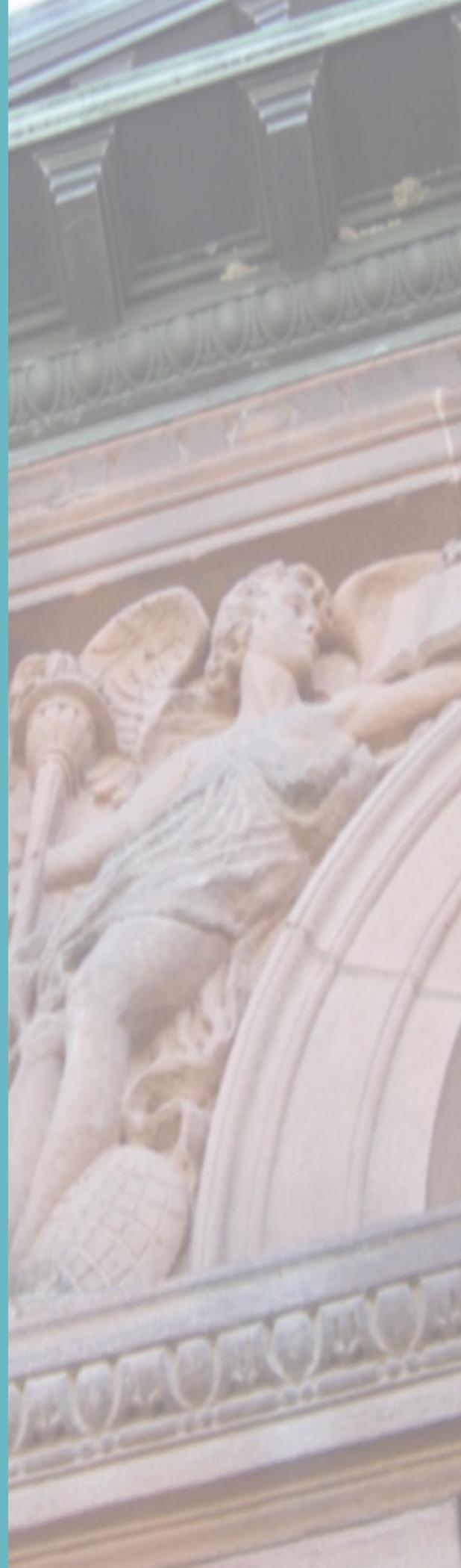


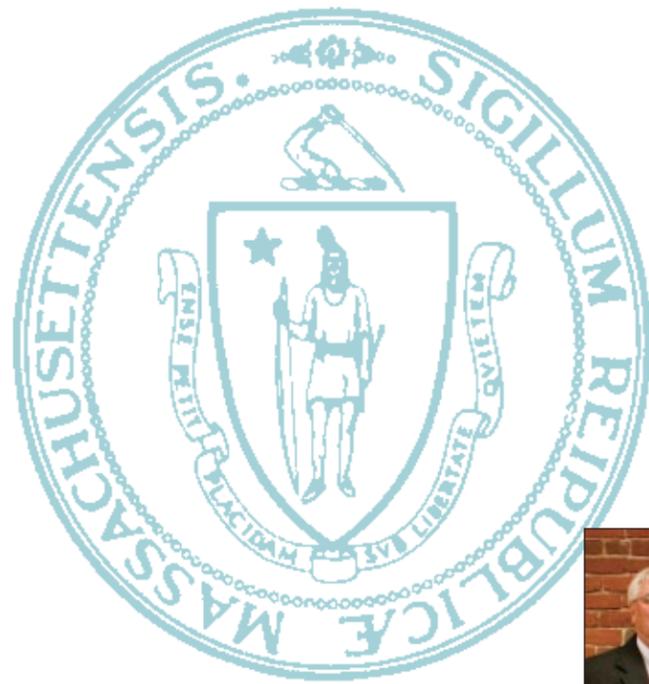
2007 Annual Report



MASSACHUSETTS BOARD OF
Library Commissioners

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





Bill Torcaso Photo

Current Commissioners from left to right, back row, Richard Dunbar, Vicki Kaufman, Irving Zangwill, Francis Murphy & Edward Bertorelli, and front row, left to right, George Comeau, Em Claire Knowles and Katherine Dibble. Not pictured is Emily Salaun.

