Strong libraries are essential to
education and lifelong learning,
to economic development,
to strong communities
and a strong democracy.
In every community throughout Massachusetts there is one institution that has always been a center for civic engagement: the library. Public libraries, school libraries, academic, corporate and non-profit libraries are places where residents come together to discuss ideas, present positions and plan to improve their communities.

The Massachusetts Board of Library Commissioners works to strengthen all of these libraries through state and federally-funded programs that provide equity of access to library resources for all residents. Whether it's the ability to freely borrow materials from other public libraries, access the advanced services and collections of the Boston Public Library, or interlibrary loan networks that offer the opportunity to request nearly any kind of material, a delivery system to move those materials to your library, Internet access, programs for kids and adults, or electronic research materials available anytime of the day or night, your library is there for you.

This year the Agency continued to work on four strategic initiatives set out by the Board that will strengthen the fabric of library service by building efficiencies into the statewide delivery system, making it easier to find your library and understand the services it offers, by streamlining access to electronic resources, and by reinforcing support for public libraries.

The statewide delivery committee completed its work in October 2006, and brought to the Board a best practices document for libraries participating in delivery. These best practices are now being implemented in libraries across the Commonwealth with the support of the six regional library systems and the nine automated networks.

The Public Relations Advisory Committee appointed by the Board completed its work on the first three-year marketing plan for libraries in Massachusetts. The committee identified non-library users who are parents and caregivers of children through age 12 and "twenty something's" as the first key audiences that it wished to reach. The committee recommended that the Board continue to work with them by building efficiencies into the statewide delivery system, by making it easier to find your library and understand the services it offers, by streamlining access to electronic resources, and by reinforcing support for public libraries.

The Statewide Delivery Committee completed its work in October 2006, and brought to the Board a best practices document for libraries participating in delivery. These best practices are now being implemented in libraries across the Commonwealth. The committee identified non-library users who are parents and caregivers of children through age 12 and "twenty something's" as the first key audiences that it wished to target in the plan. The Board adopted the plan in April 2007 and implementation has begun.

The State Aid Review Committee completed its work to develop a next generation state aid program in June 2007. The committee of 30 people appointed by the Board considered every aspect of the present State Aid Program, considered similar programs in other states, and thought through how best to continue a program that encourages municipal funding, reflects the importance of resource sharing and creates incentives for library improvement. It is hoped that this new program can now begin its refinement and move forward.

Finally, the Remote Authentication and Authorization Task Force also continued work toward the goal of providing easy access for all residents to electronic resources licensed by libraries, region networks and the Board. Although their report was not completed during FY2007, it is expected to be ready early in FY2008. However, one of its recommendations coincided with that of the Public Relations Advisory Committee in establishing a new Board-sponsored public Web site that will link residents to libraries and electronic resources.

As all of these planning efforts come to fruition, residents will experience even greater and easier access to the resources of Massachusetts libraries; in fact to library resources anywhere in the world!

Also during FY2007, the Massachusetts Public Library Construction Program saw the beginning of construction for four new and expanded libraries, and the opening and dedication of eight others. Bond bills were filed in the legislature to authorize funds for the Board’s waiting list of municipalities that have been approved to receive construction grants but for which no funds are currently available.

The FY2007 State Budget included increases for all of the programs administered by the Agency, with the largest increase going to support Library Technology and Resource Sharing that helped to stabilize the automated library networks. The budget also created a new program, the Public Library Incentive Grant that encourages public libraries to raise private funds to improve services.

We were very pleased to have Nancy Rea join our staff as Deputy Director and Head of Library Development, filling a position that had been vacant for five years.

We also want to thank former Commissioner John Arnold, who left the Board, for his many years of service, and welcome Commissioners Frank Murphy and Irving Zangwill who joined the Board this year. Finally, with sadness we note the passing of the late Commissioner Joseph Hopkins. Commissioner Hopkins had served the Massachusetts library community as a library director in both Worcester and Watertown, and as president of the Massachusetts Library Association before his service on the Board. He will be missed.
Responsibilities of all Library Users

Responsibilities of Delivery Vendors

Responsibilities of the Automated Resource

Promote the technological resources

Investigate ways to increase efficiencies

Labeling and Packaging Responsibilities of all

Introduce a 21st century image of

Responsibilities of all Libraries Participating in

Increase library usage in Massachusetts

Build a sense of the value of

2006

In Dartmouth or the Web designer in

member libraries in FY2007. The dairy

Library Regional Library Systems and their

types are struggling to meet the demands of

library resources for all.

to work toward the goal of equal access to

leadership and funding, the Board continues

their users. By providing statewide

library services to all.

