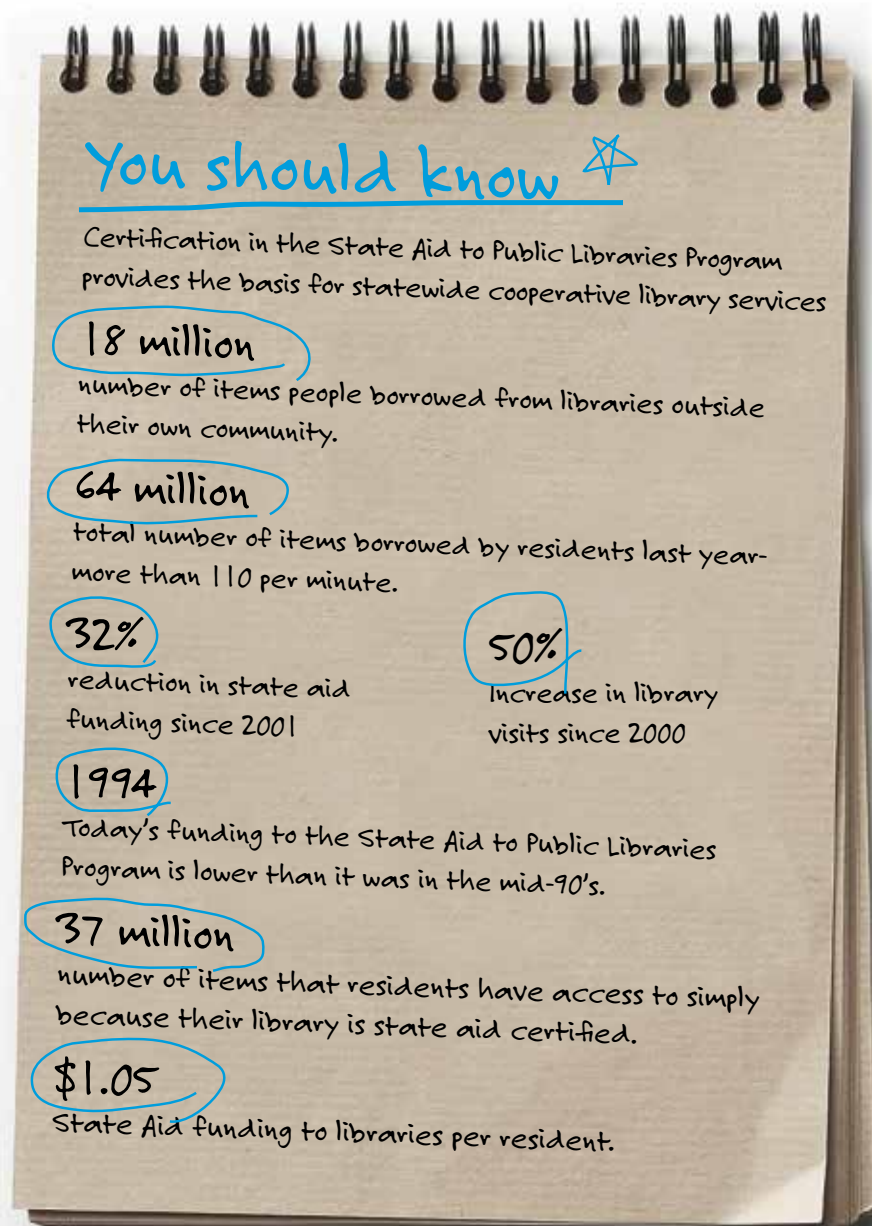
FY2012 Program Certification

\$6.8 million was awarded to 344 that applied and were certified

253 communities met the Municipal Appropriation Requirement

91 communities received MAR waivers, down from 123 in 2011

3 communities received MAR waivers with reservation because their cut to the libraries budget was greater than 10%



Summer Reading

Dreaming big at libraries across the state

The statewide summer reading program keeps libraries busy during the summer months and provides children, teens and adults fun ways to sharpen skills, learn something new, and meet new friends. More than 330,000 people attended 11,240 programs held in the 6-8 week span of summer in 280 libraries across the Commonwealth. Massachusetts has offered statewide online summer reading programs since 2007. Through ReadsInMA.org, participants register, write book reviews, set goals and track their progress.

