



# **Massachusetts Board of Library Commissioners**

## **2008 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.



Current Commissioners standing from left to right, Richard Dunbar, Katherine Dibble, Francis Murphy, Mary Rose Quinn, Irving Zangwill; seated from left to right, Em Claire Knowles, George Comeau and Vicki Kaufman. (Not pictured: Carol Caro)

### COMMISSIONERS

George C. Comeau, Esquire., 2004, Chairman, Canton

Katherine K. Dibble, 2005, Vice Chairperson, Roslindale

Francis R. Murphy, 2007, Secretary, Arlington

Carol B. Caro, 2008, Brookline

Richard D. Dunbar, 2005, West Springfield

Vicki L. Kaufman, 2006, Melrose

Em Claire Knowles, 2001, Medford

Mary Rose Quinn, 2008, Woburn

Irving H. Zangwill, 2006, Fall River

#### Front Cover Photos

Top: Students at Wilmington Library's newly renovated "Teen Zone".

Bottom: Children enjoy a special program at Lakeville Public Library.

## WHO WE ARE:

The Massachusetts Board of Library Commissioners (MBLC) is the agency of state government with the statutory authority and responsibility to organize, develop, coordinate and improve library services throughout the Commonwealth. The MBLC:

**W**orks 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 equal access to library resources

**A**dvises municipalities and library trustees on the operation and maintenance of public libraries, including construction, preservation, and renovation

**A**dministers state and federal grant programs for libraries and promotes cooperation among all types of libraries through regional library systems and automated resource sharing

## CHAIRMAN & DIRECTOR'S REPORT



George T. Comeau

Our communications tools are evolving faster than we can say Facebook. In fact, the uses of instant messaging and social networks have increased exponentially over just the last twelve months. It is in this context that I reflect upon the original social network – the public library. Public libraries are the connecting point for much more than books and media. In this new digital world the modern library is a gathering place for job seekers, immigrant families, senior citizens, high school students, new moms, and old dads. In the 21<sup>st</sup> century library, and particularly in Massachusetts, the local

services available to anyone, regardless of race, creed, sexual orientation, or income are transforming lives every day.

Whether through a job search, or a medical question, the latest album by Coldplay, or learning English, the library is the connecting point for all. Socially, libraries are a link for rediscovering the basic freedoms offered by our Constitution. Everyone who lives in this Commonwealth can walk into their public library and be welcomed by professional librarians who strive to make their lives better. For those that believe the Internet has obviated the need for the public library, I invite you back to your local library and reacquaint yourself with this vibrant and relevant public service.

Putting it all together across more than 1,750 member libraries is a big task. The Massachusetts Board of Library Commissioners connects the many different members of the library community: the regions, networks, trustees, friends, grant providers, a variety of agencies, and others, to each other so that library services in Massachusetts are streamlined and efficient. Connecting points have never been more important, and the millions of requests made to libraries is proof that our libraries are vibrant, relevant, and well connected.

*George T. Comeau*  
Chair



In good economic times and bad, libraries work together to provide essential services that raise up individuals and communities. Whether it's a laid-off worker starting a job search, a student who needs homework help, or an entrepreneur trying to start a business, people are turning to their libraries in record numbers. And libraries are responding with literacy opportunities for all ages and cultures as well as access to information, programs, services and materials that improve lives and save money.

Through state programs no library has to stand on its own. Using the MBLC's programs, libraries have maximized the benefits of regional services to deliver 12,000,000 items needed by residents, dramatically improved the skill level of library staff and provided millions of journal and news articles on demand directly to residents. Through automated library networks, residents have access to nearly 40,000,000 holdings of Massachusetts libraries and a system that creates operating efficiencies for member libraries by outsourcing automation so that staff are free to serve customers better. Through the state aid program, residents of certified cities and towns (338 last year) have free access to other public libraries and they used this access to borrow 10,000,000 items. And, through a partnership with the Library of Congress and with state funding, blind, legally blind and disabled residents have access to materials and services that keep them in touch with the world and help them to be productive individuals.

Libraries do what no other organization does—they level the playing field. It doesn't matter where you're from, what you do for a living, whether you have a PHD or a GED, every resident has equal access to libraries' resources. At the MBLC we're working to make sure that continues, in good times and in bad.

*Robert C. Maier*  
Director

# SOARING USAGE

Libraries across the Commonwealth have experienced a surge in usage. Patrons are turning to their libraries to use Internet computers, check out books movies and music and access online materials and databases.\*

In FY 2008 there were over **30 million** visits to public libraries—enough to fill Fenway Park to capacity 775 times.



Liza Raynard reads a story to her dad at the Flint Public Library in Middleton.

Over **2 million** people attended programs in public libraries—that's close to 3 times the number of people who attended Celtics home games during their 2008 NBA Championship winning season.

Perkins School for the Blind reports a **70%** increase in digital downloads and a **16%** increase in library users.

Libraries that completed construction projects in FY2008 had an average increase in circulation of **36%**



Reading in Braille at Perkins

Courtesy of Perkins School for the Blind

# 44%

more people are using the libraries **online databases** to access full text articles from reliable sources.



Children start reading early at the library.

Online registration for Massachusetts **Summer Reading** programs increased

# 30%

# 83%

of Massachusetts public libraries provided **Wifi**

Patrons borrowed more than 54 million books and other materials from libraries—that's about

# 100

 items per minute!