WMRLS Delivery Awards Ceremony. The

leaders and the people of Massachusetts aware of

the importance and necessity for continuing and expanding sources of

funding for delivery services.

• Responsibilities of Delivery Vendors - Meet

the conditions of the contract under

which they have been hired.

Implementation of these ‘Best Practices’ has

led to preprinted routing slips, location

priority for items that are already in the

pick-up location, and better recognition of

library user by their home library.

library users continue to make this service a

rapidly growing one. During FY2008 and

beyond, continued research will be carried

on to study automated sorting systems and

ways to reduce vendor costs, as well as the

need for additional funding for this vital

service

Public Relations Advisory Committee

Presents a Three-Year Marketing Plan

Appointed in September 2006, the 17­

member Public Relations Advisory

Committee was charged to consider the

current public relations and marketing

environment of libraries in Massachusetts,

and develop and maintain a three-year

public relations and marketing plan for the

Board.

During the fall and winter, the Committee reviewed current research on library users’ opinions, defined target audiences and messages for those audiences, set goals, priorities and timelines.

Among the key objectives of the Marketing Plan was to create a three-year promotional campaign that would:

• Increase library usage in Massachusetts

• Promote the technological resources

available through Massachusetts libraries

• Introduce a 21st century image of

Massachusetts libraries

• Create excitement among target

audiences

• Build a sense of the value of

Massachusetts libraries

Although initially more than 20 different
target audiences were discussed, the

Committee narrowed its target audiences to

focus on parents (broadly defined as anyone
caring for children 0 – 12 years of age) and
college-educated “Twenty something’s.”

In addition to the Plan that was adopted by

the Board in April 2007, the committee also

made some recommendations to the Board

that were adopted:

1. That the Board launch and host a separate

Web site for use by the general public for

online access to library content and access
to local libraries that can be used in advertising and promotion, and allocate

funds for this purpose,

2. That the Board look to find a mechanism, similar to other state

agencies/departments, to allow for other

sources of funding in addition to its

federal funding, whether corporate

A Statewide Delivery Committee, appointed by the Board in October 2005 was charged with reviewing and prioritizing a long list of short- and long-term ideas relevant to delivery and resource sharing. During the next 12 months, the Committee as a whole, along with several sub-committees, examined the processing of materials for delivery. These included staff responsibilities, as well as time, costs and procedures; communication between libraries, regions and networks; the impact of the integrated library system on delivery; and, automated materials handling that pairs

the movement of large amounts of library

materials with library transaction processing using RFID tags or barcodes.

An informal cost study by the Committee on the staffing costs for a library to process materials sent and received revealed that the average time it takes for a library to process an item for delivery is just under six minutes at an average cost of $1.90 (the range was from $1.13 to $2.72). With 543 libraries currently on a delivery route, it takes an average of four months of one staff member’s time in each library to process these library materials.

The committee completed its work in October 2006 with the release of a “Resource Sharing and Best Practices” document that designates practices that will lead to the most efficient and best use of the time and effort that libraries, regions and networks invest in delivery. The Committee also made a recommendation regarding funding efforts to automate the delivery process.

Some of the best practices outlined are:

• Responsibilities of all Library Users - Request only as many items as can reasonably be read/viewed/listened to during a loan period.

• Responsibilities of all Libraries Participating in Regional Delivery Service - Provide the best, most comprehensive service possible to its primary service populations. Resource sharing is a supplement to, not a replacement for, services provided to the library user by their home library.

• Library Staffing Responsibilities of all Libraries - Properly train all relevant staff on the best pick list and delivery practices and procedures.

• Labeling and Packaging Responsibilities of all Libraries - Massachusetts libraries must use standardized delivery routing slips.

• Collection Development Responsibilities of all Libraries - Purchase popular items such as DVF’s, best-selling books, books on CD etc. to support their library user borrowing patterns.

• Responsibilities of the Regional Library Systems - Investigate ways to increase efficiencies in the delivery system.

• Responsibilities of the Automated Resource Sharing Networks - Implement Integrated Library System software to achieve the most efficient workflow for resource sharing.