COMMISSIONERS

Dr. Em Claire Knowles, 2001- <i>Chairman</i>	Medford
George T. Comeau, Esq., 2004- <i>Vice Chairman</i>	Canton
Katherine K. Dibble, 2005- <i>Secretary</i>	Roslindale
John E. Arnold, 1994-2006	Westborough
Edward L. Bertorelli, 1995-	Milford
Richard D. Dunbar, 2005-	West Springfield
Joseph S. Hopkins, 1998-2007	Amherst
Vicki L. Kaufman, 2006-	Melrose
Francis R. Murphy, 2007-	Arlington
Emily M. Salaun, 2005-	Needham
Irving H. Zangwill, 2006-	Fall River

The Massachusetts 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 regional library systems and automated resource sharing. 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 online databases.

Chairman & Director's Report

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, an interlibrary loan network that offers 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, 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 with the support of the six regional library systems and the nine automated networks.

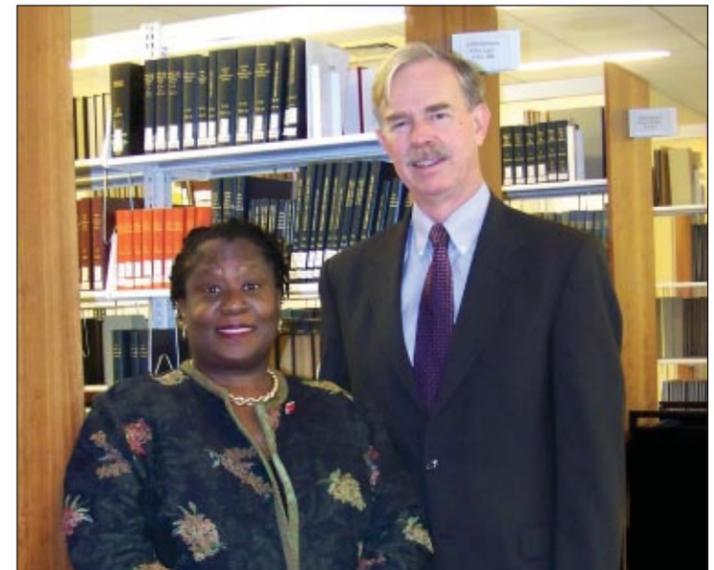
The Public Relations Advisory Committee appointed by the Board completed its work on the first three-year marketing plan for libraries in Massachusetts. The committee identified non-library users who are parents and caregivers of children through age 12 and "twenty something's" as the first key audiences that it wished to 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, regions, 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.

Em Claire Knowles
Chair

Robert C. Maier
Director

The Year in Review

During the past year, the Massachusetts Board of Library Commissioners has been working through a group of statewide committees to review and enhance its services to the citizens of Massachusetts who are using libraries more than ever before. Circulation, visits, delivery, online use of databases and Web site visits were all up, and libraries of all types are struggling to meet the demands of their users. By providing statewide leadership and funding, the Board continues to work toward the goal of equal access to library resources for all.

Statewide Delivery Committee Recommends Best Practices

The seemingly simple concept of moving library resources from one library to another remained big business for the Massachusetts Library Regional Library Systems and their member libraries in FY2007. The dairy farmer in South Hadley, the college student in Dartmouth or the Web designer in Newton, all benefit from and depend on the ability to request and receive books, DVD's and CD's at their local library, regardless of what library actually owns the resources.

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 3/4 to 9/2 minutes, or \$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

DVD'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.
- *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 pickup location, and better recognition of library branch locations. Delivery improvements have been made through education to member library staff by the Regional Library Systems, and even a Delivery Awards Ceremony with categories such as the Golden Bundle, Against All Odds and Great Space Awards, have been held.

Although much has been accomplished, 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. Among them:

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



Marlene Sue Heroux Photo

WMRLS Delivery Awards Ceremony Winners enjoy a tour of the WMRLS Delivery Van at Agawam Public Library.

July 2006

State Aid Review Committee Appointed,
Public Library Incentive Grant Program Begins