Massachusetts was the first state in the country to offer such a program. The Massachusetts Library System (MLS) and the MBLC coordinate the program with funding from the Institute of Museum and Library Services. The Boston Bruins have also supported the program since 2009. Libraries across the Commonwealth participate in the statewide summer program at no cost.



Brian Lies, the Massachusetts author and illustrator who created the artwork for the 2012 national Collaborative Summer Library Program, made special library visits. The following communities were selected for visits by MLS and the MBLC based on library participation in ReadsInMA.org: Townsend, Acton, Merrimac, Saugus, Greenfield, Great Barrington, Auburn, Walpole, Yarmouth, and Somerset.



Boston Mayor Tom Menino joined the Bruins for a special visit to the Codman Square Branch of the Boston Public Library. The team also provides fun summer reading prizes such as team-signed jerseys and at-game experiences like riding the Zamboni.

Photo courtesy of Lauren Foley, Boston Bruins.



Tewksbury Public Library hosted a fun-filled activity day with up-and-coming Bruins rookie players, and at Ashland Public Library young readers made dream-catchers with Bruins mascot Blades.

Photo courtesy of Lauren Foley, Boston Bruins.



The partnership with the Boston Bruins is now in its fourth year and to celebrate the Bruins made visits and donated Reading Rinks to libraries in Amherst, Bellingham, Ipswich, Leominster, Southbridge and Stoughton.

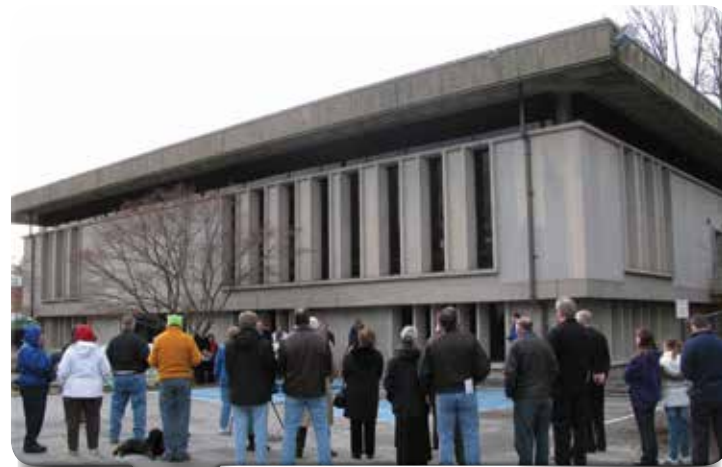
Massachusetts Public Library Construction Program

Evolving with patron needs

With the rise of eBooks and digital content it is important that library space be flexible, but also still function as a public library, providing traditional library functions like educational and technology support, lifelong learning and story times. The Massachusetts Public Library Construction Program (MPLCP) helps communities build libraries that will meet residents' needs well into the future and provide the space and technology so that no one is locked out of the digital age. Library construction projects are currently underway in Athol, East Boston, Edgartown, Everett, Foxborough, Granby, Holyoke, Millis, South Hadley, West Tisbury and Westwood. Eastham, Framingham, Reading and Salisbury are also moving forward with projects. Nine projects are on a Waiting List for funding.

Building a greener future

In 2008 the Massachusetts Board of Library Commissioners created the Green Library Incentive, a program that helps libraries build environmentally responsible LEED (Leadership in Energy and Environmental Design) certified buildings. Libraries that meet LEED requirements and are certified by the U.S. Green Building Council receive additional funding depending on LEED level attained. All library projects currently underway in the MPLCP have planned sustainable buildings.



On January 28, 2011, one hundred and forty-one years after Foxborough opened its public library, community members gathered to celebrate the groundbreaking of the project to expand and renovate the **Boyden Public Library**. The project will increase the library's size from 20,833 to 35,600 gross square feet to accommodate an enlarged children's room, dedicated space for teenagers, increased space for collections, improved meeting room facilities, space for group study, and it will be fully accessible, meeting Americans with Disability Act mandates. It is estimated that the project will be complete in the fall of 2013.

