



2009 Annual Report



Libraries and
Economic Recovery



Current Commissioners

Back row, from left to right: George Comeau, Katherine Dibble, Greg Shesko, Mary Rose Quinn
 Front row: Frank Murphy, Carol Caro, Em Claire Knowles, Vicki Kaufman. Not present: Irving Zangwill.

Massachusetts Board of Library Commissioners



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

Commissioners

- George T. Comeau, Esq.**, 2004-  _____ Canton
Chairman
- Katherine K. Dibble**, 2005-  _____ Roslindale
Vice Chairperson
- Francis R. Murphy**, 2007-  _____ Arlington
Secretary
- Carol B. Caro**, 2008-  _____ Brookline
- Richard Dunbar**, 2005-2009  _____ West Springfield
- Vicki L. Kaufman**, 2006-  _____ Melrose
- Em Claire Knowles**, 2001-  _____ Medford
- Mary Rose Quinn**, 2008-  _____ Woburn
- Gregory J. Shesko**, 2009-  _____ Needham
- Irving H. Zangwill**, 2006-  _____ Fall River

Front Cover Photos:

Top left: NASA Astronaut Steve Bowen reads to children at **Hanover Public Library**. The event, made possible by the Boston Bruins, was part of the 2009 Starship Adventure Summer Reading Program. *Photo Credit: Boston Bruins*

Top right: In the **Worcester Public Library**, young adults participate in the library's anime and manga clubs

Bottom right: In the new **Mattapan Branch of the Boston Public Library** people find the warm, friendly interiors a great place to read, work and study. *Photo Credit: William Rawn & Associates*

Chairman & Director's Reports



As we take stock of the past year it is possible to sum up the last 12 months in one word – challenging. The ongoing fiscal crisis has indeed altered the landscape for communities across the Commonwealth. Public libraries have been severely strained as evidenced by budget cuts, staff furloughs,

and drastic reductions in core services. The regional library system is at a crossroads, undergoing a massive projected budget reduction in FY2011 that will irrevocably change the way services are delivered and perhaps alter more than twenty years of growth and success. Services for the elderly and blind are at great risk and large cuts have created vulnerabilities for those most in need. And at the Board of Library Commissioners, staff cuts, open positions, and furloughs have become the norm.

It would be easy to look at the emerging landscape and simply see the door closing on library services. We cannot allow this to happen. As I look across the Commonwealth, I see great opportunity to embrace innovation and technology along with a renewed commitment to libraries. The stories told in this annual report herald possibility in the face of challenges. New libraries have opened and flourished this past year. Usage is at record highs as the economy has shifted more patrons to the local library seeking services that are less expensive and better designed than that of pay-to-play retailers. Friends groups continue to raise money and bring new meaning to the word “friend.”

Challenges will remain and at every turn the Board of Library Commissioners is partnering with libraries and service providers to become even more nimble in these lean times. The Board is advocating for regions to assist in reshaping the system for FY2011 without losing core services. In terms of State Aid to Public Libraries, local cities and towns find a receptive library commission that accepts the challenge of waivers to give communities the bridge to better times. New and innovative programs and workshops allow attendees to see possibilities at a time when we need to build services for patrons. And, a new landmark construction program emerges that underwrites almost 50% of eligible building costs (and in some cases as much as 75%) opening new doors at new libraries across Massachusetts.

These are extreme economic conditions. With planning, advocacy, partnerships, understanding, and the will to improve, I can imagine that we will look back in the years to come and see that we met today's challenges and paved the way for future successes.

A handwritten signature in black ink that reads "George T. Comeau". The signature is written in a cursive, flowing style.

George T. Comeau
Chairman

Every difficult moment is both an opportunity and a challenge. For the Commonwealth's libraries FY2009's economic turbulence has been just that. Our residents turned to their libraries in record numbers and libraries responded to their needs by helping them with online job applications, GED classes, financial workshops, and of course free books, DVDs, and programming for every generation and interest. In these tough times, our libraries are offering hope, opportunity, and inspiration and they are saving our residents money.

As circulation and library usage increased for the 10th year in a row, our libraries were challenged by state and local budget reductions. In a handful of communities library budgets were slashed to preserve other local services and in some instances the cuts were so great that

the community and library lost certification in the State Aid to Public Libraries program. Overall state funding recovered to nearly the level of FY2002 with State Aid to Public Libraries and support for the programs for the blind and physically disabled at all time highs. Looking back, FY2009 now looks like the last good year for state funded library programs.

At the Massachusetts Board of Library Commissioners, we're working to make the best possible use of the valuable tax dollars we receive. Our Regional Library Systems, Automated Library Networks and Federal Library Services and Technology Act funds connect public, school, academic, and special libraries as they provide Massachusetts residents with the resources they need, when and where they need them. With statewide cooperation, we're able to provide excellent service in a cost-effective, efficient manner.

As we move through these murky economic times, libraries will continue to “help people through the storm,” as one patron said. But our libraries need support as well. Massachusetts is the birthplace of the public library. For over one hundred years the Massachusetts library system has grown to meet the needs of the Commonwealth's residents and it is one of the best bargains around.



A handwritten signature in black ink that reads "Robert C. Maier". The signature is written in a cursive, flowing style.

Robert C. Maier
Director

Making a Difference Every Day

The MBLC serves libraries throughout the state as they help over 86,000 people a day of all ages and from all walks of life improve their lives.