August 2006

Public Relations Advisory Committee Appointed

September 2006

Planning & Design Grant Round Announced

October 2006

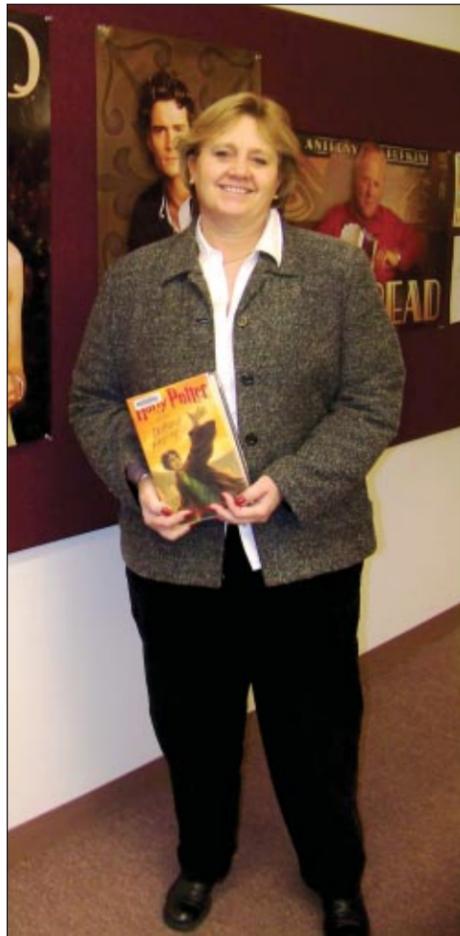
FY2008 Legislative Agenda Adopted

November 2006

Public Library Construction Provisional Grants Awarded to
Dalton Dudley & Heath,
Statewide Delivery Committee "Best Practices" Report Accepted

December 2006

Certification Process for the FY2007 State Aid to
Public Library Program Begins



“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

sponsorships or partnerships, that could be used for library awareness or promoting programs,

3. That the Board set guidelines for sponsorships and/or paid partners from outside the traditional non-profit library world to promote its various programs, and
4. That the Board investigate ways to obtain state funding for library awareness and promotion.

To help begin implementation of the plan, a new advertising firm was hired in July 2007 to work with the Committee. And, it is hoped that the first phase of the promotional campaign, along with the roll-out of the new public Web site will take place in early 2008.

State Aid Review Committee Recommends New Program

In July and August 2006, the Board approved 30 appointments to the State Aid Review Committee, and over the next 10 months they met to review the State Aid to Public Libraries Program.

The purpose of the State Aid to Public Libraries program is to encourage municipalities to support public libraries that meet the evolving needs of their residents, to encourage resource sharing and collaboration among libraries and to provide equal access to appropriate public library services for all residents of the Commonwealth.

During its initial meetings the committee discussed the strengths and weaknesses of the current program, reviewed state aid programs in other states and drafted a purpose for the a new State Aid to Public Libraries Program. The committee began its work crafting a new program by dividing into three sub-groups that discussed elements of a new State Aid Program. After initial discussions centering on a local funding requirement, working groups were formed to complete specific tasks between meetings of the full committee.

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 To 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.



“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

Library Services Strengthened with Federal Funds

The federal government, through the Institute of Museum and Library Services (IMLS), annually appropriates funds to the Board under the Library Services and Technology Act (LSTA) to help implement the goals and objectives of the *Massachusetts Long-Range Plan, 2003-2007*. For FY2007 this represented \$3,413,560 for the Commonwealth of Massachusetts, a slight increase over FY2006.

Each year, in addition to statewide projects, the Board uses LSTA funding to give direct grants to libraries that allow them to offer services above what their local funding would permit. To ensure that there is representative input from all types of libraries, the LSTA program is reviewed by the State Advisory Council on Libraries, a 16-member council of library users and librarians from public, academic, school, institutional and special libraries, as well as libraries serving persons with disabilities.

Direct grants totaling \$1,324,370 were awarded in 15 categories to 76 libraries, Regional Library Systems & automated library networks. Among some of the exemplary projects for FY2007 were:

Mass Historical Society Puts Abolitionist Materials Online

Founded in 1791, the Massachusetts Historical Society (MHS) has collected, preserved, and made available resources for the study of Massachusetts and United States history. No project could be more faithful to the founding purpose of the Historical Society than the communication of primary source materials to the widest possible audience, now via the World Wide Web.

Specifically, the MHS wished to digitize many different items in their collection that had to do with the anti-slavery movement in Massachusetts. Much of this interest was generated by the bicentennial of the birth of William Lloyd Garrison in 2005 that renewed interest in the central role Massachusetts played in the antebellum national debate over slavery. The Society's collection of materials on the anti-slavery



Nancy Heywood, Digital Projects Coordinator at the Massachusetts Historical Society Library, reviewing some of the documents that were digitized in the *Images of the Antislavery Movement in Massachusetts*.

movement is central to any study of this topic. As the home of abolitionist William Lloyd Garrison and *The Liberator*, Massachusetts, and Boston in particular, was known world-wide as the nexus for the American abolitionist movement.