Total project cost: \$10,312,210
MBLC grant: \$3,461,606
Green Library Incentive upon LEED certification: \$173,080
Architect: Lerner Ladds Bartels



The **Millis Public Library** project will place a new facility on the town's main thoroughfare within walking distance of area schools. The building will offer an after-hours meeting room, a teen room, spaces for quiet reading and collaboration, an expanded children's room with programming space and overall better access to technology. It will operate with energy efficient and environmentally-friendly systems and will comply with Americans with Disabilities Act mandates. Construction began on December 26, 2011, and it is estimated to be ready to open in the summer of 2013.

Total project cost: \$7,321,363
MBLC grant: \$2,789,569
Green Library Incentive upon LEED certification: \$139,478
Architect: Oudens Ello Architecture

A year of celebrations

In FY2012, the communities of Foxborough, Holyoke, East Boston and Millis celebrated groundbreakings for their public library construction projects and the residents of Walpole gathered to celebrate the grand-opening of their new state-of-the-art library.

LEED Certified to Date

Library	Year Opened	MPLCP Grant Amount	LEED Level	Green Library Incentive
Westhampton	2010	\$1,065,074	Gold	\$100,000
Dudley	2010	\$2,402,387	Silver	\$120,119
Mashpee	2010	\$2,934,541	Silver	\$146,727
Buckland	2011	\$529,598	Silver	\$100,000
Walpole	2012	\$3,536,483	Gold	\$176,825



Photo courtesy of Bruce T. Martin Photography.

The first **Walpole Public Library** was built in 1903 and expanded in 1966 to 18,000 square feet. Over one hundred years later, the new facility offers residents many improvements. The 34,925 square foot building features a main-floor children's room, a large multipurpose room, expanded staff work spaces and a café-style seating area. Second floor features include a conference room, reference services and both quiet and group study spaces. The new library also provides public Internet access terminals and WiFi access throughout the building.

Total project cost: \$11,828,058
MBLC grant: \$3,536,483
Green Library Incentive: \$176,825
Architect: Lerner Ladds Bartels



The new **Holyoke Public Library** will have over 40 computers for Internet access and personal computing and free wireless access throughout the building. The design includes a teen room, spaces for quiet reading and collaboration, a learning lab and an expanded children's room with dedicated programming space. It also features a meeting room that accommodates more than 100 people and may be used after hours. The historic Sante Graziani murals will be conserved and reinstalled to remain an important feature of the library. The community has raised over \$1.6 million in donations to support this project.

Total project cost: \$14,584,040
MBLC grant: \$4,367,594
Green Library Incentive upon LEED certification: \$218,380
Architect: Finegold Alexander + Associates

Library Services and Technology Act

MBLC program evaluated as exemplary

In FY2012, The Massachusetts Board of Library Commissioners (MBLC) underwent two separate evaluations that took an in-depth look at the agency's strategic direction and the way in which the MBLC uses federal Library Services and Technology Act (LSTA) funding.

Library Consultants Himmel & Wilson examined the MBLC's implementation of LSTA funding as laid out in the Massachusetts 2008 – 2012 LSTA Plan. The consultants highly praised the MBLC's program in their final report.

"The evaluators have been involved in more than a score of five-year LSTA evaluations for states throughout the United States. We can honestly report that Massachusetts' 2008 – 2012 implementation of the LSTA Grants to States program is the most effective program we have seen in regard to addressing ALL six of the LSTA Grants to States Priorities in a substantive way. We believe that Massachusetts' program is an exemplary one and that a further examination of their program would yield additional insights that would be valuable for other state library agencies."

The evaluation was part of the federal Institute of Museum and Library Services (IMLS) LSTA Grants to States program. The MBLC was evaluated on the goals it set forth in its 2008-2012 LSTA Plan and the extent to which the MBLC goals align with IMLS LSTA Grants to States Priorities. Evaluators found the MBLC met or surpassed all six of its LSTA goals as well as successfully addressing all six of the LSTA Grants to States Priorities. The evaluators found that [MBLC] "efforts in all areas are well-designed and executed."