It's about access, not ownership

Every business day before 8:00 am, library delivery vans begin their routes. In FY2009 the vans carried 12.6 million items requested by residents through Interlibrary Loan—a nearly 11% increase over FY2008. Residents consistently rank this as one of their most valued library services because it gives them access to materials from more than 1,700 public, academic, school, and special libraries. Sharing materials helps libraries save money as well—not every library has to purchase every item. The MBLC funds the Regional Library Systems and supports the Automated Library Networks that make this resource sharing possible.

Pictured: Hyde Park Branch of Boston Public Library

Lights out, services open

With 24/7 access to the online library resources, it's as though the library never closes. We've made it as easy as any Internet search, but with the assurance of reliable, accurate information and full text articles from MBLC-funded online resources consisting of thousands of magazines, scholarly journals, newspapers, investment reports, biographies, health resources, radio transcripts, and reference books. In FY2009 residents spent over 180,000 hours per day searching these resources. The MBLC provides librarian training and funds statewide online resources that give every resident access to these valuable services 24/7.



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 MBLC:

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 equal access to library resources.

Advises municipalities and library trustees on the operation and maintenance of public libraries, including construction, preservation, and renovation.

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



Giving Teens a Voice

Libraries across the Commonwealth are welcoming teens by creating teen advisories and separate “teen zones” in libraries. Teens are developing programming that meets their needs and interests like anime and manga, homework help centers, and teen poetry slams. In FY2009 the MBLC awarded more than \$170,000 in 14 federal Library Services and Technology Act (LSTA) grants and provided training to support teen programming and increase teen access to the library.

*Pictured: Duxbury Free Public Library Teen Group
Photo Credit: Ellen Snoeyenbos*

Informing, Empowering and Inspiring

Libraries are places where people help themselves by learning how to handle their finances, becoming better informed about health issues, learning how to use a computer and email, learning English and becoming a U.S. citizen, or exploring a new interest. In FY2009 over 600,000 adults attended these kinds of programs in their public libraries. The MBLC awarded 24 federal LSTA grants totaling more than \$125,000 and provided training to support lifelong learning programs.

*Pictured: Framingham Public Library
Photo Credit: Jeanne Kelley*



Mother Goose on the Loose

This award-winning nationally acclaimed early literacy program combines music, movement, visual literacy, and language development to help children get ready to read. It is one of the nearly 64,000 children’s programs offered by public libraries and attended by 1.5 million youngsters in FY2009. The MBLC offers training and federal LSTA grants to assist libraries in implementing this inventive program.

*Pictured: West Tisbury Free Public Library
Photo Credit: Beth Kramer*

Making Connections

Going online to check email, filling out a government form, completing an online job application, this is what people are heading to the library to do every day. An estimated 70% of the people who use their public library’s computers report that this is their primary connection to the Internet. Every day Massachusetts public libraries host nearly 23,000 Internet sessions. The MBLC is the recipient of the Bill & Melinda Gates Opportunities Online Broadband Grant to ensure that every public library has and can sustain high-speed Internet access.

Pictured: Worcester Public Library



State Aid to Public Libraries

In FY2009 this important MBLC program awarded close to \$10 million in funding that directly supports public libraries.

The Massachusetts Board of Library Commissioners administers State Aid to Public Libraries, a voluntary program which awards funding to libraries that meet certification requirements. In FY2009 the program certified 336 out of the 338 public libraries that applied for State Aid. Twenty-six of these libraries applied for a waiver of the Municipal Appropriation Requirement (MAR), the regulation that sets funding levels for municipal support of public libraries. Twenty-four libraries received a MAR waiver. Public libraries that are State Aid-certified have access to materials from libraries across the Commonwealth, may apply for Library Services and Technology Act grants that total over one million dollars, and are eligible to participate in the Massachusetts Public Libraries Construction Program. For more information please visit: mass.gov/mblc/grants/state_aid/index.php

State Aid Myth-Busters: The real deal about State Aid to Public Libraries

<p>If a library loses State Aid certification, it takes three years to become certified again.</p>	<p>False</p>	<p>If the library continues to meet minimum hours and materials expenditure requirements, then it can apply to be certified the following fiscal year.</p>
<p>If a library is not certified, it is not necessary to meet State Aid requirements.</p>	<p>True</p>	<p>However, if the library plans to apply for State Aid the year following loss of certification, minimum State Aid requirements must be met in order to submit an application.</p>
<p>If a library's budget is cut more than 5% it will not receive a MAR waiver.</p>	<p>False</p>	<p>It's not the size of the cut that matters, it's the size of the difference of the library's cut compared with that of other municipal departments.</p>
<p>The State Aid award must be spent on library materials.</p>	<p>False</p>	<p>State Aid funds can be spent on anything, as long as it promotes library services in the municipality. This includes materials, salaries, programs (even off site library programs), construction, building repair, computers, etc.</p>
<p>There is a limit to the number of waivers a library may receive.</p>	<p>False</p>	<p>There is no limit to the number of waivers a municipality and its library may receive.</p>
<p>If a library loses certification, the MBLC requires libraries in surrounding communities to discontinue reciprocal borrowing.</p>	<p>False</p>	<p>Whether or not to suspend reciprocal borrowing is a decision made by each local library and its board of trustees, not the MBLC.</p>
<p>Private funds may be used to meet the Municipal Appropriation Requirement (MAR).</p>	<p>False</p>	<p>The MAR is just that. It's a requirement that the municipality provide consistent annual funding to the library. The funding must be derived from tax dollars appropriated by the municipality.</p>
<p>A municipality may use the State Aid award as revenue to meet the MAR requirement.</p>	<p>False</p>	<p>State Aid funds may not be used to meet the MAR. The only funds that may be used to meet the requirement are municipal funds raised through tax dollars appropriated by the municipality.</p>

Summer Reading Goes Out of This World

Starship Adventure offered a free, fun alternative to expensive camps and summer vacations.