Among the items digitized were 742 items within the Portraits of American Abolitionists collection and 97 depicting items in the MHS broadside, artifact, portrait and printed collections, each cataloged in ABIGAIL, the MHS online catalog. The digital team, led by Digital Projects Coordinator Nancy Heywood, created 846 master digital images and tracked them within an image database (that holds administrative metadata); entered 840 web database records into the Historical Society's content management system, and produced 3,398 derivative images.

Although MHS had previously created a small number of links from bibliographic MARC records to digital surrogates, the *Images of the Antislavery Movement in Massachusetts* grant project provided a wonderful opportunity to add a significant number of links to images of items described in the bibliographic records. Researchers searching ABIGAIL can now easily see the differences between the portrait of Charles Sumner by Darius Cobb in 1877 and the portrait of Charles Sumner by an

unidentified artist. By linking to images of visual materials, researchers are able to view the actual items rather than simply a bibliographic record describing them.

Although the linking was the only point of entry originally envisioned for access to the digital items, the digital team decided that it would enhance access to these materials if we could pull them together with a web page that summarizes the materials presented online and features links to highlights from the collection (www.masshist.org/abolition). Here web visitors can browse a list of the featured historical materials grouped by format—artifacts, broadsides, engravings, patriotic covers, photographs and portraits.

Statewide Database Promotion Benefits Users in Reading

During the fall of 2005, the Reading Public Library conducted database usability studies with older adults and teens. Both user groups had difficulty using the database and lacked knowledge about general searching techniques and with terms such as “choose a database”. Since both of these groups are frequent library users, it was clear that they were not aware of the library's database resources.



LINKS display at the Parker Middle School in Reading, which the Reading Public Library used to promote a presentation and the statewide databases.

Lorraine Barry Photo

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 so 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



Julie Heagney, Coordinator of Literacy and the Neighbors and Newcomers Center at the Framingham Public Library, assisting the Celay family from Haiti.

Grant, a small office located across from the main circulation desk of the Framingham Public Library was converted into a Newcomers and Neighbors Center (NNC). This project originated as a response from community activists and organizations for a central place for assistance for immigrants to Framingham. A Newcomers Committee was formed to plan and coordinate a working relationship of the different departments within the library to meet the needs of newcomers to Framingham, particularly those whose first language is not English. The NNC Coordinator planned visits to community agencies and organizations with the Community Services Librarian and a system was set up to share information between departments to create a resource guide and update the Community Information Database. A link to information on the NNC was also added to the library's website.

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 card. She apologized again and again for not speaking English. I apologized again and again for not speaking more Portuguese. She came in several times, each time I think searching for me—feeling safe was my guess."

Beyond providing individuals with direct help, the NNC Coordinator participated in numerous community events; among them an Immigration Training for town and state officials and a Latino Health Fair. She also hosted a Brazilian business owner's meeting at the library and, on a larger scale, was part of the planning committee for the Town's Brazilian Dialogue.

To date, 25 individuals have been trained to help in the NNC, with several helping on a regular basis. Other volunteers have contributed their time and expertise in

designing the NNC's logo, brochure and translating some materials. Some volunteers have helped by providing additional support at community fairs or functions where the NNC distributed information.

In June 2007, a *Newcomers and Neighbors Resource Guide* for use by the staff to help refer visitors in need of assistance in such areas as abuse and neglect, energy and fuel assistance, food pantries, and other topics was produced. The Resource Guide is currently available in both the NNC and the reference department. Several other guides have also been printed and translated into several languages, among them *Finding Your Way: Information, Resources and Services for New Immigrants*, a list of *Frequently Asked Questions*, and a health brochure, *Stress of Immigration*.

Sunderland's On the Same Page Proves Successful

Feeling that they needed a program to complement their newly-constructed library, the Sunderland Public Library decided to target adults. "The Sunderland Public 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 adult programming to take center stage."

Over the years, the library had 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. Throughout the building project, the library was always asking residents and patrons for money. Even if an event was held, some type of fundraising was attached to it; there was always a catch. Now that the project is done, and there is a beautiful space for book discussions and ample parking, it was time for adult programming with no strings attached.

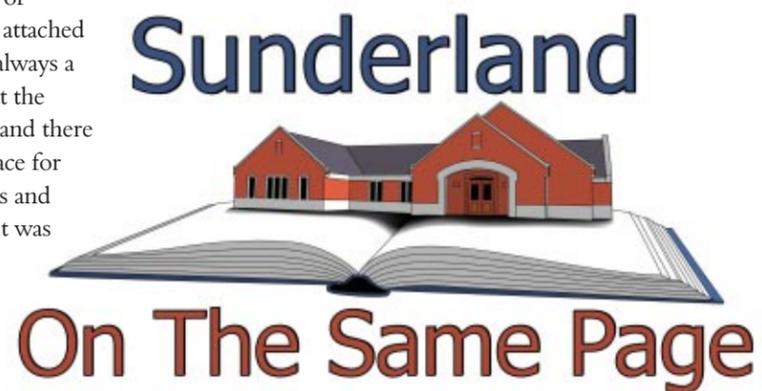
The book that was chosen for

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, on loan 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.