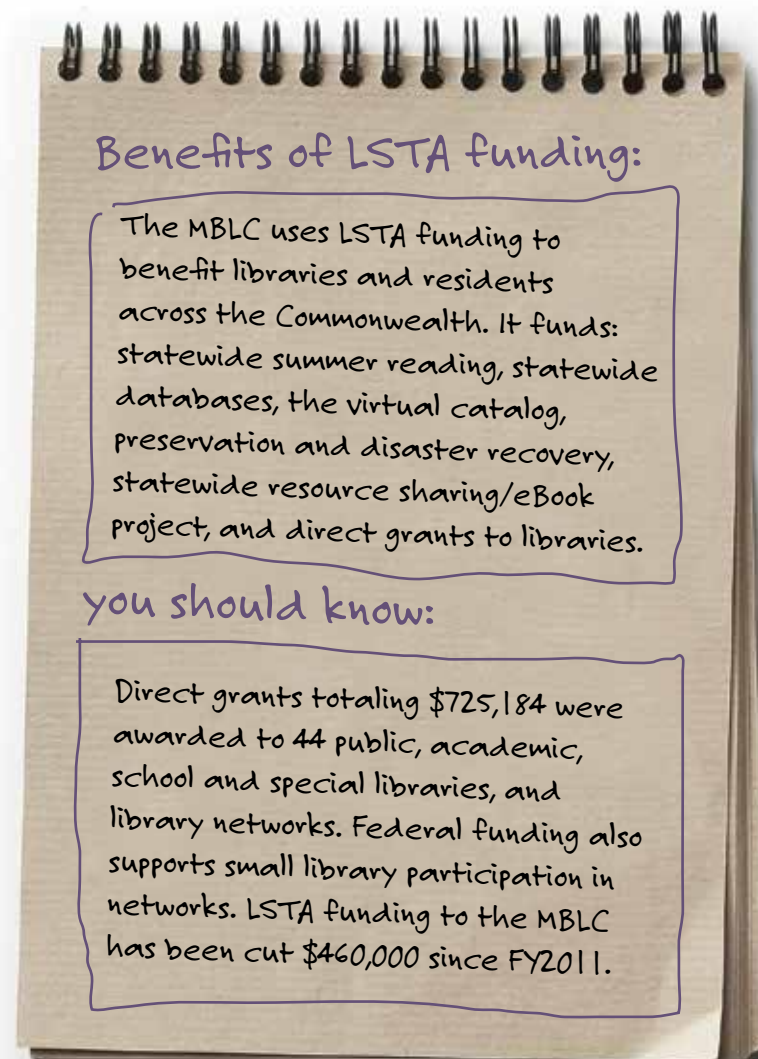
"In a state characterized by extremes (urban and rural, diverse and homogeneous, etc.), MBLC has done a remarkable job of balancing its efforts to meet the needs of all Bay State residents."

In a separate independent look at services offered to public libraries by the Massachusetts Board of Library Commissioners, The Parthenon Group finds in part that,

"MBLC has put together well-articulated priorities that effectively communicate the strategic purposes of agency initiatives [and] compared to other states, agency services are highly utilized."

The Parthenon Group study was funded by the Bill & Melinda Gates Foundation as part of its ongoing commitment to U.S. libraries and to building the effectiveness and capacity of state library agencies.

The complete report and the MBLC 2008-2012 LSTA Plan are available on mass.gov/mblc



Public Library Construction

Celebrating 25 Years

The Massachusetts Public Library Construction Program (MPLCP) turned 25 years old in FY2012. To celebrate this milestone as well as the program's driving force, Library Building Consultant Patience Jackson, the Massachusetts Board of Library Commissioners (MBLC) held an event at DCU Center attended by Lieutenant Governor Tim Murray, Worcester Mayor Joseph M. Petty, members of the library community, architects, and past and present MBLC Commissioners.

First funded by a state bond authorization in 1987 and supported by the Legislature and six governors, the MPLCP has helped to plan and build 51 new library buildings and 126 addition/renovation or conversion projects across the state, from small rural and island communities to large urban centers. The program enables public libraries, many built over 100 years ago, to meet the growing demand for library services. Most buildings were also not handicapped-accessible. During the past decade, in-person visits to Massachusetts public Libraries have increased by 50% with about 34 million visits and over 54 million items borrowed last year alone.