Summer 2009 marked the 40th anniversary of Neil Armstrong's first steps on the moon. Libraries across the Commonwealth celebrated this historic event and the many advancements that resulted from space exploration with the 2009 Summer Reading program, Starship Adventure at Your Library. A total of 94,491 children, teens, and adults participated in Starship Adventure making it one of the most popular programs since statewide summer reading began in 1992.

In 2009 the Boston Bruins joined the Massachusetts Board of Library Commissioners (MBLC) and the Massachusetts Regional Library Systems (MRLS) to encourage children and teens to keep reading over the summer vacation. The summer reading program allows participants to select what they want to read, set goals, and track their progress online. Participation in the program is free and open to everyone.

The MBLC, MRLS, and the Boston Bruins will be working together for 2010's Summer Reading program, Go Green at Your Library.



NASA space shuttle astronaut Steve Bowen visited **Hanover Public Library**. Bowen, a Cohasset native and member of the 2008 Space Shuttle Endeavor mission, told the children, "There were two things that I did every summer: I was in the library and on the ice," referring to his love of reading and of hockey.

Photo Credit: Boston Bruins

Kai Nieto Gonzalez, pictured here with his mom, was one of the lucky summer reading participants who won Bruins items like this autographed Tim Thomas puck. Kai participated in summer reading at **Sunderland Public Library**.



Young readers, like 2½ year-old Madeline Regan from **Norton Public Library**, learned about space exploration through craft making and other special events at the library. Libraries were also visited by the NASA lunar rock exhibit in which children were able to hold actual specimens from the moon.

Photo Credit: Lee Parker

Libraries turned reading rooms into "space stations" for Starship Adventure. Many libraries also hosted the Museum of Science Starlab portable planetarium where youngsters could tour the solar system and beyond and learn how to navigate the night sky from their own backyards.

Photo Credit: Stephanie Maher



Bruins mascot Blades greeted young readers and Bruins fans at the **Hyde Park Branch of the Boston Public Library**. Past and present Bruins players, including Milan Lucic and Cam Neely, came up with a list of their favorite books to encourage children and teens to read.



Helping People Get Back to Work

Many of the Commonwealth's residents who were impacted by the economic downturn have turned to their libraries.

Not only did many libraries experience double digit increases in circulation in FY2009, but the demand for career-related services escalated as well. Libraries responded to their communities' needs by offering workshops on how to apply for jobs online, resume writing, career changes and starting a business, and negotiating a salary. Librarians taught many patrons how to use the Internet to enhance their job search and assisted them in opening their first email accounts. On average, close to 25,000 people used public Internet computers every day in Massachusetts libraries. "Helping people find and use information is just what we do," said one Boston librarian who helped a patron fill out an online job application that led to employment.

The Massachusetts Board of Library Commissioners used its consumer web site, mass.gov/libraries, to support libraries' efforts and assist residents in getting back to work. The site listed helpful tips for job seekers and useful online career sites. It also highlighted the many ways that libraries are a valuable resource for anyone looking for a job.

Success Stories

"We had a patron who did not have much experience with computers. We got him onto the Internet. He started filling out a job application on a website. One week later, he came into the library a very happy man – he got the job! And he was going take computer classes. That's what being a librarian is all about."

Central Region librarian

"Recently a patron came in for assistance with his job hunt. He left with a professional grade resume that he could keep and access – both digitally and on paper. He also left with an email address and a rudimentary sense of how to use it for job hunting. Later, he got a call and was interviewed for a temp job. He was hired."

Metrowest Region librarian

"Thank you for helping me make it through the storm."

Northeast Region resident

"I want to thank the library staff for their assistance and for having this (job search support) program available to the public. I would certainly credit the program for helping me rejoin the workforce, which was no easy task given these difficult economic times."

Southeastern Region resident



Librarian Elisa Birdseye with patron Chelaya Greene at the **Adams Street Branch of the Boston Public Library**. Elisa has helped patrons with online job applications and other job-related resources.

Photo Credit: Jimmy Cawley

Libraries are the only community space to provide free computers with Internet access. With a grant from the Bill & Melinda Gates Foundation, the MBLC is working to ensure that all public libraries provide high speed Internet.

Bridging the Digital Divide



Broadband Internet access in public libraries provides equity, hope, and opportunity.

Seventy percent of people who use their public library's computers report that this is their primary connection to the Internet. Yet nearly one-fourth of Massachusetts public libraries lack the connectivity necessary to perform online functions like taking an interactive, online educational course with streaming video or audio, reading a basic web site for instructive content, or downloading lengthy government applications in seconds versus struggling with freezing or intermittent connections.

Through Opportunity Online, a Bill & Melinda Gates Foundation pilot project, the Massachusetts Board of Library Commissioners (MBLC) is working to increase public access to high speed Internet. Massachusetts is one of seven states participating in the project that will help ensure all the Commonwealth's libraries can achieve and sustain broadband Internet connections. Eighty-one public libraries in Massachusetts are eligible to receive grants through this program.

In May 2009 the MBLC brought together more than 200 library leaders, community partners, broadband providers and local and state leaders in a Broadband Summit. "The summit highlighted the vital role libraries play in connecting communities to information and knowledge through technology," said Jill Nishi, Deputy Director of U.S. Libraries at the Bill & Melinda Gates Foundation. "What is needed now is long-term collaboration among government, business, community, and library leaders to ensure that public libraries can continue to provide the high-speed Internet access their patrons need to improve their lives and thrive."