As a first-time project for adults, "This program provided excellent exposure for the library," said Sharry. "This was an excellent town-wide event, and I am so happy that we will be holding an "On the Same Page" program annually."



The logo used by the Sunderland Public Library to promote its' On the Same Page town-wide reading program.



"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 integral to our library offerings and library instruction program. 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 MBLC and CMRLS budgets."

—Denise Cross, Coordinator of Library Technical Services and Systems; Dale LaBonte, Coordinator of Library Serials and Electronic Resources; Fyiane Nsilo-Swai, Coordinator of Library Reference and Instruction Services, and Michael Stevenson, Coordinator of Library Collection Development, The Alden Library, Quinsigamond Community College, Worcester.

Massachusetts Regional Library Systems

Each year the Board provides funding to six 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 nearly 1,800 public, academic, school and special libraries that include interlibrary loan, reference and referral, delivery of materials between libraries, continuing 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 office or home. 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 ranging 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 year-round, 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, CD's and other media that they can't get on their own. While satisfying the requirements of the Uniform Procurement Act (MGL Ch. 30b), 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 sound recording discounts range usually from 30-45 percent.



"The regional library system is vital to local public libraries – without the workshops and continuing education opportunities offered to library staff (and open to trustees!), the interlibrary loan and delivery services, database access and cooperative purchasing programs, to name just a few of their services, we would be much less able to serve our community. My local library utilizes all of the above named services and opportunities. We cannot afford these services without the state's help, nor can we do without them."

—Cindy A. Schatz, President, Massachusetts Library Trustee Association, and Library Trustee, Lucius Beebe Memorial Library, Wakefield.



The new Leominster Public Library restored its original Andrew Carnegie library, as well as more than doubling its space.



The newly expanded Lilly Library now is handicapped accessible and has facilities for children and a public meeting room.



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.

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.

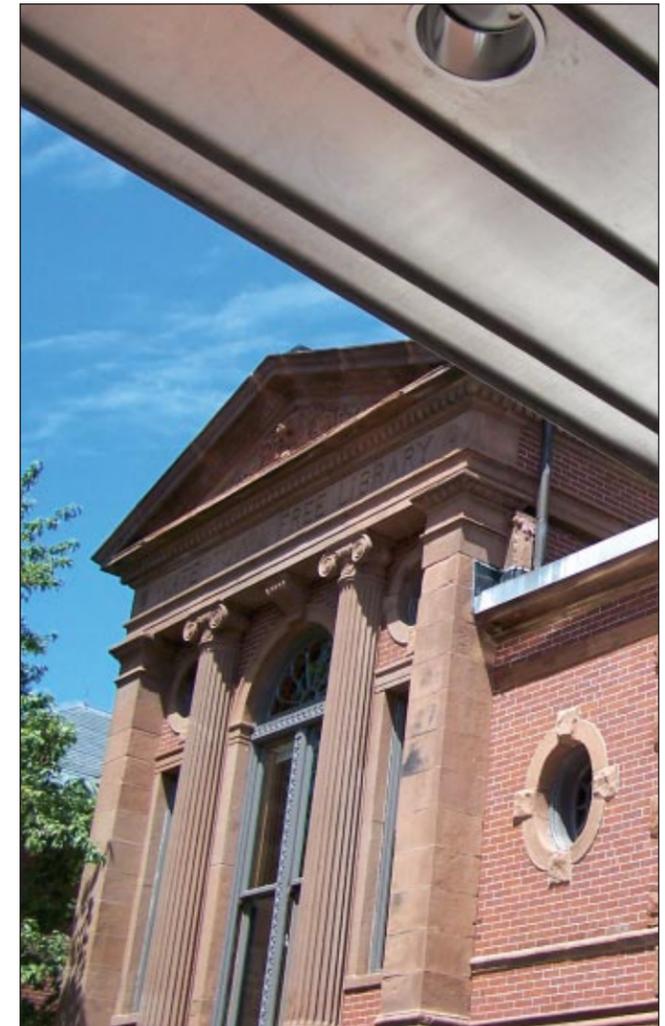


Charles Kronauer Photo

The Harvard Public Library now occupies the former Old Bromfield School with an architecturally compatible addition.