MBLC Building Consultant Patience Jackson with Lt. Governor Tim Murray. In his address, the Lt. Governor mentioned that he had, in fact, just come from the library. "It was packed," he said. "All ages, all areas." He also discussed the economic impact the library has had on the city's downtown area. "The project revitalized our downtown. It brought people back to our downtown and businesses benefited."

MBLC Director Robert Maier and former Commissioner George Comeau both recognized MBLC Library Building Consultant Patience Jackson for leaving a lasting legacy on Massachusetts public libraries through her 23 years with the MPLCP. "A library building project is the most demanding thing most librarians will undertake. The projects go on for years from conception to construction, and they take a toll on the library director and staff. Throughout all of it, Patience has been ready to support, console, advise, and motivate. She knows that this is about people, more than it is about bricks and mortar," said Director Maier.

There was a standing ovation for Patience Jackson who took the opportunity to thank the many people with whom she has worked, in particular library directors, "I want to testify to and salute and applaud the sheer persistence and iron resolve of more than 177 library directors, along with their staffs. These people have been able to conceive of a public library facility for their town some twenty years into the future, dramatically better than what they had – and bring that vision to fruition. This is a very tough and very rare professional challenge," said Ms Jackson.



"Patience Jackson and the Massachusetts Public Library Construction Program have changed library service in Massachusetts for the next 50 years," stated Commissioner Comeau. He presented Ms. Jackson with a framed map commemorating 177 library building projects across the state from 1990 through the most recent 2012 grant awards.

Massachusetts Library System

Expanding services to meet library needs

In its second year of providing services, the Massachusetts Library System expanded services to its 1,700 member libraries and refined operations in order to further its mission to provide level services across the Commonwealth.

Delivery services completed the transition begun in the previous fiscal year to have all areas of the state serviced by the same provider. As of July 1, delivery services were transitioned to Optima, a subcontractor, which took over responsibility for transporting more than 14 million items annually. In addition to providing consistent service across the state, Optima also brings improved technology infrastructure which has led to improved efficiency and reduced waste.

MLS retained two locations with staff offices and meeting/training facilities. On July 1 the Waltham office was relocated to Marlborough, offering improved accessibility and proximity to major roadways in eastern Massachusetts. The Whately location remains in operation in western Massachusetts. New staff members were hired to expand training and advising offerings. Staff members with experience in strategic planning and communications will help meet the needs of MLS members. A new position was created to relaunch BiblioTemps, a temporary staffing agency which previously served libraries in the central Massachusetts.

In addition to hundreds of trainings and advisory meetings, MLS hosted two significant events. Resource Sharing Unbound gathered some of the best minds in journalism, publishing and libraries to explore and discuss the future of resource sharing. The MLS Annual Meeting, held in November, drew a strong crowd with keynote speaker Cathy de Rosa of OCLC discussing the seminal Perceptions of Libraries Report.



Strategic planning for MLS began this year. A lengthy process, with many stakeholders to gather information from, a functioning strategic plan was presented at the Annual Meeting.

On the Horizon

MLS is heading up Massachusetts eBooks pilot project. The project's goal is to identify, implement, and test a solution for providing eBooks to library patrons throughout the Commonwealth via a single user-friendly discovery platform offering a broad selection of titles. The first phase of the project includes fifty pilot libraries of various types and sizes: 25 public, 10 academic, 10 schools, and 5 special.

The startup collection will consist of approximately 10,000 titles selected to accommodate the needs of the patrons represented by pilot libraries. The first phase will launch in summer 2013 and end December 31, 2013. If, at the conclusion of the first phase, evaluation results show that the concept is viable, other libraries that wish to participate will be added on an ongoing basis. The project is jointly funded by MLS and the Massachusetts Board of Library Commissioners with funding from the Institute of Library Services.

The MLS Annual Meeting, held in November, drew a strong crowd with keynote speaker Cathy de Rosa of OCLC discussing the seminal Perceptions of Libraries Report.