• Responsibilities of the Massachusetts Board of Library Commissioners - Make legislators and the people of Massachusetts aware of the importance and necessity for continuing and expanding sources of funding for delivery services.

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• Responsibilities of the Massachusetts Board of Library Commissioners - Make legislators and the people of Massachusetts aware of the importance and necessity for continuing and expanding sources of funding for delivery services.
The new State Aid Program as presented to the Board in mid 2007 is conceived as a series of three steps or building blocks with measurable requirements and rewards at each step.

**Step 1: Equalization** - If the municipality expends a minimum amount per capita for library salaries and materials it is eligible for an Equalization award. A $5,000 minimum award per municipality will be disbursed and the remaining Step 1 funds will be distributed on the MEG formula.

**Step 2: Resource Sharing** - If the library meets seven requirements similar to the standards of the current program (the materials expenditure standard is deleted), the municipality receives a Resource Sharing award based on Nonresident Circulation, Interlibrary Loans. The library and Interlibrary Loans From the library.

**Step 3: Library Service Improvement** - If the library shows improvement or maintains performance in three of five service areas the municipality receives an award. If municipal expenditures for staff and materials in the preceding year are at least 2.5 percent greater than its average expenditures over the prior three years, the full award is made. If the expenditure requirement was not met, the award is reduced.

The new program also relies on a system of incentives and rewards for services provided and for improved service levels. It affirms most of the current standards and the local maintenance of effort requirement while placing these familiar elements in a context that eliminates the need for waivers and accommodation. Instead, the community and its library are offered predictable ways to gain state aid funding by meeting a new minimum municipal funding level, participating in resource sharing, and showing measured improvement in five service areas. Finally, a Communities in Need program will assist municipalities that do not provide a minimum per capita level of support by helping them achieve that minimum while staying within the state aid program.

In order to implement the new program, a minimum of $20 million in State Aid to Public Libraries will be required to create the system of incentives and rewards being proposed. That funding level assures that funds are available to recognize the cost of resource sharing, to provide service improvement funding and to implement the Communities in Need program.

**Remote Authentication and Authorization Task Force Begins**

The Remote Authentication and Authorization Task Force began meeting in December 2005 to outline a new framework for users accessing electronic resources provided by the Massachusetts Board of Library Commissioners, libraries in the Commonwealth, regional library systems and the automated library networks.

As users continue to gravitate toward the ease offered by Google and other online information services, the goal of the Task Force is to simplify the process for accessing high-quality electronic resources while providing sufficient security to protect the privacy of library users and ensure adherence to licensing agreements with content vendors.

The Task Force investigated the criteria required for users to log into electronic resources, and how users are authenticated and authorized to use the resources. It has also explored the potential for offering a single search box for users by employing a metasearch solution. In addition, a statewide library card and online library card registration are being considered.

The Task Force gathered information by researching available authentication/authorization solutions, looking at what other states and systems have implemented, and conducting focus groups with library staff and surveys of library staff and end users.

The Task Force envisions an enterprise where simply sitting at a computer located in Massachusetts is sufficient to get a user into electronic resources provided by the MBLC. An easily-remembered login process, done from a user's preferred Web site or portal, will get the user to all of the electronic resources available to them, without the necessity of logging in again.

A number of recommendations and goals will soon be brought to the Board for approval with several able to be implemented in the short-term, while others will take longer. Improving authentication and authorization will be an incremental process, with gradual improvements and greater inclusion as standards are adopted, interfaces with library systems improve, and cooperation and trust between disparate libraries grow.

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**“The Public Relations Advisory Committee has worked hard this past year and I’ve been enriched by being a part of it. There have been long, hard hours of opinions, perceptions, creativity and consensus. Many of us began this journey thinking we knew where we would end up...and we’ve ended up in new places! This marketing campaign will open all of our eyes...our present customers, our new customers...and our librarians!”**

—Charlotte Canelli, Director
Bellingham Public Library

**“From the fall 2006 through the spring 2007 I was honored to participate with 29 other librarians, trustees and library supporters in what would become one of the best committee experiences of my professional life. Charged with completely redesigning the State Aid to Public Libraries Program, the end result maintains some familiar aspects of the current program, but offers new opportunities for library service improvements such as encouraging libraries to more flexibly budget for the unique needs of their communities. The new program is still in the approval stages and needs a significant level of state funding to come to fruition, but I look forward to implementing the changes and using them to become a more effective advocate for my library’s financial needs resulting in stronger library services for my community.”**