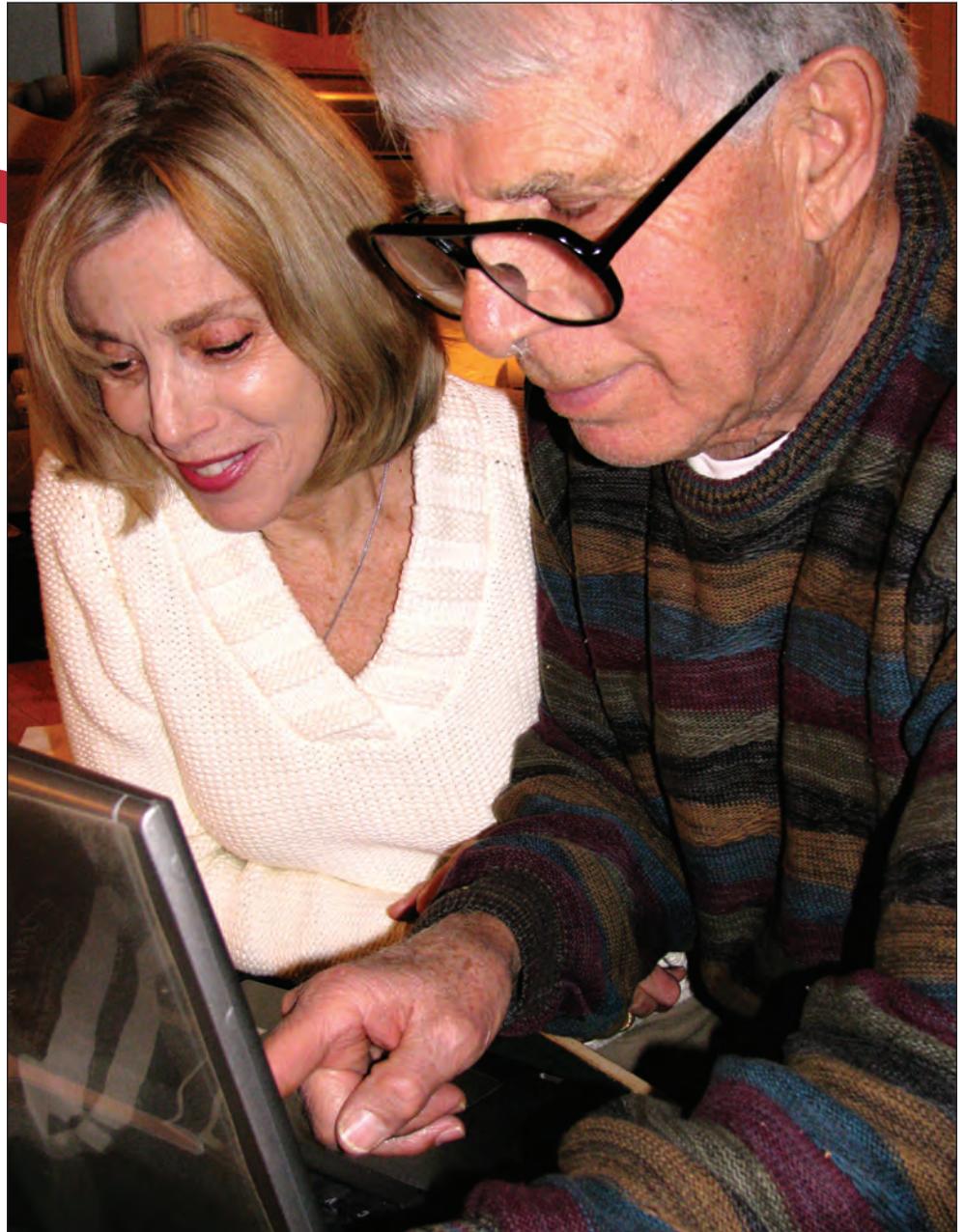
The Commonwealth's public libraries have a customer satisfaction rate of

# 94%



One of many ESL Conversation Circles groups at Newton Free Public Library. Photo: courtesy of Susan Becám.

Woburn patrons access online databases.



# LSTA: INCREASING ACCESS

## Connecting Us to Our Past



Roxbury Garden project by Irene Shwachman, 1960

Northeastern University Libraries used a "Digitizing Historical Resources" Library Services and Technology Act (LSTA) grant to make Freedom House photographs accessible online.

Freedom House was founded in 1949 by social workers Otto P. and Muriel Snowden. The initial goal of Freedom House was to centralize community activism in the fight for neighborhood improvement, good schools, and harmony among racial, ethnic, and religious groups in Roxbury Massachusetts. Freedom House went on to play critical roles in urban renewal in Roxbury and in the desegregation of Boston Public Schools.

Northeastern University has digitized more than 2,400 images relating to Freedom House, creating a digital resource of an important period in our history. Joan D. Krizack, Northeastern University Archivist and Head of the Special Collections Department is pleased that the images are now organized digitally in a way that makes searches and access easier, "Online access provides multiple access points and enables people everywhere to be able to see this rich resource." To view this special collection please visit: <http://www.lib.neu.edu/freedomhouse>.

## Welcoming Newcomers

photo: David Gray



The Thomas Crane Public Library in Quincy used LSTA funding to develop a program to help newcomers to the community practice English through informal conversation groups. Using trained volunteers as facilitators, *Talk Time* quickly expanded to five active groups and developed community partnerships with the Quincy Housing Authority and Quincy Asian Resources, offering weekday and Saturday sessions at a variety of locations. The program's results are impressive, with a 75% increase in circulation of the library's English language and citizenship collection and 56% of program participants reporting that they are more confident in speaking English. A participant from Myanmar who came to *Talk Time* with very basic English skills was able to get a job at a local bakery after completing a 10-week session, and gained the confidence to answer the phone at home. Another participant from China improved his English skills so much that he began talking with diners at his restaurant and is better able to understand them. "*Talk Time* is a model for libraries seeking to develop programs for new English speakers," said Library Director Ann McLaughlin. "In a welcoming and encouraging atmosphere, newcomers improve their English speaking skills while becoming connected to community resources, library services and other new Americans. The lives of all participants are enriched in this wonderful project."