Boston Public Library: Library for the Commonwealth

Free to All

Boston Public Library serves far more people than just the residents of Boston neighborhoods; it is also the Library for the Commonwealth and is free to all who live, work, or go to school in Massachusetts. Originally named the Library of Last Recourse, the library historically provided only reference and research services for the Commonwealth as a state-funded entity. As technology and user needs evolved, Boston Public Library expanded its state offerings with a focus on:

Digitization and Access:

Boston Public Library digitizes materials from other libraries, archives, museums, and historical societies from across the state, which is funded by a federal grant awarded by the Massachusetts Board of Library Commissioners. The goal is to grow and support Digital Commonwealth, a consolidated statewide digital library system that is free to all. Boston Public Library has digitized approximately 250,000 items to date.

On the Horizon

Supported by a \$7.25 million grant from the Massachusetts Board of Library Commissioners, Boston Public Library is building a new branch in the East Boston neighborhood. Designed by William Rawn Associates and facing the beautiful Bremen Street Park, the new library will be over 15,000 square feet and will house more than 20,000 books. Planned library features include a dedicated early literacy space, teen zone, reading porch, more than forty computers, and flexible interior space to meet community programming needs. The new branch, which will open in the fall of 2013, will serve a vibrant, active neighborhood of 40,000 residents.

Reference and Research Services:

As part of Boston Public Library's efforts to provide remote access to its services, BPL issues eCards which are virtual library cards that allow users immediate entry to all remotely-accessible electronic resources, including magazine databases, downloadable audio, video, eBooks, and music. Boston Public Library was among the first libraries to offer users this instant access.

Collections:

Boston Public Library collects materials unavailable anywhere else in the world, including collections in countless subject categories and its recently unveiled Collections of Distinction.



The new East Boston Branch of the Boston Public Library.



Images courtesy of Boston Public Library.

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

Together the Perkins Braille and Talking Book Library and the Worcester Talking Book Library serve as the public libraries for residents with vision loss or physical disabilities. Each year state funding to support library services to these residents is appropriated by the legislature and administered by the Massachusetts Board of Library Commissioners.

Working together

During FY2012 the Worcester Talking Book Library and the Perkins Braille and Talking Book Library entered into a formal Collaboration Agreement aimed at improving outreach and marketing efforts to an estimated 100,000 qualified individuals who are eligible for service, but are currently unaware of the Massachusetts talking book programs.

Outreach efforts will be expanded to raise a greater awareness and understanding of available talking book library services and related resources in order to reach the underserved. Moving forward, the Worcester and Perkins talking book programs began work on a cooperative public relations plan focused on collaboration in marketing, community outreach and programming.

Assistive Technology Enhancement at Worcester

The Worcester Talking Book Library purchased a 15-seat JAWS license and a 15-seat ZoomText license, which allow simultaneous use on up to fifteen Worcester Public Library computers, including 12 workstations in the computer lab, as well as PCs in the WTBL public service and office areas; and in the Worcester Public Library Genealogy Reference section. This assistive technology upgrade not only provides improved computer accessibility for individuals with disabilities, but also makes it possible to offer workshops on various computer applications to individuals who depend on screen reading and screen magnification software.



At Perkins Braille and Talking Book Library a girl and her mother read a print-braille book together.

Photo courtesy of Perkins Braille and Talking Book Library.



Worcester Talking Book Library patron uses JAWS technology to read the computer.

Photo courtesy of Worcester Talking Book Library.

New technology at Perkins

The Perkins SMART Brailer® takes a low technology, beloved classic and turns it into a high technology learning and teaching tool. The SMART Brailer opens the door to a new, more intuitive way for individuals, both sighted and blind, to communicate, teach and learn braille together. Teachers in a mainstream classroom can see what their students are brailleing. Sighted parents can help their visually impaired children with homework. And students can take the lead in their own braille education. Sighted or blind, everyone can share the learning experience. The SMART Brailer's built-in video screen and audio feedback show and speak letters and words in real-time as they are being brailled. In addition, braille literacy learning software can be downloaded to the SMART Brailer, offering easy lessons for anyone – sighted or blind – who wants to learn braille.