In close consultation with the library community and in coordination with the Massachusetts Broadband Institute, the MBLC is developing a long-range vision for sustainable library connectivity so that all libraries have the bandwidth they need at a price they can afford.

"This is an economic issue," said Robert C. Maier, MBLC Director. "Those who have broadband can do business online, apply for jobs, or simply explore new interests. Access to the broadband Internet provides equity, hope, and opportunity. Without access to high speed Internet, a business can't compete and residents are at a disadvantage on many levels."

"Broadband has brought a huge change in who uses the library. If libraries don't have broadband then you are setting up a barrier for people to be able to access information and to learn about what's happening in their world."

*Beth Goldmen, Outreach Librarian,
Morrill Memorial Library, Norwood*

Building Hope

The Massachusetts Public Library Construction Program (MPLCP) is helping libraries, some over 100 years old, expand and renovate to meet the needs of today's users.

On August 14, 2008, as part of the MPLCP, the Massachusetts Board of Library Commissioners (MBLC) awarded twenty-nine general construction provisional grants and two partial awards totaling \$94,269,464 to the thirty-one communities on the MPLCP Waiting List. Funding for these projects was authorized by Governor Deval Patrick and the Legislature in the General Governmental Needs Bond Bill.

Public libraries in Middleton, Milton, and Northborough opened the doors to newly renovated and enlarged buildings; while the City of Boston celebrated the dedication of the brand-new Mattapan Branch, all with assistance from the MPLCP. The towns of Westhampton and Bolton broke ground on addition/renovation projects and Dudley and Mashpee began construction on entirely new library buildings.

The MBLC also created the Green Library Incentive which encourages the recipients of the MPLCP provisional construction grants to incorporate green or sustainable elements in their building projects. To receive the financial incentive, libraries are required to attain at least the basic level of Leadership in Energy and Environmental Design (LEED) certification.

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. For more information about the Massachusetts Public Libraries Construction Program please visit: mass.gov/mblc/grants/construction/index.php



The new **Northborough Free Public Library** maintains the beauty of the original historic 1894 Cyrus Gale building, while adding close to 11,000 square feet in new space. The new teen section, pictured here, provides space for the young adult collections, computer labs, a reading lounge, and space for interactive gaming systems.

*Architect: Johnson-Roberts and Associates (formerly J Stewart Roberts & Associates)
Photo Credit: J. Stewart Roberts*



Incorporated into **Middleton's Flint Public Library** project were many energy-efficient elements such as a fully insulated attic, Thermopane windows and doors, and multiple HVAC zones. Recycled or re-used elements include re-use of historic wood to build bookshelves and provide floor surfaces, a recycled slate roof on the addition, and refinishing and re-use of tables and chairs.

*Architect: Durland & Van Voorhis
Photo Credit: Deborah Durland*



The **Milton Public Library** project added over 12,000 square feet of new space and renovated the original 1904 building into a café style space with comfortable chairs and artwork by local artists. Thirty-two new computer stations with Internet access are located throughout the building: in the expanded children's room, in the young adult space, as well as in the main area. Trustee Chair Gene Boylan called the new library "the soul of our community."

*Architect: Schwartz/Silver Architects
Photo Credit: Alan Karchmer*

“Free access to information and resources that public libraries provide isn’t a luxury, it is an essential element of a democratic society.”

— *George T. Comeau, MBLC Chairman*

“In investing in libraries, you’re investing in yourselves and in future generations.”

— *Katherine Dibble, MBLC Vice-chairperson*

Mattapan boasts the largest population of young people in Boston and the **Mattapan Branch Library** meets this community's needs with the largest young adult space of all 26 Boston Public Library branches. The young adult room, pictured here, has been designed as an oasis, a lively and acoustically enclosed space with robust technology encouraging heavy use after school and during the weekends.

Architect: William Rawn & Associates

Libraries as DRCs Sparks National Interest

Libraries coordinate with MEMA and FEMA to serve as Disaster Recovery Centers.

“Libraries as DRCs is a natural fit...and Massachusetts has an incredible network of libraries.”

*Fred Vanderschmidt,
Deputy Director for FEMA's
Disaster Systems Division in Region 1*

The Massachusetts Board of Library Commissioners joined the Federal Emergency Management Agency (FEMA) and the Massachusetts Emergency Management Agency (MEMA) in the development of a pilot project that assigns Massachusetts public libraries the central role of acting as Emergency Management Disaster Recovery Centers (DRCs). When active, the Centers provide information and resources to help people in the disaster recovery process following a gubernatorial or presidential disaster declaration. They are spaces where FEMA, MEMA, the American Red Cross, the Salvation Army, the Small Business Administration, and other recovery agencies provide face-to-face assistance to individuals.

“Libraries as DRCs is a natural fit...and Massachusetts has an incredible network of libraries,” said Fred Vanderschmidt, Deputy Director for FEMA's Disaster Systems Division in Region 1. “Librarians are trained to help people access information. Everyone knows where libraries are, they have Internet, they're safe and secure, and they are ADA compliant.” Several states have shown interest in adapting the Massachusetts model to their own communities. “We're looking forward to expanding this and offering other states the tools, products, and technical assistance we developed in Massachusetts,” Vanderschmidt said.

“Prior to the project, when a disaster struck it often took many days to locate a building that could be used as a DRC. Now we know the buildings and we know the resources we have to work with. Librarians have been trained and the work of recovery can begin as soon as possible,” said Gregor Trinkaus-Randall, MBLC Preservation Specialist who coordinated the MBLC's work on the project with MEMA and FEMA.