—Diane H.C. Giarrusso
Director, Boxford Town Library

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In order for these groups to utilize these excellent resources, the library needed to publicize them and make the connection to user information needs. Among the groups the library decided to target were:

- **Older adults:** Already high library users in classes and programs, this group often sought online information.
- **Teens:** Teen online research often starts and ends with Google, and teens were further frustrated because they are not sure what online resource they are “allowed” to use for school research.
- **Teachers and media specialists:** By working with teachers to clarify the differences between using the Internet and an authoritative database, it allowed the teachers to more actively recommend these resources to their students.
- **Parents of young children:** Children’s story hours are one of the most popular activities at the library and while young children are in story hours the library took the opportunity to publicize its resources to their waiting parents.

A total of 16 programs were held for these groups: informational tools such as fliers and brochures were developed, and a better organized Web page, renamed LINKS. Online at the Library, was designed. As a means of promotion within the library, at the schools and senior center, the library set up a clothesline full of flyers, articles and bookmarks as a reminder of upcoming programs related to the “online” resources.

Program evaluations showed that 95 percent of the attendees left the program knowing how to access online databases. Also, statewide database usage statistics showed that searches increased more than 110 percent from the previous year, and that direct hits to the library’s “Links: Online at the Library” also increased by 70 percent.

Although this project gave the Reading Public Library the opportunity to expose target users to the availability and benefits of statewide databases, the true benefit was much greater as it enabled library staff and school staff to become much more knowledgeable in what they have to offer. As pointed out by a school media specialist “this project allowed us to teach the teachers!” Through teachers, media specialists and parents, the cycle continues as these new users share their knowledge and enthusiasm as they teach others.

### Newcomers and Neighbors Center Fills a Need

At nearly 67,000 inhabitants, Framingham is the largest town in the Commonwealth of Massachusetts. It is an economically, ethnically, and socially diverse community with 32 percent of the population identifying itself as minority or Brazilian in the recent U.S. census and students at the public high school speak at least 57 different languages. In addition, 8 percent of Framingham households are below the poverty line and 39 percent qualify for federally subsidized housing. The town is a prime destination for new immigrants and its ethnic diversity has continued to increase substantially in recent years.

With funding from the CARLISLE Foundation, and an Open Project LSTA...
Since Brazilians are the largest ESOL group in Framingham, the staff was willing and enthusiastic to learn Portuguese to better serve this community. Nine staff and NNC volunteers attended these classes. “A Brazilian woman came into the children’s department for the first time and asked if we had books in Portuguese for children,” according to one of the librarians. “Having learned the words for book and borrow in Portuguese I was able to ask her if she wanted to borrow books and if she had a Portuguese I was able to ask her if she learned the words for book and borrow in Portuguese according to one of the librarians. “Having learned the words for book and borrow in Portuguese. I was able to ask her if she had a Portuguese I was able to ask her if she learned the words for book and borrow in Portuguese. As a deposit collection of Civil War books, it was always asking residents and patrons for feedback. Throughout the building project, the library was always looking for ideas and suggestions for programming to take center stage.”

Over the years, the library had several requests for a book discussion group, but because of the building project, which lasted in earnest for seven years, adult programming was non-existent. “The Sunderland Library is often thought of as a children’s library because of its ongoing commitment to children’s programming,” said Sharon Sharry, Director. “It is time for children’s programming to take center stage.”

As a first-time project for adults, “This program provided excellent exposure for the library.” said Sharry. “It was an excellent opportunity for me and I am so happy that we will be holding an “On the Same Page” program annually.”

The book that was chosen for the library’s first On the Same Page project was The Killer Angels, a historical novel by Michael Shaara that was awarded the Pulitzer Prize for Fiction in 1975. The book tells the story of four days, June 29, 1863, as the troops of both the Union and the Confederacy move into battle around the town of Gettysburg, Pennsylvania, and July 1–3, when the battle was fought.

Exterior banners and a town-wide mailing, as well as advertising in the Sunderland Sentinel, the Sunderland Elementary School’s newsletter, the Sunderland cable station and the library’s new website informed the community of the program. Within the library, the program used READ posters, bookmarks, “Further Reading” handouts, and a binder containing a listing of “What other towns have read.” Also on display in the library were multiple copies of The Killer Angels in various formats, as well as a deposit collection of Civil War books, from one of the discussion leaders.