## Giving Teens a Voice

photo: Kathleen Mahoney



Brewster Ladies Library

The Brewster Ladies Library used an LSTA "Serving Teens and Tweens" grant to re-connect with local teenagers. The library established a Teen Advisory Board (TAB) which gives teens an active voice in library services and strengthens their ties to the community. The members of TAB redesigned the Teen Room to create a more fun welcoming space, worked with library staff to develop programming for teens, hosted teen events, and coordinated with library staff to provide volunteer opportunities for teens. TAB members have gained the leadership and organizational skills to set goals, establish meeting agendas, and effectively lead the Advisory Board meetings. They have learned the essentials of how to plan programs on topics of interest to their peers and have developed programs that help their community at large. One such program was "Teen Tech Week" in which young adults tutored community members in social networking including blogs, YouTube, and flickr.

TAB is also working on a challenged and banned books seminar with plans ask people of all ages to share their stories of censorship or incidents where they may have been involved in a book challenge. "We are trying to show the kids how things change over time and that one of the most challenged books of a decade can become a classic, or in some cases, a Disney movie!" — Kathleen Mahoney, Youth Services at Brewster Ladies' Library.

# STRENGTHENING OUR LIBRARIES

## Friends and Trustees

Friends of the Library and Library Trustees each hold an important role in strengthening the Commonwealth's libraries. Friends groups not only raise funds that make many of the library programs possible, but they support library initiatives, and many volunteer at the library. Numbering over 66,000 statewide, Friends of the Library are also a political force making up what has come to be known as the "Library Nation."

Library Trustees govern the way libraries are run on a local level, working with the library director and community members to make sure that each library meets the needs of local residents while maintaining statewide standards. The work they do in conjunction with their community is what makes each library across the state as unique as the residents it serves.

The Massachusetts Board of Library Commissioners' Public Library Advisory Unit sponsors conferences throughout the year designed to help Library Trustees and Friends address current topics and challenges that libraries may face. In FY2008 and early FY2009 conferences included: The 8th Annual Trustee Symposium, The Annual Friends Sharing with Friends Conference, How to Advocate Effectively for Your Library in Your Community, and The Library Security Summit.



(left to right) MBLC's Research Librarian & Friends Liaison Brian Donoghue, Head of Public Library Advisory & Government Liaison Maureen Killoran, President of the Massachusetts Library Trustee Association (MLTA) Cindy Schatz, and MLTA Vice President Richard Senior.

The Public Library Advisory Unit also conducts Library Trustee Orientations and serves as a constant support to both Trustees and Friends Groups. Early in 2008, the idea of privatizing public libraries surfaced in two Massachusetts communities. The MBLC responded by providing the library community with information and data, researched and gathered by the Public Library Advisory Unit, that library trustees and directors used when addressing this issue with their local officials.

Maureen Killoran, MBLC's Head of Public Library Advisory Unit and Government Liaison underscores the importance of both Friends and Trustees, "A vibrant Friends Group and a committed Board of Trustees form the foundation of successful public library service."

# REGIONAL COLLABORATION

Collaborations among the Massachusetts Regional Library Systems enable library users across the state to take advantage of resources that would otherwise be unavailable. Some highlights of 2008 include:

**Readsin MA.org** is an online program that compliments traditional annual summer reading celebrations. The customizable program attracts children, teens, and adults to celebrate reading for the fun of it. An added feature of the online program is that readers can access it from any computer with Internet. As one librarian reported:

*"It went so well, kids would do it from on vacation. (Some of them did so much reading, they never even went swimming.) One girl even reported from Taiwan! I loved reading the kids' reviews."*

In summer 2008, the number of libraries participating in Readsin MA.org Summer Reading Programs jumped from 168 to 235 and reached over 34,000 patrons. The program is a collaboration among the MBLC and the six Regional Library Systems.

**MassCat**, a project of five regional library systems (CMRLS, Metrowest, NMRLS, SEMLS and WMRLS), provides access to the bibliographic holdings of small libraries across the state. In FY2008 MassCat transitioned to an open-source library system, Koha. The system is web-based and hosted remotely by a company named LibLime. Libraries simply need an internet connection and browser to use it; there is nothing to install locally.

In addition to being open source, LibLime's Koha Zoom offers a very robust catalog which brings many unique services to residents and library staff. One school system is using the comment section of the catalog as a Wiki to put their opinions about the books and reply to one another. The catalog is graphical and intuitive in responding to searches.

MassCat has 100 members who have over 1,000,000 items. Some of the intriguing collections on MassCat are:

- Primary documents on the Massachusetts textile industry before the 20th century
- Sheet music for compositions of obscure composers
- Building code requirements for all kinds of structures

MassCat looks to build upon the success of its new system and expand its members exponentially.

**Director Essentials** will make being a library director a little less lonely by developing a resource with basic information and a way for directors to share solutions, contacts and shortcuts. A team of Regional staff and member librarians are designing the Director Essentials website. The content planning team includes academic, public, school and special library directors, a mix of experienced and new directors. The site will include general content for all directors and specialized content for each type of library. The Regional Library Systems will keep the site updated. Funding for the project has been provided by an LSTA grant administered by the MBLC. The site will be unveiled in the spring of 2009.



# THE BEAUTY OF AUTOMATION

## Resource Sharing through Inter Library Loan (ILL)

### THEN:



A patron walks into the Sharon Public Library and requests a book that the library doesn't have (in general books and photocopies of magazine articles were the only materials available through ILL).



To request the book through ILL, the Librarian fills out a paper request form and sends it via regular mail to the Regional ILL Center. Requests may be processed only once or twice a week.



A professional ILL Librarian manually searches through multiple print catalogs to locate a library that has the book (only the holdings of major public and research libraries can be searched, many popular titles, including paperback-only books aren't available through ILL at all). The librarian locates the book in Boston Public Library



The ILL Librarian sends the request for the book to Boston via regular mail

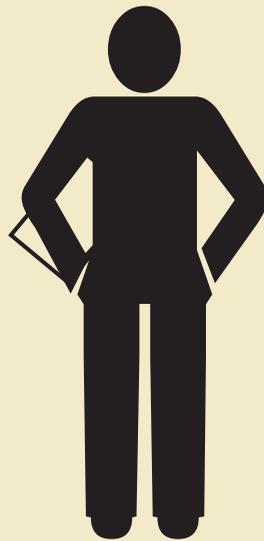


Boston sends the book to the Regional ILL Center in Andover via regular mail

The ILL center sends the book to Woburn Public Library via regular mail

Woburn Public Library notifies the patron via regular mail, or by phone, that the book can be picked up

**Time: on average several weeks**



### NOW:

A Woburn resident sitting at home, goes online and places a request for a DVD directly into the automated library system (a request can be placed from anywhere Internet is available)



The system searches holdings across the state, locates an available copy of DVD and immediately generates a request to the library that owns it.