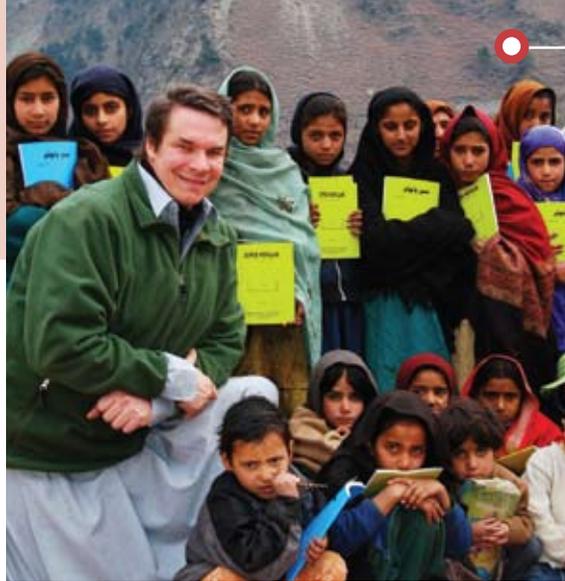
Falmouth Public Library was one of over 200 libraries to be surveyed as a Disaster Recover Center. The MBLC is currently working with FEMA and MEMA to coordinate the program in the central and western parts of the state. The additions and renovation of Falmouth Public Library, which were completed in March 2008 and funded in part through the MBLC's Massachusetts Public Library Construction Program, make the library an ideal Disaster Recovery Center.

*Architect: Beacon Architectural Associates
Photo Credit: Lucy Chen*



Community Reads!

Promoting literacy and increasing ties within communities through the shared experience of reading and discussing the same book.



Framingham Reads Together!

Greg Mortenson with Nowseri schoolchildren in Azad-Kashmir, the region battered by a 7.6 magnitude earthquake four years ago. The Central Asia Institute recently built a library in the region.

Photo Credit:
Greg Mortenson's
Central Asia
Institute

In FY2009 eleven libraries received On the Same Page Library Services and Technology Act (LSTA) grants from the MBLC to start Community Reads! projects in their towns. Here's how two libraries put the funding to work.

○ Framingham Reads Together!

Framingham Public Library's choice of *Three Cups of Tea* by Greg Mortenson was timely and brought the community together to discuss serious topics raised in the book like the changing role of Pakistani women, education, and Pakistan's turbulent history. These programs were balanced by lighter events in which residents learned Pakistani cooking and, in a nod to Pakistan's mountainous terrain, children and adults participated in a rock climbing event. Framingham Reads Together! also celebrated the beauty of Pakistan's culture in programs that featured sitar and tabla music, Pakistani poetry, and Bhangra dancing.

Through donation jars, the library raised \$3,000 for Pennies for Peace, an organization started by Mortenson that builds schools in Pakistan and Afghanistan. Education creates a foundation for peace and understanding that, as the audience

learned from Mortenson, can fill a void that may otherwise breed terrorism.

○ Burlington Reads!

Over 400 residents participated in Burlington's first ever Community Reads program in which the book *Animal, Vegetable, Miracle* by Barbara Kingsolver brought the community together around greener, healthier living. Through Burlington Reads! residents of all ages learned about growing their own produce, eating healthy, eating local, farming, and reducing their carbon footprint.



Burlington residents who toured a local restaurant with one of its chefs learned the taste and ecological benefits of growing the herbs and produce used at the restaurant in on-site greenhouses. They also learned the importance of choosing restaurants that create menus using "in season" produce rather than items that must be shipped from other parts of the country.

Photo Credit:
Lori Hodgson

The book was a fitting choice for the town which was at one time an agricultural and farming center. The *History of Farming in Burlington*, presented by the Burlington Historical Commission, was one of the most popular programs. A replica of Grandview Farm, an historic farm which serves as a reminder of Burlington's agricultural heritage and is currently being restored, was also available for viewing.

"The book provided us with a launching point for discussions and programs that connected us to our past and showed us how we can incorporate green changes into our everyday lives," said **Burlington Public Library** Director Lori Hodgson.



Almost 2,000 residents turned out to hear *Three Cups of Tea* Author Greg Mortenson speak at a standing room only event at Nevins Hall. The event was front-page news in the MetroWest Daily News. Library staff were told many times that the Mortenson event was "the best thing that had happened in Framingham since President Clinton visited in 1994," raising the esteem of both the library and the town.

Photo Credit: Jeanne Kelley

More about LSTA Funding:

In FY2009 the MBLC awarded over one million dollars in LSTA grants to 93 libraries to help them meet specific needs in their communities. These grants focused on everything from teen programming and literacy services for immigrants to incentives for school libraries and funds to digitize resources. For a complete list of LSTA grants please visit: mass.gov/mbcl/grants/lsta/index.php

LSTA grants are made possible through federal Institute of Museum and Library Services funding as administered by the Massachusetts Board of Library Commissioners.

Why Regional Library Systems Matter

Regional Library Systems are a model of what can be accomplished with limited state dollars to dramatically improve local service.

The six Regional Library Systems (RLS) have been working collaboratively for close to 13 years. Together they provide services that save libraries money and improve how libraries do business. By offering free professional development, equipment loans, access to online databases, summer reading development, long range planning, purchasing coops, assistance with budgeting, policy, personnel, and other library management issues, RLS make every library better than it could be on its own.