To generate interest throughout the town lots of activities took place, among them scrap booking for both adults and teens, several book discussions, programs coordinated with the town’s historical commission, a Civil War quiz, book cover design contest, a play “From Slave to Soldier” and a final party.

“On the Same Page” is a local, town-wide reading program. It was initiated as an outgrowth of “What other towns have read.” Also on display in the library were multiple copies of The Killer Angels in various formats, as well as a deposit collection of Civil War books, from one of the discussion leaders.

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The Central Massachusetts Regional Library System provides its central region academic libraries with four different types of databases… These databases have allowed the Alden Library to support the exponential growth in online courses by supplying research materials for programs such as English, Early Childhood Education and Criminal Justice. They are integrated into our library offerings and library instruction programs. Estimates to replace the value of these databases directly would be prohibitive within the college’s budget which is under the same pressures as the MBLI and CHRLS budgets.”


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**Massachusetts Regional Library Systems**

Each year the Board provides funding to the Massachusetts Regional Library Systems that allows libraries of all types to provide library users with materials and information across the Commonwealth. These regions provide services to, and support resource-sharing among early childhood, public, academic, school and special libraries that include interlibrary loan, reference and referral, delivery of materials between libraries, cooperative education, technical assistance, database access, bookmobile services, cooperative purchasing programs, supplemental deposit collections of print and nonprint materials, and the Summer Reading Program.

These regional library systems deliver $7.75 of value for every state taxpayer dollar invested. This value is realized through statewide coordination and collaborative purchases for public, school, academic and special libraries. Flagship services include:

- **Delivery.** During FY2007, residents of Massachusetts borrowed almost five million books, CDs, and other materials from the collections of other libraries. Any library user can request items for study, business or pleasure from their public or home office. Trucked through a delivery system coordinated, funded and maintained by the regional library system, materials arrive fast and often overnight at a round trip cost of about 47 cents. Regional delivery saves local dollars because individual libraries don’t have to purchase each item.

- **Databases.** Students, business people, and those just seeking information, made more than 19 million searches of electronic magazine and newspaper articles from their home, school or office during FY2007. Provided to libraries through their regional membership, this information would cost $23 million if each library had to purchase it locally. The power of collective purchasing makes the databases accessible to all residents.

- **Professional development.** Library staff stays ahead of the curve for 21st century technology, services and trends through regional training. More than 7,300 library staff members participated in training on topics from social networking to running story times. Regional workshops saved local libraries a combined $1.3 million if they had to pay for such training elsewhere. Working with new, regional consultants identify developing issues in technology and services to prepare librarians to meet today’s challenges.

- **Statewide purchasing cooperative.** Through the regional purchasing coop, libraries can achieve large discounts on library books, CDs and other media that they can’t get on their own. While satisfying the requirements of the Uniform Procurement Act (MGL Ch. 38b), the project saved more than $4.8 million on materials and $529,000 on library supplies. Through the coop, discounts on books can range as high as 47 percent, while recording song discounts range usually from 36-45 percent.
Public Library Construction Continues to Assist Libraries

Since 1990 the Massachusetts Public Library Construction Program has assisted 239 cities and towns throughout the Commonwealth with the construction of new libraries, additions and/or renovations to historic libraries, as well as preliminary planning activities essential to a building project.

FY2007 saw several libraries across the state continuing to benefit from the Public Library Construction Program. In November of 2006, $5.6 million in provisional grants were made to three public libraries from the 2004-2005 Grant Round, with an additional $760,000 going to 19 public libraries for Planning and Design Grants in June of 2007. And, once again legislation for $100 million in Public Library Construction Funding was proposed for the projects still on the Waiting List.

Other construction milestones saw the following Openings and Dedications of projects completed through the program: Ashby Free Public Library, Lilly Library in the village of Florence in Northampton, Maynard Public Library, New Salem Public Library and the Watertown Free Public Library in the summer and fall of 2006, and the Mason Library in Great Barrington, Harvard Public Library and Leominster Public Library in the spring of 2007. In addition, groundbreakings were held in Falmouth, Middleton and North Brookfield, and in Boston for a new Mattapan Branch.

The New Salem Public Library moved across the street to the renovated and expanded former original school house in the town.

A brand new modern addition was added onto the original 1901 Ashby Free Public Library.

The Mason Library in Great Barrington restored its original 1912 building and added a new wing to its rear.

Right on Main Street in downtown Watertown, the expanded and renovated Watertown Free Public Library incorporates both its original building and modern up-to-date facilities.