A staff member at the owning library checks incoming requests several times a day; he drops the DVD into a delivery bin to enter into the regional delivery system for pick up.



Early the next morning, the regional delivery van picks up the DVD and delivers to the regional sorting facility or the statewide delivery link. Within 24 hours, another van delivers it to the Woburn library.



Woburn checks in the DVD, which automatically generates an email notifying the patron that it is ready for pick up

**Time: on average 2 days**

Although **demand** for materials through ILL has nearly **tripled** since 2001, **funding** to Library Technology & Resource Sharing, which supports the automated networks, is roughly **half of what it was in 2001**.

In regional surveys, patrons consistently rank ILL as one of the **top three most valued services** that they receive from their libraries.

# NEW SPACES BRINGING PEOPLE TOGETHER

The renovated **Charlton Public Library** is approximately 27,000 square feet and boasts three meeting rooms, a local history room, a main level comfortable seating area, an outdoor Reading Garden, wireless access throughout the building, and a café area where patrons may purchase freshly brewed coffee.

Photo: David Gray  
Architect: J. Stewart Roberts & Associates



In 2008 the Massachusetts Public Library Construction Program (MPLCP) celebrated the opening and re-dedication of six libraries and broke ground on libraries in **Mattapan** and **Milton**. More than buildings with books, libraries in the MPLCP bring people together by creating new public meeting space, teen areas, expanded children's rooms, computer spaces and rooms for programming for all ages and interests. "These libraries are your communities' living room," noted MBLC Commissioner Em Claire Knowles.

Since 1990 the MPLCP 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.

The bowed back of the original 1905 building has been elegantly incorporated into the new lobby and staircase of the addition which added over 10,000 sq. ft. to the **Georgetown Peabody Library**

Photo: Darrell Eifert  
Architect: Beacon Architectural Associates



"Take Pride in Taking Part" was the inspiration behind the renovated and expanded the **Haston Free Public Library** of North Brookfield. The project renovated the historic 1894 Richardsonian library and added over 5,000 square feet of new community space.

Photo: Ellen Smith  
Architect: J. Stewart Roberts & Associates



**Mattapoissett Free Public Library** project renovated the existing 104 year old original building and added two new wings and over 10,000 square feet. In 1999 the original mezzanine collapsed. Now, pictured here with the newly renovated circulation desk, it is the library's striking centerpiece.

Architect: Durland & Van Voorhis



The new **Wendell Free Public Library** is roughly four times larger than the former 1921 library. Imaginative design and intelligent use of natural light have created an airy and spirited library space.

Photo: Rosie Heidkamp  
Architect: Margo Jones





At least one thousand people turned out to celebrate the opening and re-dedication of Falmouth Public Library. "We've always valued our library," said Library Director Leslie A. Morrissey. "In a time when libraries in other communities are experiencing budget cuts or reductions or closing their doors, people here voted to renovate and expand their public library. What does that say about the people of Falmouth? I think it speaks volumes."

Photo: Lucy Chen

Architect: Beacon Architectural Associates

↑ Lemcke Reference Room  
→ Brabson Teen Room

# Mass.gov/libraries

The gateway to libraries across the Commonwealth



## What's New

- Provides information about local library events and programs

## Statewide Events

- Provides information about libraries participating in statewide library programs

## Our Partners

- Events and useful information from our partner organizations

## MASSAnswers

- Connection to 24/7 online "chat" with librarians

## Library Search

- Offers a chance to search by town (within a town) or by zip code (within a 5-20 mile radius)
- Allows for immediate connection to individual library Web sites, details (hours, WiFi availability, etc.) and maps

## Virtual Resources Search

- Provides easy access to the regional and statewide databases available to visitors with an existing library card

## Virtual Catalog

- Allows patrons to locate, reserve, and request library materials from across the state

## 100 Greatest Children's Books

- As compiled by the National Education Association from teacher input

## School Library Content

- Promotes the value of school libraries to families and the general public

According to a 2008 Institute of Museum and Library Services (IMLS) report, the number of remote online visits is positively correlated with the number of in-person visits to the library.

In its first year, there were close to ONE MILLION hits to mass.gov/libraries.

# LEADING THE WAY

## Bringing High Speed Internet to the Western Region Libraries

photo: Wes Hamilton



*Egremont Free Public Library is one of 25 libraries in Western Massachusetts that offer high-speed Internet in an area where dial-up is still the norm.*

Dial-up Internet access is a thing of the past for most Massachusetts residents. High-speed connections allow users to jump from site to site, open pictures, apply for jobs, download forms and documents, use electronic databases provided by the Massachusetts Board of Library Commissioners (MBLC), and conduct business online without giving a second thought to how time consuming and frustrating dial-up access can be. But for many residents in Western Massachusetts, dial-up was the only option for Internet access. That is, until the region's library system decided to do something about it.

Western Massachusetts Regional Library System (WMRLS) undertook a major project to provide libraries in 25 communities with connections that were faster, more reliable and more robust than dial-up. WMRLS was able to secure state and federal funds from the MBLC to pay for this ambitious project. Libraries were also outfitted with wireless connections so that people who own devices that come with wireless capability could finally use them by tapping into the library's wireless connection.