Residents consistently rank the ability to receive library materials from across the state (Interlibrary Loan-ILL) as the most valued library service. This essential service provided by RLS and Automated Library Networks expands every resident's access to materials from the more than 1,700 public, academic, school, and special libraries from across the state that are RLS members.

From the members who use them:

"The state's libraries are tied together by the services we share that **we couldn't afford on our own but can't imagine living without.**"

Joanne Panunzio, Beverly Public Library

"ILL offers the opportunity to borrow materials, which allows me to guide teachers when planning a new unit or project, without incurring expense. **The benefits of CMRLS and regionalization are essential to my school library program.**"

Julie Farrell, Overlook Middle School, Ashburnham

"WMRLS was in the forefront of the connectivity project to get these far-flung (western Mass) libraries access to the Internet. **WMRLS' innovative consulting services, IT expertise, and resource sharing also serve to keep these libraries' doors open.**"

Howard Polonsky, Mass. Trial Court Law Libraries

"During 2009 our staff was able to attend nearly \$5,000 worth of training workshops and benefit from \$1,125 worth of consulting help from SEMLS. For many of our staff, **SEMLS provides the only opportunity to receive training in the rapidly changing library world.** With the decline in local revenue, training and consultation are both items I am unable to provide for our library."

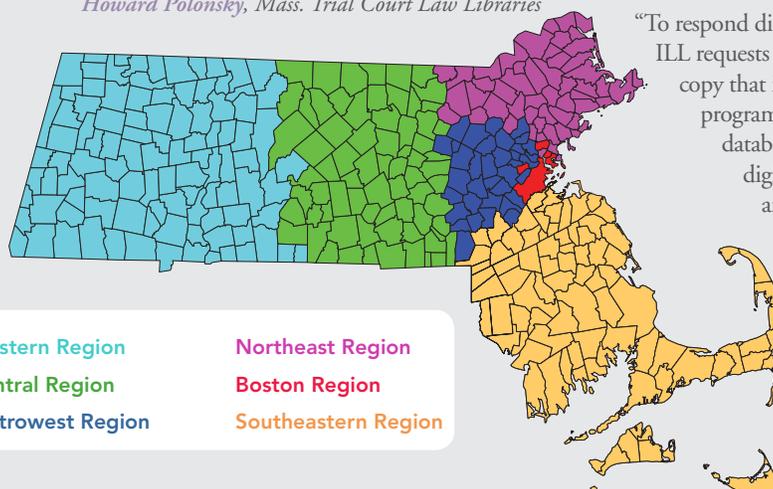
Patrick W. Marshall, Jonathan Bourne Public Library

"Being part of RLS has broadened our small school's resources and helped us stay in touch with other libraries. The Metrowest office and classes have been indispensable in keeping me up-to-date. And those databases are so valuable. The state is able to leverage their large scale purchase of the databases and **every resident, from wealthy to poorer towns benefits. What a great equalizer!**"

Leslie Schoenberr, Lexington Christian Academy

"To respond directly to users across the Commonwealth, ILL requests are being filled by creating a digitized copy that is delivered directly to the user. The e-card program provides instant access to a host of databases and downloadable collections and the digitization of extensive research collections and rare books at **Boston Public Library provides unprecedented access to students and researchers 24/7, statewide.**"

Amy Ryan, Boston Public Library



Supporting Libraries

The MBLC's Public Library Advisory Unit works to assist libraries in weathering the challenges and issues that confront them.

In FY2009 the economic downturn impacted library budgets with many libraries experiencing budget cuts. The Public Library Advisory Unit, headed by Maureen Killoran, responded to the libraries' needs by developing workshops designed to teach librarians, trustees, and Friends groups constructive ways in which they could build support for their libraries.

How to Advocate Effectively for Your Library Budget was attended by over sixty librarians, trustees, and Friends from across the state. Attendees heard presentations from a panel of library directors on advocating for the library budget.

How to Conduct an Annual Fund-Raising Appeal provided librarians and trustees with the tools needed to implement an annual fund-raising appeal for a public library. This popular workshop also included strategies and procedures which can be used to make a capital campaign a success.

The 4th Annual *Friends Sharing with Friends* conference, open to the more than 60,000 members of Friends of the Library groups, continued the MBLC's efforts to support libraries in this difficult economy. Presentations included *Fundraising Activities for Small Libraries*, *How to Start a Junior Friends Group*, *Obtaining Grants From Local Business Corporations*, *How To Do Online Book Sales*, and *Creating an Online Friends Newsletter*.

The 9th annual *Trustee Symposium*, sponsored by MBLC and the Massachusetts Library Trustees Association, provided trustees with legislative updates and workshops on library trust funds and library foundations.

In an effort to assist librarians and trustees from across the Commonwealth with questions and concerns about providing the safest possible

environment for patrons and library staff, as well as protecting library collections, the MBLC organized the first *Library Security Summit*.

"Our goal is to equip library directors and trustees with information they can use in their own communities and to promote an ongoing dialog between the library community and security experts," said Maureen Killoran.

"Libraries meet the needs of the people in their communities and the MBLC meets the needs of the libraries. We count ourselves fortunate to work with library trustees and the Friends groups to keep our libraries strong."

*Maureen Killoran,
Head of Public Library Advisory Unit*



(from left to right) Brian Donoghue, MBLC Research Librarian & Friends Liaison; Jack Donohue, President of Massachusetts Library Trustees Association; Maureen Killoran, Head of Public Library Advisory Unit and Governmental Liaison; Alice Welch, President of the Massachusetts Friends of Libraries; Vicki Kaufman, MBLC Commissioner

That All May Read

Thousands of the Commonwealth's blind and disabled residents depend on Perkins Braille & Talking Book Library and the Worcester Talking Book Library as their primary source of accessible reading materials for study, work, intellectual development, and leisure.