The former abandoned Roosevelt School was transformed into the new Maynard Public Library.

The Harward Public Library now occupies the former Old Bromfield School with an architecturally compatible addition.
Talking Book Readers Made Their Voices Heard

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

“There are almost 150,000 people in Massachusetts who are eligible for our services, but do not realize the program exists,” said Steve Rottazan, President of the Perkins School for the Blind in Watertown. In addition to serving people who are blind or visually impaired, the Braille and Talking Book Library also serves anyone with a physical disability where he/she cannot hold a book or turn pages (e.g. arthritis, cerebral palsy) or a reading disability such as dyslexia.

To help with the enormous task of getting the word out about these services, a new Deputy Director and Outreach Librarian was hired to help identify groups and service providers who interact with potential patrons and inform them about the library’s services.

Also during FY2007, a survey was sent to library users to assist in the planning process for future improvements and growth. Out of the more than 4,200 responses, more than 90 percent said the quality of services was excellent or very good. Over 80 percent of users were satisfied with the number of books they receive, and the speed of delivery rated high with nearly 90 percent rating it “just right” to “very fast.” Nearly 45 percent also had specific suggestions for improving the Library’s services. Of these, the most common suggestion was that the Library offer downloadable audio books, which they now do through the Unabridged Project. And, since its launch in May 2006, users have checked out over 1,165 audio books, with more than 325 registered users as of the end of 2006.

Another initiative was the launch of eNewsletters. Beginning in June 2007, the library launched its new electronic newsletter with a general eNewsletter, Dot and Doobah, designed to keep its users informed of the interesting news and announcements from the Perkins Library, along with ProKIDS, especially designed for younger users, and El Narrador, a spanish-language newsletter.

In FY2007 the Talking Book Library in Worcester mounted a redesigned Web site with improved accessibility and content, including PDF files for the 2005 and 2006 Large Print Books Catalogs, the adult, young adult and juvenile large print books quarterly supplements, as well as various forms. The Talking Book Library also continued to grow and promote its Large Print book collection by adding 1,525 new titles (28% increase) and sending 12,375 large print titles (76% increase) by free mail delivery to 2,437 patrons (26% increase) across the Commonwealth.

In collaboration with the Perkins Braille Library, the Talking Book Library staff created new subject codes and revised online catalog database records for fiction and nonfiction cassette, nonfiction audiocassette, large type, Braille, and descriptive video materials that are coded as sea stories, war stories and adventure stories to improve searching capabilities for these genres by on-line end-users as well as reader advisors.

For patrons of both the Perkins Braille and Talking Book Library in Watertown and the Worcester Talking Book Library, none of these new initiatives could be accomplished without increased funding. That too was a major part of the focus this year, said Kim Charlson, Director of the Perkins Braille and Talking Book Library. “This is the way blind people have access to information,” said Paul Parravano, who works in the president’s office at Massachusetts Institute of Technology and is legally blind.

By making their voices heard funding for both the Braille and Talking Book Library at the Perkins School for the Blind in Watertown and the Talking Book Library at the Worcester Public Library was increased in FY2007. Both Perkins and Worcester continue to provide their services to more and more borrowers that include Newsline®, loaning equipment and books on tape, Braille books, large print books and audio-described videos.

Financial Statement for State Fiscal Year 2007

July 1, 2006 to June 30, 2007

Total State Appropriated Funds — $31,676,112

State Aid for Regional Library Systems and — $15,730,361

Library of Last Recourse

Board Administration — $1,000,732

Public Library Incentive Grant Programming — $250,000

Library Technology and Resource Sharing — $2,833,000

Talking Book Library — $2,182,175

(Perkins School for the Blind in Watertown)

Talking Book Library (Worcester Public Library) — $390,000

State Aid to Public Libraries — $9,289,844

Other Funds

State Capital Funds for Public Library Construction — $6,875,036

Federal Funds Allotment for LSTA — $3,315,155

Bill & Melinda Gates Foundation Trust — $101,520

The Perkins Braille and Talking Book Library and the Worcester Talking Book Library are vital and essential elements in the lives of the blind and visually impaired in Massachusetts. These libraries have long understood the power and value of outreach as a means to inform and educate members of the blindness community of the information and literary resources available to them. The Braille and Talking Book systems are undergoing a revolutionary transformation to digital technology. As more individuals experience the power of digital technology themselves, adaptive technology use will increase, enabling the blind as a class to live their lives more independently. A level funding approach will put these needed transformation projects at risk and will most certainly reduce services at a time when outreach should be increased.”