"If you drive past several of the libraries in the evenings, you are likely to see little blue lights flickering outside the building, either in cars, on the library's steps or on picnic tables purchased for public use. Those lights are people, including businesspeople, from these towns making use of their library's wireless Internet connection, even when the library itself is closed! They're using the only decent connection in town," stated John Ramsay, WMRLS Regional Administrator.

WMRLS Technology Coordinator Wes Hamilton and WMRLS Business

Manager Anne Thibault worked with the libraries and MBLC Library Information Systems Specialist Paul Kissman to make this project a reality.

Hamilton conducted site visits, designed and installed equipment to provide wireless capabilities and network security for the libraries, while establishing or extending the local area network infrastructure. Regional vendors providing satellite installation and support include Charlemont TV and Granby TV. WMRLS was also able to obtain funding from a variety of sources so that the libraries would have at least one modern computer workstation to take full advantage of the newfound connectivity. Some of this funding was possible from a \$6,000 grant from the Community Foundation of Western Massachusetts, and another contribution from the Greylock Federal Credit Union.

The libraries that now enjoy no-cost connectivity from this project include: Berkshire County: Becket, Hinsdale, Lanesborough, Monterey, New Marlborough, Otis, Peru, Sandisfield, South Egremont, and Tyringham. Franklin County: Ashfield, Leyden, and Rowe. Hampden County: Blandford, Montgomery, Russell, and Tolland. Hampshire County: Chesterfield, Cummington, Goshen, Middlefield, Plainfield, and Worthington. Worcester County: New Braintree and Royalston.

photo: Wes Hamilton



*Robertson Memorial Library in Leyden (population 816) proudly displays its satellite which allows for a high-speed Internet connection.*

# FUNDING THAT MAKES A LOCAL DIFFERENCE

## STATE AID TO PUBLIC LIBRARIES

In FY 2008, the State Aid to Public Libraries Program certified 338 public libraries and awarded close to \$9.5 million in funding. Public libraries that are State Aid certified have access to materials from libraries across the Commonwealth, are eligible for over \$1 million in Library Services and Technology Act grants and are able to participate in the Massachusetts Public Libraries Construction Program. For more information about the State Aid to Public Libraries Program, please visit: [http://mbc.state.ma.us/grants/state\\_aid/index.php](http://mbc.state.ma.us/grants/state_aid/index.php)

photo: Patricia Basler



"At Stoughton Public Library, State Aid supports a **Monday Night Homework Center** where **8<sup>th</sup> and 9<sup>th</sup> graders** at risk of failure are tutored by Stoughton High School Honor Society Students. The program, in its second year, has served over 100 students"

— Patricia Basler, Director  
Stoughton Public Library

photo: Tricia Perry



"State Aid supports many library programs, but most important it supports our **summer reading program**, making it possible to offer varied programming, extra story times and themed crafts that keep **reading fun and exciting** for the children of Topsfield each summer."

— Jaclyn White, Director, Topsfield Town Library

photo: Ruth Urell



"State Aid provides events for more than 1,400 children, **internet computers for the public** and extra maintenance for our 100 year-old Carnegie library."

— Trisha Desmond, Director, Hudson Public Library

photo: Jones Library ESL Center



"State Aid has become an **essential** part of the library's annual program of direct service to residents, equivalent to what it costs to staff the **ESL Center** and one branch library.

The paid staff of the ESL Center consists on one 20 hour/week coordinator who trains 80 unpaid volunteers and interns. **Great bang for buck**, as they say.

— Bonnie Isman, Director  
Jones Library in Amherst

# FUNDING THAT MAKES A LOCAL DIFFERENCE

photo: Tricia Perry



*“State Aid helps **keep the doors open for the public** at the Meekins Library. Once upon a time we were able to treat it as money above and beyond annual operating funds. This has not been the case for many years. To lose State Aid is to lose everyday public programs and activities. Fewer books, shorter hours, less staff, fewer programs for kids. State Aid directly impacts what the public can access at Meekins Library. **The public needs all the access we can give them, especially now.**”*

*—Lisa Wenner, Library Director  
Meekins Library in Williamsburg*

*“State Aid funding has been used to sponsor programs such as a celebration of the Wampanoag Culture, musical storytimes, a **collaborative school/library partnership** for “Students as Storytellers”, multi-generation craft creations, as well as our Monday Nite Live Author Series.”*

*— Linda Stetson, Director, Millis Public Library*

photo: Ruth Urell

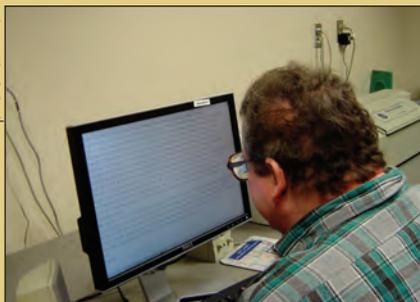


*“In the past two years, we used State Aid to gather vital information about the community and about the library building. Neither of these important studies was locally funded, and **we are using the information everyday**”*

*— Ruth Urell, Director, Reading Public Library*

# EXPANDING SERVICES

photo: Jim Izoff



A Worcester patron uses screen reader software that reads aloud what's on the computer screen.

The Massachusetts Board of Library Commissioners administers state funding to the Braille and Talking Book Library (BTBL) at Perkins School for the Blind and the Talking Book Library (TBL) at the Worcester Public Library. These libraries provide vital services to the blind, anyone with a physical disability that makes it difficult to hold a book or turn a page or to anyone with a reading disability.

## Perkins School for the Blind

### Newsline calls increased by 14.18%

The Perkins Library continues to manage the Newsline program with funding appropriated by the Legislature and administered by the Massachusetts Board of Library Commissioners. Newsline allows users to listen to newspapers and magazines through synthetic voice output via any touch-tone telephone. Email distribution of newspapers and magazines for assistive technology users was instituted. Access to TV listings via Newsline was also launched.