○ The Newline Program

This popular program provides over 2,200 borrowers with access to national and local newspapers on a same-day basis through the use of computerized speech. It allows users to listen to the newspapers via a touch-tone telephone, 24 hours a day, 7 days a week. The program is managed by the Perkins Braille & Talking Book Library.

○ Large Type Books

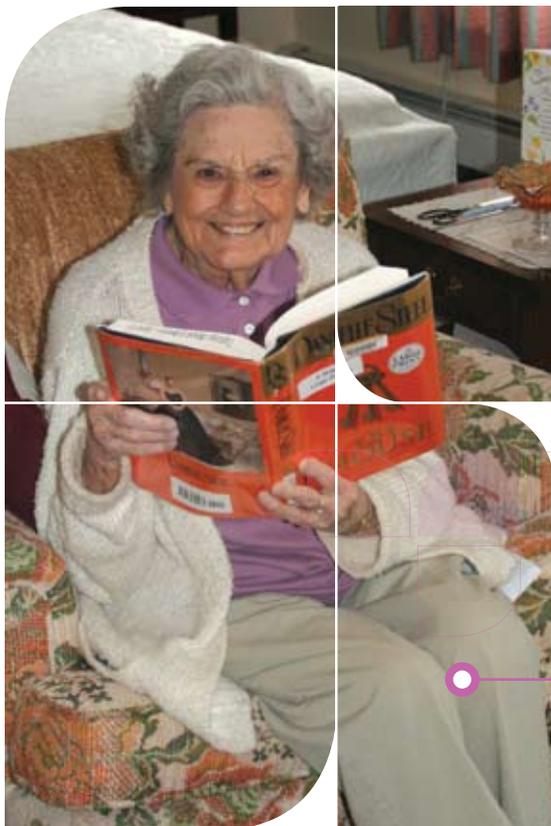
In order to keep up with an increase in demand for large print books, Worcester's Talking Book Library increased its Large Type Book collection by 14%. Over 15,900 large print books (9% increase) were sent across the Commonwealth by free mail delivery to 2,969 patrons (11% increase).

○ New Digital Book Technology

Perkins Library and the Worcester Talking Book Library have been coordinating with the Library of Congress to make the new digital talking book player available to patrons. The new player takes advantage of the latest digital audio technologies and is lighter, more compact, and easier to use.

○ Increased Outreach

The libraries together are used by over 25,000 residents of the Commonwealth. However, it is estimated that there are 150,000 blind and disabled individuals who could benefit from their services. For this reason, both libraries continue to raise awareness and reach out to new users. In FY2009 expanded outreach efforts resulted in a 12% increase in Perkins Library users. Staff visited senior centers, elderly housing complexes, assisted living centers, nursing homes, rehabilitation facilities, and low vision clinics to promote their services. They also participated in various health care and assistive technology fairs and workshops.



Worcester's Talking Book Library provides Large Type Books for thousands of the Commonwealth's blind and disabled residents

Photo Credit: Jim Izatt

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Jane Weisman, *Library Users, Princeton*