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.

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 Rothstein, 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 (i.e. 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 2,700 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 is “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, *Dots and Decibals*, designed to keep its users informed of the interesting news and announcements from the Perkins Library, along with *PerKIDS*, 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 Type 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 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. Users of the services sent letters to the Governor and Legislature, and Perkins compiled a special booklet that contained 50 letters telling how Talking Books improved their lives. “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.



Jeff Moté Photo

“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 Morin, Managing Consultant
Electronic Data Systems

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 Library of Last Recourse—\$15,730,361

Board Administration—\$1,000,732

Public Library Incentive Grant Programming—\$250,000

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

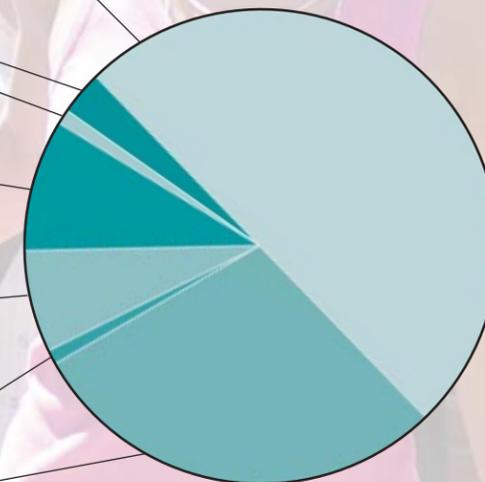
Talking Book Library—\$2,182,175
(Perkins School for the Blind in Watertown)

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



Agency Staff

Management Team

Robert C. Maier	Director
Nancy Rea	Deputy Director/Head of Library Development (from Oct 06)
Dianne L. 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 Underserved
Michael Sarmiento	Contracts Specialist (till Aug 06)
Deborah Shalit	Contracts Specialist (from Aug 06)
Yiluo Song	Web Coordinator (from Oct 06)
Gregor Trinkaus-Randall	Preservation Specialist
Beth Wade	Grants Manager
Viju Vaidya	Accounting & Payroll

Support Staff

Terry D'Angelo	Administrative Assistant, Business Office
Rachel Devin	Administrative Coordinator, Library Development
Uechi Ng	Administrative Assistant, State Aid
Amy Pyke	Receptionist
Sharon Zitser	Administrative Assistant, Public Advisory

Statewide Remote Authentication and Authorization Task Force Committee

Emily Alling, <i>Coordinator</i>	Learning Commons & Undergraduate Library Services, W.E.B. Du Bois Library, UMass/Amherst
Linda Beeler, <i>Head of Reference</i>	Thomas Crane Public Library, Quincy
Martha Driscoll, <i>Systems Manager</i>	North of Boston Library Exchange, Danvers
Edee Edwards, <i>Reference Librarian</i>	Babson Library, Springfield College
Patricia Fontes, <i>Media Center Director</i>	Nashoba Regional High School, Bolton
Christine Haggstrom, <i>Member Services Supervisor</i>	Central/Western Massachusetts Automated Resource Sharing, Worcester
Paul Kissman, <i>Library Information Systems Specialist</i>	Massachusetts Board of Library Commissioners
Karen Kohr, <i>Library Media Specialist</i>	Campbell Resource Center Library, Boston Public Schools
Laurie Lessner, <i>Assistant Director for Technology Services</i>	SAILS, Middleborough
Rick Levine, <i>Technical Specialist</i>	Central Massachusetts Regional Library System, Shrewsbury
Kathy Lussier, <i>Assistant Administrator for Technology</i>	Southeastern Massachusetts Regional Library System, Lakeville
Ken Peterson, <i>Coordinator of Services to Libraries</i>	Boston Regional Library System
Don Richardson, <i>Assistant Director Library Systems</i>	George C. Gordon Library, Worcester Polytechnic Institute