### Digital Downloads have increased 86%

Digital book download capabilities were expanded to include access to the National Library Service for the Blind & Physically Handicapped download program. In combination with the Perkins Library's Unabridged Program, over 750 individuals downloaded nearly 7,000 books independently. Access to books in electronic text formats was also expanded through the addition of a pilot program with Overdrive's Downloadable School Library service

### Expanded Outreach efforts resulted in or a 16% increase in new library users.

Outreach initiatives included a newspaper campaign targeted at family members and caregivers of eligible individuals with disabilities, radio announcements (including announcements produced in Spanish), targeted literature for occupational and physical therapists, and increased exhibiting and speaking engagements about the Library's services.

## Worcester Talking Book Library

### Large Print Books

The Talking Book Library continued to develop and promote its large print book collection by adding 1,235 new titles (17% increase) and sending 11,174 large print titles (20% increase) by free mail delivery to 2,680 patrons (10% increase) across the Commonwealth.

### Collaborating with Perkins

Talking Book Library staff edited the 2007 Large Print Books Catalog which was published in collaboration with the Braille and Talking Book Library. This catalog and quarterly large type

book supplements, with links on the TBL home page, were mailed to patrons to keep them informed about the latest large print books. TBL staff also collaborated with the BTBL by searching OCLC (Online Computer Library Center) for audio-described DVD MARC records which were uploaded to the KLAS online database as part of the library's enhanced descriptive video service.

### Connecting with patrons and the public

TBL staff visited nursing homes, rehabilitation facilities, assisted living centers, low vision clinics; and participated in various health fairs, including AstraZeneca's 3rd annual Elder Care Fair (150 attendees) in Westborough; the 2007 Second Senior Spectacular event (1,500 attendees) held at the DCU Center; Elder Care 2008 conference (500 attendees) in West Boylston and the Assabet Valley Health Fair (650 attendees) in Marlboro. Staff also connected on average with 45 patrons daily by telephone, e-mail or in person to provide personalized service for requested large print books, audio recordings, described videos, information and service applications. An in-house display case was maintained to promote TBL services and disability awareness to visiting library patrons.

### Making room for the future

The Talking Book Library staff weeded 32,500 audiocassette copies from the collection to make space for the addition of new digital books arriving in 2009 and chose 900 retrospective digital titles from a list of 10,000 items. They also revised online database records of fiction and nonfiction materials for sea stories, war stories and adventure stories in order to improve searching capabilities by online end-users and reader advisors

## AGENCY STAFF

### ADMINISTRATIVE UNIT

#### Robert C. Maier

Celeste Bruno from Oct 07  
David L. Gray until Sept 07  
William J. Morton

#### Director

Communications Specialist  
Director of Communications & Public Information  
Assistant to the Director

### LIBRARY DEVELOPMENT

#### Nancy Rea

John Freeman from October 08  
Marlene S. Heroux  
Patience K. Jackson  
Paul J. Kissman  
Anne M. Larsen until July 08  
Rachel Masse (Devin)  
Shelley Quezada  
Yiluo Song until June 08  
Gregor Trinkaus-Randall  
Beth Wade  
Rosemary Waltos

#### Deputy Director/Head of Library Development

Web Coordinator  
Reference Information Systems Specialist  
Library Building Consultant  
Library Information Systems Specialist  
Library Building Consultant/Small Library Specialist  
Library Development Administrative Coordinator  
Consultant to the Underserved  
Web Coordinator  
Preservation Specialist  
Grants Manager  
Library Building Consultant/Small Library Specialist

### STATE AID & DATA COORDINATION

#### Dianne L. Carty

Ann Downey  
James Lonergan until August 08  
Uechi Ng  
Ned Richards from September 08

#### Head of State Aid & Data Coordination

EDP Systems Analyst  
State Aid Specialist  
State Aid Administrative Assistant  
State Aid Specialist

### OPERATIONS & BUDGET

#### Barbara G. Glazerman

Terry D'Angelo  
Susan Gibson  
Amy Pyke  
Deborah Shalit  
Viju Vaidya

#### Head of Operations & Budget

Business Office Administrative Assistant,  
Accountant V  
Receptionist  
Contracts Specialist  
Accounting & Payroll

### PUBLIC LIBRARY ADVISORY

#### Maureen J. Killoran

Brian Donoghue  
Sharon Zitser

#### Head of Public Library Advisory & Government Liaison

Research Librarian/Friends Liaison  
Public Advisory Administrative Assistant

## STATE ADVISORY COUNCIL ON LIBRARIES

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

## PUBLIC RELATIONS ADVISORY COMMITTEE

<i>Mary Bender,</i>	Acting Communications Manager	Boston Public Library,	2007-2008; 2008-2010
<i>Celeste Bruno,</i>	Communication Specialist	Massachusetts Board of Library Commissioners	
<i>Melissa Campbell,</i>	Director	Plainville Public Library,	2006-2008
<i>Charlotte Canelli,</i>	Director	Dover Town Library,	2006-2008; 2008-2010
<i>Janet Eckert,</i>	Library Consultant	Western Massachusetts Regional Library System,	2006-2008; 2008-2010
<i>Susan Flannery,</i>	Director of Libraries	Cambridge Public Library,	2006-2009
<i>Elizabeth Fox,</i>	Publicity Manager	Sandwich Public Library,	2006-2009
<i>Deborah Lang Froggatt,</i>	Director	Boston Arts Academy/Fenway High School Library/ Boston Symphony Orchestra Education Resource Center,	2007-2009
<i>David Gray,</i>	Dir. of Communications & Public Information	Massachusetts Board of Library Commissioners,	2006-2007
<i>Vicki Kaufman,</i>	Commissioner	Massachusetts Board of Library Commissioners,	2007-2009
<i>Em Claire Knowles,</i>	Commissioner	Massachusetts Board of Library Commissioners,	2006-2008; 2008-2010
<i>Katherine Lowe,</i>	President	Massachusetts School Library Association,	2006-2009
<i>Brian J. Lowney,</i>	Friends Member	Friends of Swansea Library,	2008-2010
<i>Robert Maier,</i>	Director	Massachusetts Board of Library Commissioners,	2006-2008
<i>Ellen Meyers,</i>	Director of Programs & Communications	Newton Free Library,	2008-2010
<i>Pat McLeod,</i>	Director	David & Joyce Milne Public Library, Williamstown,	2006-2009
<i>Carolyn Noah,</i>	Administrator	Central Massachusetts Regional Library System,	2008-2010
<i>Anna Popp,</i>	Assistant Reference Librarian	West Springfield Public Library,	2007-2009
<i>Greg Pronevitz,</i>	Administrator	Northeast Massachusetts Regional Library System,	2006-2008
<i>Emily Salaun,</i>	Commissioner	Massachusetts Board of Library Commissioners,	2006-2008
<i>Stephanie St. Laurence,</i>	Marketing & Commun. Specialist	Tufts University Tisch Library,	2006-2008; 2008-2010
<i>Linda Stetson,</i>	Director	Millis Public Library,	2008-2010
<i>Dawn Thistle,</i>	Director of Library Services	Emmanuel d'Alzon Library at Assumption College	2007-2009