Learn More

Perkins:
perkinslibrary.org

Worcester:
[worcpublib.org/
talkingbook/index.htm](http://worcpublib.org/talkingbook/index.htm)



Boston Postmaster James J. Holland (left) unveils the brand new "Dogs at Work" stamp, while the master of ceremonies WCVB-TV news anchor Randy Price looks on. In addition to honoring working dogs, the Perkins Library presented a plaque to recognize the indispensable role the USPS plays in making it possible for all to read. Kim Charlson, Director of Perkins Braille and Talking Book Library, said, "Perkins has a long tradition of working with the U.S. Postal Service. Every day, we send out 2,000 books from the library. And 2,000 books come back every day. If it wasn't for the U.S. Postal Service, none of you would get those digital books and those players delivered right to your door."

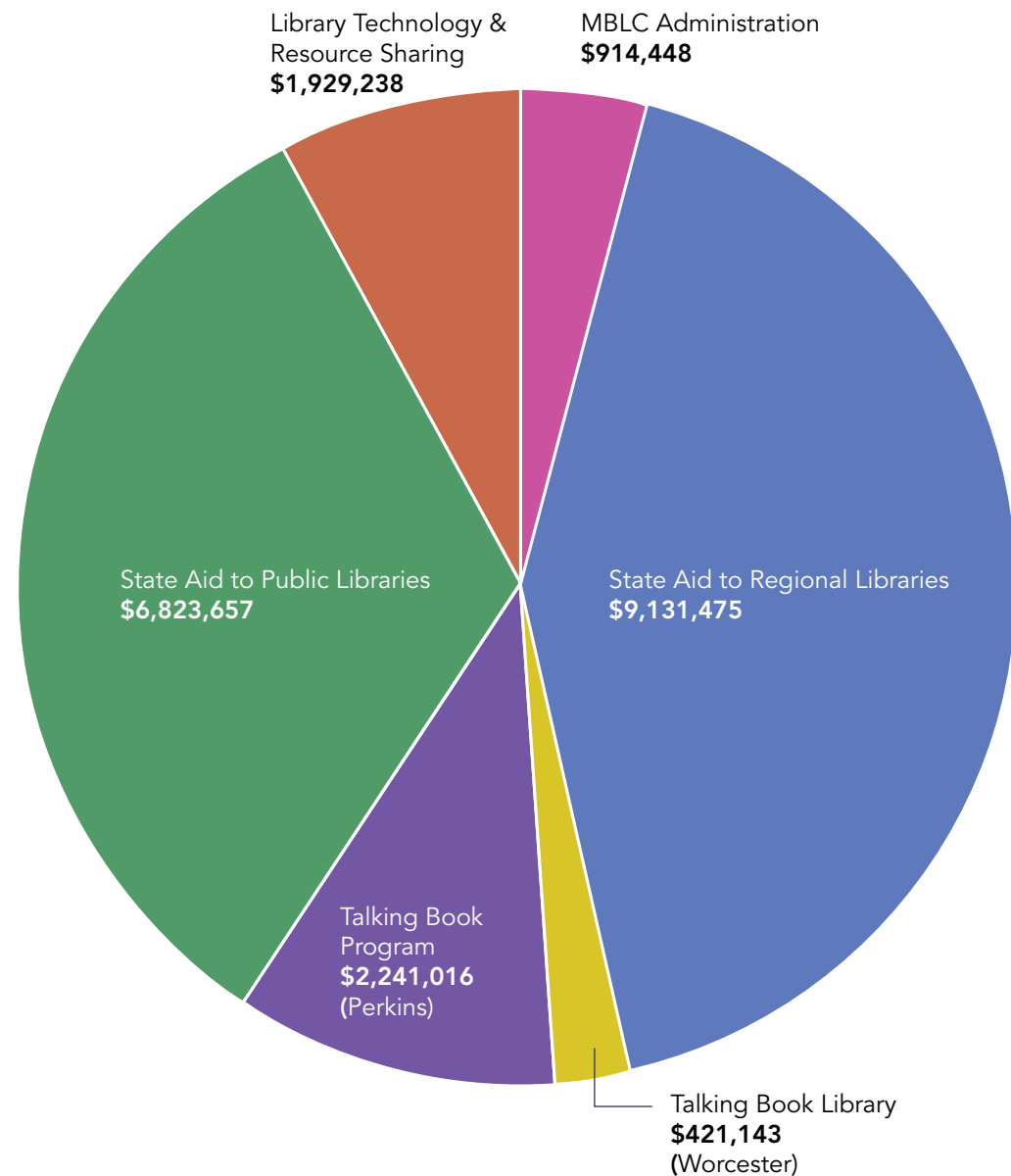
Photo courtesy of Perkins Braille and Talking Book Library