Public Relations Advisory Committee

John Arnold, <i>Commissioner</i>	Massachusetts Board of Library Commissioners, 2006-2007
Mary Bender, <i>Acting Communications Manager</i>	Boston Public Library, 2007-2008
Melissa Campbell, <i>Director</i>	Plainville Public Library, 2006-2008
Charlotte Canelli, <i>Director</i>	Bellingham Public Library, 2006-2008
Liz Doucett, <i>Assistant Director</i>	Lucius Beebe Memorial Library, Wakefield, 2006
Janet Eckert, <i>Library Consultant</i>	Western Massachusetts Regional Library System, 2006-2008
Susan Flannery, <i>Director of Libraries</i>	Cambridge Public Library, 2006-2009
Elizabeth Fox, <i>Adult Circulation Desk</i>	Sandwich Public Library, 2006-2009
Deborah Lang Froggatt, <i>Director</i>	Boston Arts Academy/Fenway High School Library/ Boston Symphony Orchestra Education Resource Center, 2007-2009
David Gray, <i>Director of Communications & Public Information</i>	Massachusetts Board of Library Commissioners, 2006-2007
Vicki Kaufman, <i>Commissioner</i>	Massachusetts Board of Library Commissioners, 2007-2009
Em Claire Knowles, <i>Commissioner</i>	Massachusetts Board of Library Commissioners, 2006-2008 (Ex-Officio)
Katherine Lowe, <i>President</i>	Massachusetts School Library Association, 2006-2009
Robert Maier, <i>Director</i>	Massachusetts Board of Library Commissioners, 2006-2008
Pat McLeod, <i>Director</i>	David & Joyce Milne Public Library, Williamstown, 2006-2009
Alex Merceron, <i>Communications Manager</i>	Boston Public Library, 2006-2007
Anna Popp, <i>Secretary</i>	West Springfield Public Library, 2007-2009
Greg Pronevitz, <i>Administrator</i>	Northeast Massachusetts Regional Library System, 2006-2008
Laurie Risler, <i>Secretary/Clerk</i>	Friends of the Western Massachusetts Regional Library System, 2006-2007
Emily Salaun, <i>Commissioner</i>	Massachusetts Board of Library Commissioners, 2006-2008
Frank Sestokas, <i>Marketing Coordinator</i>	Worcester Public Library, 2006-2007
Stephanie St. Laurence, <i>Public Relations/Reference Desk Coordinator</i>	Tufts University Tisch Library, Medford, 2006-2008
Dawn Thistle, <i>Director of Library Services</i>	Emmanuel d'Alzon Library at Assumption College, Worcester, 2007-2009

State Advisory Committee on Libraries

Kim Charlson, <i>Libraries Serving Those with Disabilities</i>	Perkins Braille & Talking Book Library, Watertown, 2002-2008
Katherine Dibble, <i>MBLC Liaison</i>	Massachusetts Board of Library Commissioners
Karin Deyo, <i>School Libraries</i>	Taunton Elementary Schools, 2006-2009
Robin Glenn, <i>Users</i>	Northampton, 2006-2009
Susan Glover, <i>Public Libraries</i>	Boston Public Library, 2003-2009
Millie Gonzalez, <i>Academic Libraries</i>	Framingham State College, 2007-2010
Ann McLaughlin, <i>Public Libraries</i>	Thomas Crane Public Library, Quincy, 2002-2009
Francis Murphy, <i>Users</i>	Arlington, 2003-2007
Josephine Napolitano, <i>Users</i>	Methuen, 2005-2010
Richard Poisson, <i>Special Libraries</i>	MITRE Corp., Bedford, 2002-2008
Gail Scanlon, <i>Academic Libraries</i>	Mount Holyoke College, So. Hadley, 2002-2008
Gregory Shesko, <i>Users</i>	Needham, 2007-2010
Owen Smith Shuman, <i>Public Libraries</i>	Groton Public Library, 2002-2008
Joan Stern, <i>School Libraries</i>	Cambridge Public Schools, 2002-2008
Thomas Standing, <i>Users</i>	Danvers, 2005-2008
Forest Turner, <i>Institutional Libraries</i>	Suffolk County House of Corrections, Boston, 2006-2009
Diane Wallace, <i>Public Libraries</i>	Bacon Free Library, South Natick, 2002-2008