## STATEWIDE PORTAL DEVELOPMENT

(as part of the Public Relations Advisory Committee)

<i>Celeste Bruno,</i>	Communications Specialist,	Massachusetts Board of Library Commissioners
<i>Marlene Heroux,</i>	Reference Information Systems Specialist,	Massachusetts Board of Library Commissioners
<i>Paul Kissman,</i>	Library Information Systems Specialist	
<i>Susan Flannery,</i>	Director of Libraries,	Cambridge Public Library
<i>Laurie Lessner,</i>	Assistant Director for Technology Services,	SAILS Network
<i>Rick Levine,</i>	Technical Specialist,	Central Massachusetts Regional Library System
<i>Robert C. Maier,</i>	Director,	Massachusetts Board of Library Commissioners
<i>Gregory Pronevitz,</i>	Administrator,	Northeast Massachusetts Regional Library System
<i>Nancy Rea,</i>	Deputy Director/Head of Library Development,	Massachusetts Board of Library Commissioners

## STATEWIDE REMOTE AUTHENTICATION AND AUTHORIZATION TASK FORCE COMMITTEE

<i>Paul Kissman,</i>	MBLC (Chair)
<i>Linda Beeler,</i>	Thomas Crane Public Library, Quincy
<i>Martha Driscoll,</i>	NOBLE
<i>Patricia Fontes,</i>	Nashoba Regional High School
<i>Laurie Lessner,</i>	SAILS
<i>Rick Levine,</i>	Central Massachusetts Regional Library System
<i>Kathy Lussier,</i>	Southeastern Massachusetts Regional Library System
<i>Ken Peterson,</i>	MBLN / Boston Regional Library System
<i>Don Richardson,</i>	Worcester Polytechnic Institute

# FINANCIAL STATEMENT

## Funding for State Fiscal Year 2008

July 1, 2007 to June 30, 2008

Total State Appropriated Funds—\$32,853,912

State Aid for Regional Library Systems and—\$16,616,071  
Library of Last Recourse

Board Administration—\$1,028,000

Public Library Incentive Grant Programming—\$250,000

Library Technology and Resource Sharing—\$2,851,000

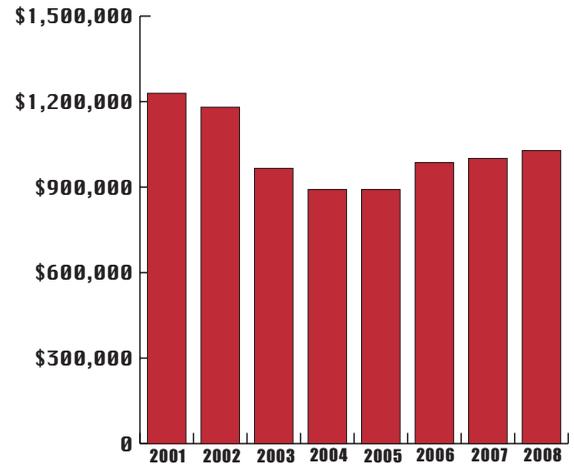
State Aid to Public Libraries—\$9,489,844

Talking Book Library—\$2,203,997  
(Perkins School for the Blind in Watertown)

Talking Book Library (Worcester Public Library)—\$415,000

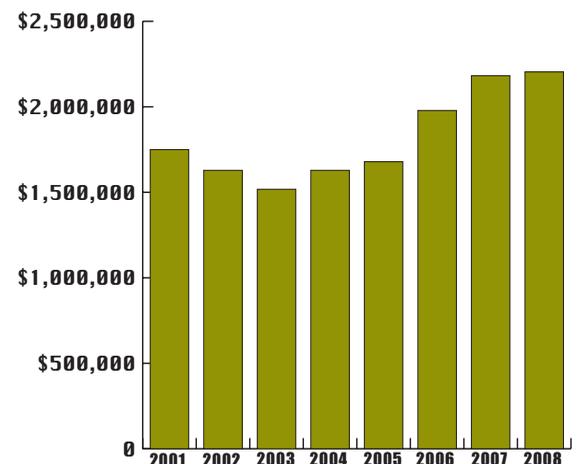
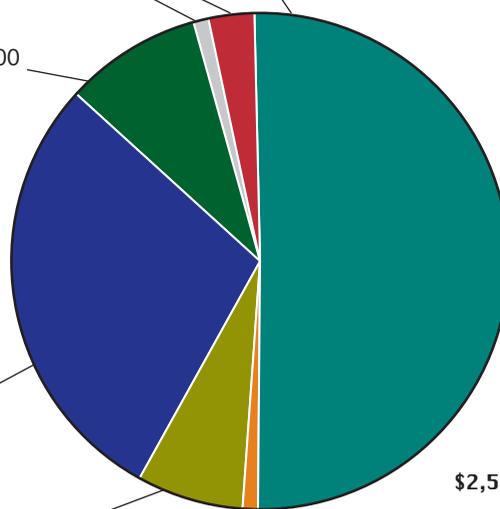
### Other Funds