The Worcester Talking Book Library patrons at JAWS workshop made possible through the purchase of a 15-seat JAWS license. Due to the popularity of the workshop, the library scheduled more workshops throughout the year. The workshops focus on Windows Media Player and a review of file management. Plans are in the works for future JAWS workshops with topics for the series based on participants' interests and suggestions. Possible workshop topics include exploration of Microsoft Word, creating spreadsheets with Microsoft Excel, and navigating websites with Internet Explorer.

Photo courtesy of The Worcester Talking Book Library

Funding for State Fiscal Year 2012



Funding for State Fiscal Year 2012

MBLC Administration:	\$914,448
State Aid to Public Libraries:	\$9,131,475
Talking Book Program (Perkins):	\$2,241,016
Talking Book Library (Worcester):	\$421,143
State Aid to Regional Libraries:	\$6,823,657
Library Technology & Resource Sharing:	\$1,929,238

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*
 Liz Babbitt, *State Aid Specialist (as of April 2012)*
 Ann Downey, *EDP Systems Analyst*
 John Freeman, *Web Coordinator (until September 2012)*
 Patience K. Jackson, *Library Building Consultant (retired June 2012)*
 Paul J. Kissman, *Library Information Systems Specialist*
 Uechi Ng, *State Aid Administrative Assistant*
 Ned Richards, *State Aid Specialist (until February 2012)*
 Rosemary Waltos, *Library Building Consultant/ Small Library Specialist*

Operations and Budget

Barbara G. Glazerman, *Head of Operations & Budget (part-time)*
 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*
 Brian Donoghue, *Research Librarian/Friends Liaison (retired November 2011)*
 Marlene S. Heroux, *Reference Information Systems Specialist*
 Rachel Masse, *Library Development Administrative Coordinator*
 April Mazza, *Trustee and Friends Information Specialist (as of January 2012)*
 Shelley Quezada, *Consultant to the Underserved*
 Gregor Trinkaus-Randall, *Preservation Specialist*
 Sharon Zitser, *Public Advisory Administrative Assistant*

Awards and Recognition

Preservation Specialist Gregor Trinkaus-Randall was honored at the 2012 American Library Association Annual Conference in Anaheim, California. Mr. Trinkaus-Randall was awarded the George Cunha and Susan Swartzburg Preservation Award by the Preservation and Reformatting Section (PARS) of the Association for Library Collections & Technical Services (ALCTS).

Shelley Quezada, Consultant for the Underserved, was the 2011 winner of the New England Library Association's (NELA) Emerson Greenaway Award for Distinguished Service in Librarianship.

Library Building Consultant Rosemary Waltos was honored by her peers with the 2011 Commonwealth's Citation for Outstanding Performance. Through her work in the Massachusetts Public Library Construction Program, Rosemary assists local communities with building new or renovating and expanding existing libraries.

Learn more about these awards and recognitions at MBLC website:

<http://mblc.state.ma.us>

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Who Needs Libraries? We All Do!

Our theme throughout FY2012 had been "Who Needs Libraries? We All Do!" We decided to tackle this question head on and illustrate the importance of our local libraries.

View our video online:

http://www.youtube.com/watch?v=pcCff_pYR-w



Institute of Museum and Library Services

This annual report is supported by the federal Institute of Museum and Library Services, an independent agency that grows and sustains a "Nation of Learners," because lifelong learning is critical to success.

Visit imls.gov for more information.

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