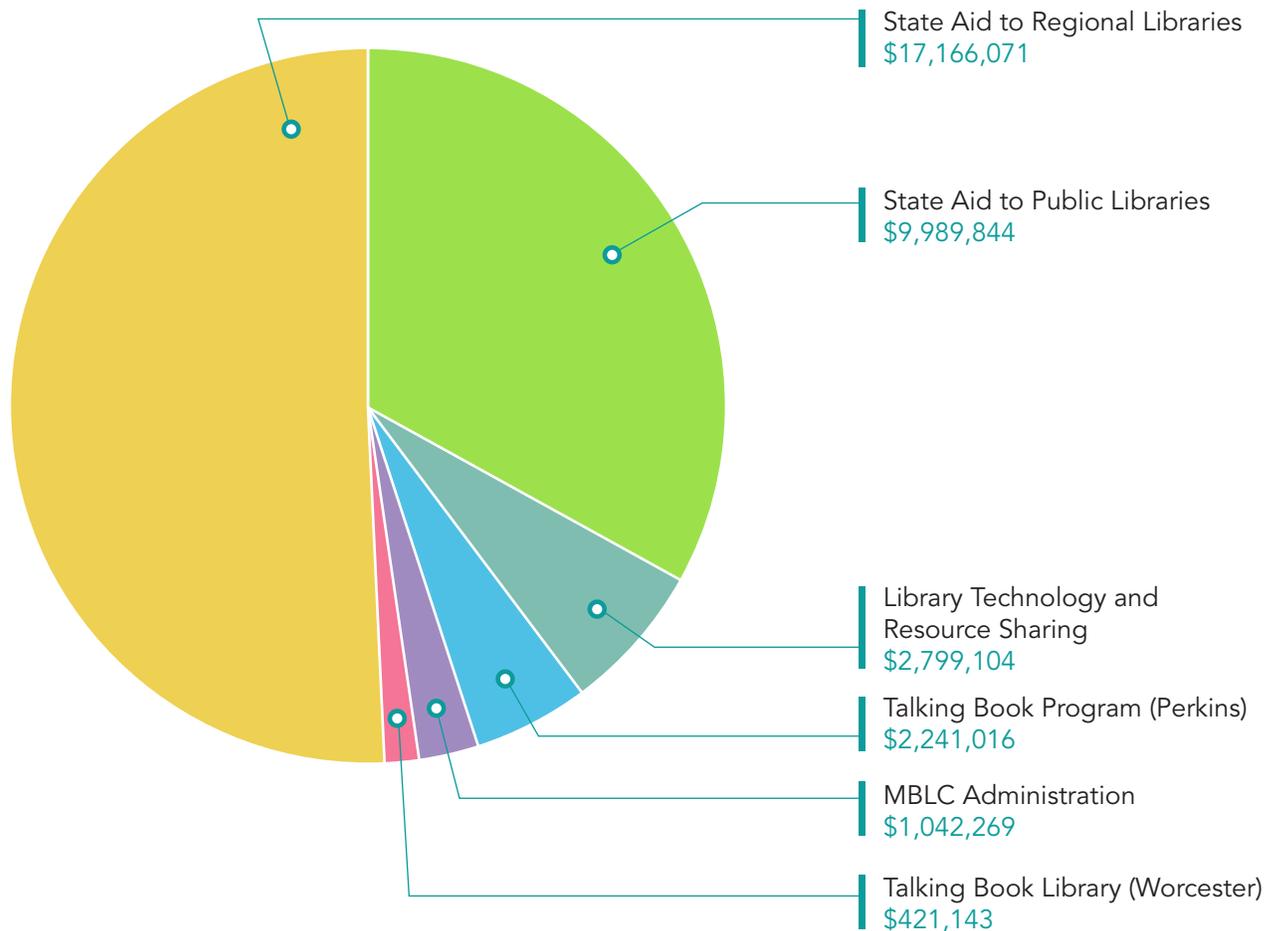
Funding for State Fiscal Year 2009

July 1, 2008 to June 30, 2009

Total State Appropriated Funds: \$33,659,447

Fiscal year 2009 marked the beginning of a difficult funding cycle for the Commonwealth's libraries. In FY2009, as a result of 9C reductions, funding to the Public Library Incentive Grant Program was eliminated. Funding for this program, which began in 2007, was \$250,000 for both FY2007 and FY2008. The outlook for FY2010 is challenging given that funding to the MBLC has been reduced by 26%.

These reductions come at a time when demand for library services is rising, with many libraries experiencing double digit increases in circulation. Statewide, the number of items circulated increased for the 10th straight year and totaled more than 57 million.



Other Funds

State Capital Funds for Library Construction	\$7,420,034
Library Services and Technology Act	\$3,346,669

A family of four can save money every month by using the services available at the library instead of renting or purchasing materials.



Public Libraries Help People Save Money

In FY2009 Massachusetts residents borrowed over 57 million books, DVDs, and other materials. If the average value of each item was \$10, public libraries saved residents an astounding \$570,000,000.

Here's how a family of four could save \$6,936 a year by using their library:

Books



2 books per week for each child =
16 monthly @ \$12 = \$192

3 books per month for each adult =
6 monthly @ \$15 = \$90

Total Book savings: \$282

Videos and DVDs



2 videos per week for children =
8 monthly @ \$4 = \$32

1 video per week for adults =
4 monthly @ \$4 = \$16

Total Video and DVD savings: \$48

Programs at the Library



Story hours/adult programs/other activities

4 monthly for preschool child @ \$6 = \$24

4 monthly for school-age child @ \$6 = \$24

2 monthly adult programs @ \$10 = \$20

Total Program savings: \$68

Museum Passes



Two visits per month for a family of 4

4 admissions per month for kids @ \$10 = \$40

4 admissions per month for parents @ \$15 = \$60

Total Museum Pass savings: \$100

Online Databases (Magazines, Newspapers, Journals)



Used twice a month by kids for school projects @ \$20 = \$40

Used twice a month by adults @ \$20 = \$40

Total Online Database savings: \$80

How public libraries are funded:

- 87% of library funding comes from local sources.
- 3% comes from State Aid to Public Libraries.
- 1.24% of total municipal budget dollars go to public libraries in Massachusetts (based on the most recent Department of Revenue figures).

What's the return on investment for the Commonwealth's libraries?

- It is estimated that Massachusetts libraries return \$4.00 to the community for every \$1.00 taxpayers spend.

Note: Costs of books and other materials, programs, and attendance at museums are based on the Maine State Library Services Calculator.

Awards & Honors

Perkins Wins National Honor: Library of Congress National Library Service for the Blind and Physically Handicapped (NLS) Network Division Chief *Carolyn Hoover Sung* (far L) and Massachusetts Library Commissioner *Irving H. Zangwill* join in congratulating Perkins Braille & Talking Book Library Director *Kim Charlson* (center) and Perkins President *Steven M. Rothstein* upon the presentation of the NLS "Library of the Year" award on June 19 in Washington, D.C. Also on hand were Library of Congress Partnerships & Outreach Director *Kathryn Mendenhall* (second from right) and *Frank Kurt Cylke*, Director of the National Library Service for the Blind and Physically Handicapped (far right). *Jubilee*, Charlson's veteran guide dog, waits patiently.



Photo Credit: Perkins Braille & Talking Book Library

Partnerships & Collaborations

Artists Foundation
Bill & Melinda Gates Foundation
Boston Bruins
Federal Emergency Management Agency
Massachusetts Archives
Massachusetts Center for the Book
Massachusetts Department of Public Health
Massachusetts Educational Financing Authority

Massachusetts Emergency Management Agency
Massachusetts Family Literacy Consortium
Massachusetts Humanities
Massachusetts Office for Refugees and Immigrants
National Archives and Records Administration
National Park Service
New England Museum Association
Northeast Document Conservation Center

Institute of Museum & Library Services

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