— Rick Marin, Managing Consultant
Electronic Data Systems
Agency Staff

**Management Team**
- Robert C. Maier: Director
- Nancy Rea: Deputy Director/Head of Library Development (from Oct 06)
- Dianne M. Carty: Head of State Aid & Data Coordination
- Barbara G. Glazerman: Head of Operations & Budget
- Maureen J. Killoran: Head of Public Library Advisory & Government Liaison

**Professional Staff**
- Celeste Bruno: Communications Specialist (from Oct 07)
- Brian Donoghue: Research Librarian/Friends Liaison
- Ann Downey: EDP Systems Analyst
- Susan Gibson: Accountant V
- David L. Gray: Director of Communications & Public Information (till Sept 07)
- Marlene S. Heroux: Reference Information Systems Specialist
- Patience K. Jackson: Library Building Consultant
- Paul J. Kissman: Library Information Systems Specialist
- Anne M. Larsen: Library Building Consultant/Small Library Specialist
- James Lonergan: State Aid Specialist
- William J. Morton: Assistant to the Director
- Shelley Quezada: Consultant to the Underseved
- Michael Sarmiento: Contracts Specialist (from Aug 06)
- Deborah Slack: Contracts Specialist (from Aug 06)
- Yihao Song: Web Coordinator (from Oct 06)
- Gregor Trinkaus-Randall: Preservation Specialist
- Beth Wade: Grants Manager
- Vija Vaidya: Accounting & Payroll

**Support Staff**
- Terry D’Angelo: Administrative Assistant, Business Office
- Rachel Devin: Administrative Coordinator, Library Development
- Uche Ng: Administrative Assistant, State Aid
- Amy Pyke: Receptionist
- Sharon Ziter: Administrative Assistant, Public Advisory

Statewide Remote Authentication and Authorization Task Force Committee

Emry Alling: Coordinator

Linda Beeler: Head of Reference
Martha Driscoll: Systems Manager
Edee Edwards: Reference Librarian
Patricia Fontes: Media Center Director
Christine Haggstrom: Member Services Supervisor
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Karen Kohr: Library Media Specialist
Laurie Lussier: Assistant Director for Technology Services
Rick Levine: Technical Specialist
Kathy Lussier: Assistant Administrator for Technology
Ken Peterson: Coordinator of Services to Libraries
Don Richardson: Assistant Director Library Systems

Learning Commons & Undergraduate Library Services, W.E.B. Du Bois Library, UMass/Amherst
Thomas Crane Public Library, Quincy
North of Boston Library Exchange, Danvers
Babson Library, Springfield College
Nashoba Regional High School, Bolton
Central/Western Massachusetts Automated Resource Sharing, Worcester
Massachusetts Board of Library Commissioners
Cambridge Public Library, Cambridge
SAILS, Middleborough
Central Massachusetts Regional Library System, Shrewsbury
Southeastern Massachusetts Regional Library System, Lakeville
Boston Regional Library System
George C. Gordon Library, Worcester Polytechnic Institute

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Charlotte Canelli, Director
Liz Duxett, Assistant Director
Janet Eckert, Library Consultant
Susan Flannery, Director of Libraries
Elizabeth Fox, Adult Circulation Desk
Deborah Lang Froqgitt, Director

David Gray, Director of Communications & Public Information
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Em Claire Knowles, Commissioner
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Laurie Rieder, Secretary/Clerk
Emily Salam, Commissioner
Frank Sestokas, Marketing Coordinator
Stephanie St. Lawrence, Public Relations/Reference Desk Coordinator
Devan Thistle, Director of Library Services

State Advisory Committee on Libraries

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Millee Gonzalez, Academic Libraries
Ann McLaughlin, Public Libraries
Frances Murphy, Users
Josephine Napolitano, Users
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Gail Scallon, Academic Libraries
Gregory Shesko, Users
Owen Smith Shuman, Public Libraries
Joan Stern, School Libraries
Thomas Standing, Users
Forest Turner, Institutional Libraries
Diane Wallace, Public Libraries