State Capital Funds for Public Library Construction	\$17,134,304
Federal Funds Allotment for LSTA	\$ 3,449,395
Bill & Melinda Gates Foundation Trust	\$ 24,222



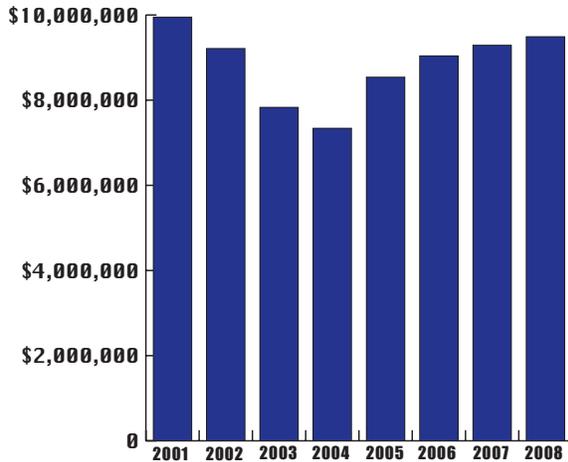
Board Administration

The Public Libraries Incentive Grant was first made available to public libraries in FY2007. The appropriation was \$250,000 for both FY2007 and FY2008.

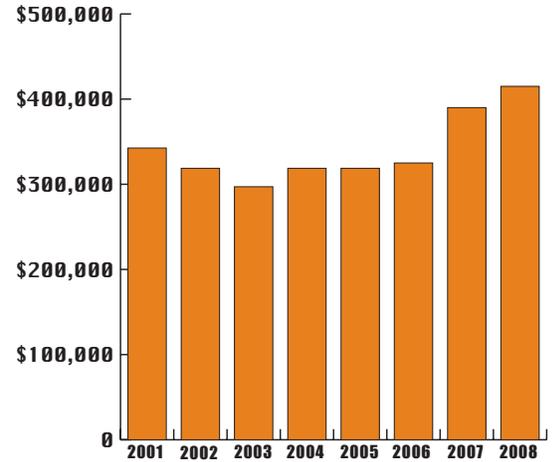


Talking Book Library & Machine Lending at Perkins School for the Blind

# FUNDING HISTORY FROM 2001 TO 2008



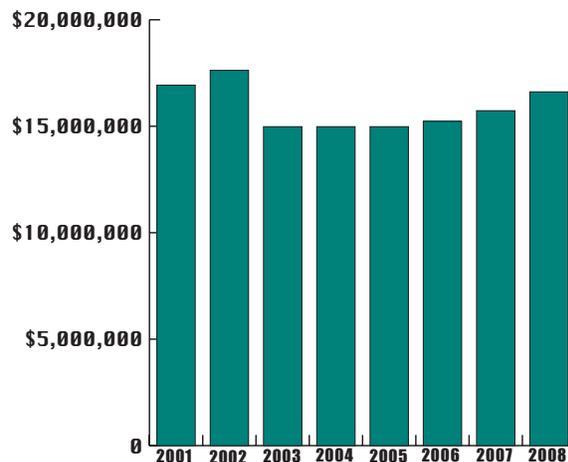
**State Aid to Public Libraries**



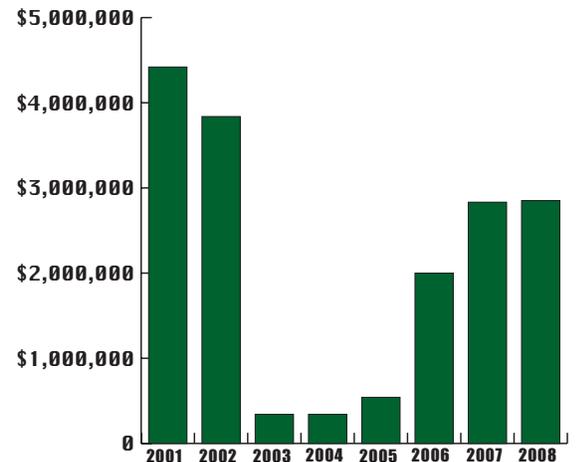
**Talking Book Library at Worcester Public Library**

The Massachusetts Board of Library Commissioners (MBLC) works toward equity of access to library services by creating a level playing field so that residents of all ages across the Commonwealth have access to essential library collections, services, facilities and electronic content regardless of where they live. Through libraries, residents find information and knowledge to improve their lives, to support education, to build their communities and to sustain our democracy.

No library can meet the demands of its users with local resources alone. That's why state funded programs are so critical to the provision of library services. Citizens of Massachusetts are using libraries more than ever, and they rely on the links between libraries provided through state funding administered by the MBLC. Funding cuts since 2001 have placed immense burdens on local library budgets at a time when demand for services is rising.



**State Aid for Regional Library Systems**



**Library Technology & Resource Sharing**

## Partnerships & Collaborations

Artists Foundation  
Bill & Melinda Gates Foundation  
Federal Emergency Management Agency  
Massachusetts Archives

Massachusetts Center for the Book  
Massachusetts Educational Financing Authority  
Massachusetts Emergency Management Agency  
Massachusetts Family Literacy Consortium  
Massachusetts Humanities

New England Museum Association  
National Archives and Records Administration  
Northeast Document Conservation Center  
National Park Service

## Awards and Honors

2008 Award for Outstanding Commitment to the Preservation and Care of Collections given jointly by the American Institute for Conservation of Historic and Artistic Works and Heritage Foundation

Edward Bertorelli former MBLC Commissioner and Board Chair  
Advocacy Award given by the Massachusetts Library Association

John Arnold former MBLC Commissioner and Board Chair  
Advocacy Award given by the Massachusetts Library Association

Communicator Award for the Massachusetts Library Video  
given by the International Academy of the Visual Arts

## 2008 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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