State Aid Review Committee

John Arnold, <i>Member-at-Large</i>	Westborough
Emily Bader, <i>Director</i>	Springfield City Library
Edward Bertorelli, <i>Commissioner</i>	Massachusetts Board of Library Commissioners
Bonnie Burnham, <i>Trustee</i>	Forbes Library, Northampton
Dianne Carty, <i>Head of State Aid and Data Coordination</i>	Massachusetts Board of Library Commissioners
Ellie Cheseborough, <i>Director</i>	Joshua Hyde Public Library, Sturbridge
Janice Coduri, <i>Director</i>	Wellesley Free Library
Diane Giarrusso, <i>Director</i>	Boxford Town Library
Penny Johnson, <i>Director</i>	Worcester Public Library
BWS Johnson, <i>Director</i>	Hinsdale Public Library
Em Claire Knowles, <i>Commissioner</i>	Massachusetts Board of Library Commissioners
Patricia Lambert, <i>Director</i>	Dedham Public Library
Joanne Lamothe, <i>Director</i>	Tufts Library, Weymouth
Denis Lesieur, <i>Director</i>	Lenox Library Association
James Lonergan, <i>State Aid Specialist</i>	Massachusetts Board of Library Commissioners
Robert Maier, <i>Director</i>	Massachusetts Board of Library Commissioners
Bernard Margolis, <i>President</i>	Boston Public Library
James Matarazzo, <i>Trustee</i>	Winthrop Public Library
Andre Mayer, <i>Trustee</i>	Cambridge Public Library
Susan McAlister, <i>Executive Director</i>	Minuteman Library Network, Natick
Krista McLeod, <i>Director</i>	Nevins Memorial Library, Methuen
Joseph Mule, <i>Director</i>	Thayer Memorial Library, Lancaster
Francis Murphy, <i>Trustee</i>	Robbins Library, Arlington
John Ramsay, <i>Administrator</i>	Western Massachusetts Regional Library System, Whately
Vivian Spiro, <i>Chair</i>	Board of Directors of the Associates of Boston Public Library
Suzanne Teuteberg, <i>Director</i>	Brewster Ladies' Library Association
Vanessa Verkade, <i>Trustee</i>	Kingston Public Library
Elaine Winqvist, <i>Director</i>	Duxbury Free Library
Irving Zangwill, <i>Commissioner</i>	Massachusetts Board of Library Commissioners

Statewide Delivery Committee

Michael Colford, <i>Administrator</i>	Boston Massachusetts Regional Library System
Katherine K. Dibble, <i>Commissioner</i>	Massachusetts Board of Library Commissioners (Ex-Officio)
Ellen Dolan, <i>Director</i>	Shrewsbury Public Library
Michelle Filleul, <i>Head of Circulation Services</i>	Reading Public Library
Marlene Sue Heroux, <i>Reference Information Systems Specialist</i>	Massachusetts Board of Library Commissioners
Mary King, <i>Regional Librarian</i>	Western Massachusetts Regional Library System, Whately
Elia D. Marnik, <i>former Commissioner</i>	Massachusetts Board of Library Commissioners (Ex-Officio)
Susan McAlister, <i>Executive Director</i>	Minuteman Library Network, Natick
Robert Rezendes, <i>Librarian</i>	Learning Resources Center, Bristol Community College, Fall River
Larry Rungren, <i>Executive Director</i>	Merrimack Valley Library Consortium, Andover
David Slater, <i>Executive Director</i>	Old Colony Library Network, Braintree
Sunny Vandermark, <i>Administrator</i>	Metrowest Massachusetts Regional Library System, Waltham

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.

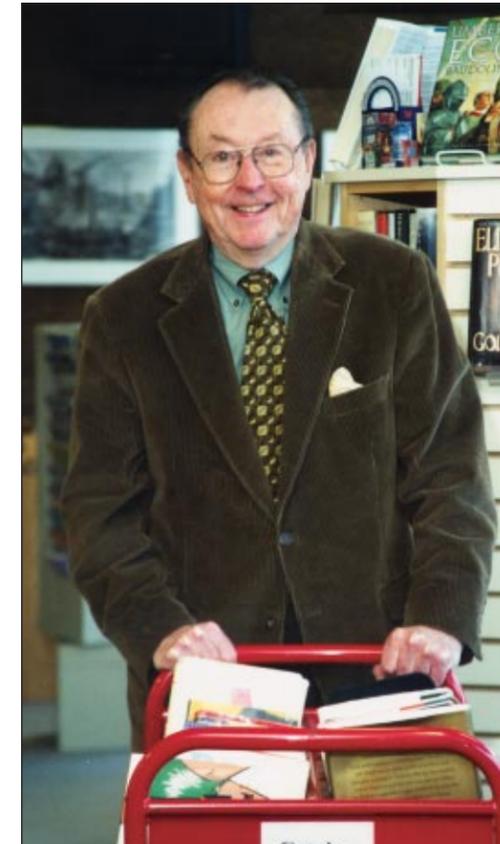
Joe's values and his devotion to libraries came through in the talks he gave at various library dedications in his roles with the Board. "I have been to a number of dedication events and have been consistently struck by seemingly ordinary people who make extraordinary efforts in endless meetings, in 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.

"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 them 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.



Commissioner Joseph S. Hopkins



2007 Annual Report

Massachusetts Board of Library Commissioners

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

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