Massachusetts Board of Library Commissioners, 2006-2007
Boston Public Library, 2007-2008
Plainsville Public Library, 2006-2008
Bellingham Public Library, 2006-2008
Lucius Beebe Memorial Library, Wakefield, 2006
Western Massachusetts Regional Library System, 2006-2008
Cambridge Public Library, 2006-2009
Sandwich Public Library, 2006-2009
Boston Arts Academy/Feurray High School Library/
Boston Symphony Orchestra Education Resource Center, 2007-2009
Massachusetts Board of Library Commissioners, 2006-2007
Massachusetts Board of Library Commissioners, 2007-2009
Massachusetts Board of Library Commissioners, 2006-2008 (ex-Office)
Massachusetts School Library Association, 2006-2009
Massachusetts Board of Library Commissioners, 2006-2008
David & Joyce Milne Public Library, Willimansett, 2006-2009
Boston Public Library, 2006-2007
West Springfield Public Library, 2007-2009
Northeast Massachusetts Regional Library System, 2006-2008
Friends of the Western Massachusetts Regional Library System, 2006-2007
Massachusetts Board of Library Commissioners, 2006-2008
Worcester Public Library, 2006-2007
Tufts University Tisch Library, Medford, 2006-2008

Perkins Braille & Talking Book Library, Watertown, 2002-2008
Massachusetts Board of Library Commissioners
Taunton Elementary Schools, 2006-2009
Northampton, 2006-2009
Boston Public Library, 2003-2009
Framingham State College, 2007-2010
Thomas Crane Public Library, Quincy, 2002-2009
Medfield, 2005-2009
MITRE Corp., Bedford, 2002-2008
Mount Holyoke College, So. Hadley, 2002-2008
Needham, 2007-2010
Groton Public Library, 2002-2008
Cambridge Public Schools, 2002-2008
Duxbury, 2005-2008
Suffolk County House of Corrections, Boston, 2006-2009
Bacon Free Library, South Natick, 2002-2008
In Memoriam

The late Joseph Hopkins, who died this year, had a close association with Massachusetts libraries throughout his whole life—he used them as a student in the Boston area, worked as a director in two of them for several decades, served the Massachusetts Library Association in many roles, and from 1998 up until the time he died in June, served as a Commissioner with the Massachusetts Board of Library Commissioners.

Joe’s values and his devotion to libraries came through in the talks he gave at various library dedications in his roles with the Board. “I have been to a number of dedication events and have been consistently struck by seemingly ordinary people who make extraordinary efforts in endless meetings, in providing passionate arguments in the give and take of open debate and in the difficult task of raising funds,” he said. “I often wonder about the source of their drive. What is in their heart, I do not know for sure; however, there are some feelings that come through to me. I call them the three C’s.”

“C for Children - Many say that they do this for their children and grandchildren. They believe that reading and books are essential for their life’s journey. They know that libraries provide a head start to the very young and provide the opportunity for independent life-long learning where imagination and scholarship is nurtured.”

“C for Community - Many work and contribute to develop pride in their community. They see the library as a focus on community life. A place that welcomes all; where the community is on display. They see the library as a focus on community life. They believe that libraries are essential for the community’s journey. They know that libraries provide a head start to the very young and provide the opportunity for independent life-long learning where imagination and scholarship is nurtured.”

“C for Country - I get a glimpse of deep feelings from people who believe there is a relationship between libraries and democratic values. It is not lost upon me that our Founding Fathers were avid readers and were dependent upon books from their personal collections for their ideas and actions and the need for an informed citizenry to make democracy work.”

Joe you are missed.

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Westborough
Springfield City Library
Massachusetts Board of Library Commissioners
Forbes Library, Northampton
Massachusetts Board of Library Commissioners
Joshua Hyde Public Library, Sturbridge
Wellesley Free Library
Buxton Town Library
Worcester Public Library
Hinsdale Public Library
Massachusetts Board of Library Commissioners
Dedham Public Library
Tufn Library, Weymouth
Lexon Library Association
Massachusetts Board of Library Commissioners
Massachusetts Board of Library Commissioners
Boston Public Library
Winthrop Public Library
Cambridge Public Library
Minuteman Library Network, Natick
Nevis Memorial Library, Medfield
Thayer Memorial Library, Lancaster
Robbins Library, Arlington
Western Massachusetts Regional Library System, Whately
Board of Directors of the Associates of Boston Public Library
Brewster Ladies’ Library Association
Kingston Public Library
Dunstable Free Library
Massachusetts Board of Library Commissioners
2007 Annual Report
Massachusetts Board of Library Commissioners

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