



2010 Annual Report

Empowering People

“Perhaps no place in any community is so totally democratic as the town library. The only entrance requirement is interest.”

Lady Bird Johnson, Former First Lady



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

On the web

MBLC agency site:
mass.gov/mblc

Statewide consumer portal:
mass.gov/libraries



Massachusetts Board of Library Commissioners



Current Commissioners

Back row, from left to right: Gregory Shesko, Mary Rose Quinn, Katherine Dibble, George Comeau, Frank Murphy

Front row: Vicki Kaufman, Em Claire Knowles, Alice Welch, Carol Caro

George T. Comeau, Esq., 2004- ○
Chair

Canton

Katherine K. Dibble, 2005- ○
Vice Chair

Roslindale

Francis R. Murphy, 2007- ○
Secretary

Arlington

Carol B. Caro, 2008- ○

Brookline

Vicki L. Kaufman, 2006- ○

Melrose

Em Claire Knowles, 2001- ○

Medford

Mary Rose Quinn, 2008- ○

Woburn

Gregory J. Shesko, 2009- ○

Needham

Alice M. Welch, 2010- ○

Worcester

Irving H. Zangwill, 2006-2010 ○

Fall River

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 advises municipalities and library trustees on the operation and maintenance of public libraries, including construction and renovation. It administers state and federal grant programs for libraries and promotes cooperation among all types of libraries through the regional library system and automated resource sharing networks. It also works to ensure that all residents of the Commonwealth, regardless of their geographic location, social or economic status, age, level of physical or intellectual ability or cultural background, have access to essential new electronic information technologies and significant electronic databases.

From the Chair and the Director



In 1778, when the town of Franklin, Massachusetts was incorporated, it was named in honor of Dr. Benjamin Franklin. In return, Dr. Franklin was asked to donate a bell for the town's church steeple. Acknowledging that "sense" was preferable to "sound," Ben Franklin responded with an offer of books for the use of the town's residents. When the volumes arrived, a great controversy arose over who should be allowed to use them.

On November 20th, 1790, those attending the Franklin town meeting voted to lend the books to all Franklin residents free of charge. This vote established the Franklin collection as the first public library in the United States. In essence, Franklin saw that access to a free library would lead the way towards empowering individuals.

Today, the legacy of free and open to all endures. This is a purely American principle, founded right here in Massachusetts. What we say every day, in hundreds of libraries across the Commonwealth, is that regardless of race, creed, or national origin, patrons can come to the library and be empowered.

Libraries open the world to children who are inspired with ideas for the future. The elderly learn new skills from staff who consistently reach further to deliver services in a time of ever shrinking budgets. Our teens and tweens find connecting points that allow them to become thinking adults. New Americans encounter essential freedoms in our libraries that bring them into our communities and into our country in a meaningful way. And library services for those who are blind, deaf blind, visually impaired or disabled help these individuals build productive, meaningful lives.

Empowerment comes not only from free and open access, but from a library system that inspires and has the ability to grow with the needs of the people who use it. These ideals of strong library service require appropriate funding from local, state, and federal sources. In FY2010, state funding dropped to mid-1990's levels, threatening the core services that are at the heart of empowering people.

Let this annual report serve as a guide to restoring the programs and budgets that have been lost during the past five years. The MBLC is committed to finding ways to rebuild, strengthen and restore what has been lost in our community libraries. It is our mission to see that "sense" takes the place of "sound" throughout the Commonwealth and that we deliver this message to Beacon Hill, City Council Chambers and Selectmen throughout Massachusetts.

In this annual report you will meet some of our residents. They are the faces of "empowerment"—the people who come to our doors in search of answers, both weighty and whimsical, that cause us to treasure the public library. More than bricks and mortar, more than books and materials, today's modern public library is bursting at the seams with ideas and challenges.

George T. Comeau
Chair

I'm often asked whether libraries are still important in this age when it seems that everything is available online. When I consider how much library usage continues to surge (for the 11th consecutive year public library borrowing reached an all-time high and 500,000 new library cards were issued in Massachusetts), it's easy to simply say yes. It's easy to let numbers tell the story; it's harder to tell the human story. People from all over the state and from all walks of life have shared with me the difference libraries have made in their lives. Entrepreneurs, students, job seekers, the homeless, the affluent, new Americans, children, young adults, adults and seniors, literate and illiterate all find a path to success at the library.

Ensuring that every resident has equal access to library services is not without its challenges. In FY2010, while library usage soared, funding at the state and local levels declined. State funding was cut 27% from FY2009 to FY2010 and local public library funding reduced by 2%. Funding reductions caused the Board to make difficult decisions about regional services that resulted in the consolidation of six regional library systems into a single statewide system, the Massachusetts Library System. This consolidation means that regional services will be equally available to all 1,750 member libraries statewide.

At the MBLC it is our job to ensure that libraries continue to be places where all are welcomed. Through MBLC programs, guidance, and grants, libraries are strengthened, communities are united, and residents are not only better informed, but inspired. In this annual report you'll hear from some of our residents and learn about the ways in which programs and funding from the Massachusetts Board of Library Commissioners are empowering the Commonwealth's residents.



Robert C. Maier
Director

“I think the health of our civilization, the depth of our awareness about the underpinnings of our culture and our concern for the future can all be tested by how well we support our libraries.”

Carl Sagan, Author/Scientist

How Massachusetts residents use their public libraries



Internet

Alma and Jonathan use the library's Internet access. Alma, a working mom, also brings her daughter to library children's programs. "She's 5 years old and already recognizes words," says Alma. MBLC funding supports library connectivity. With a grant from the Bill & Melinda Gates Foundation, the MBLC, along with the automated resource sharing networks and the Massachusetts Library System, is currently working with the Massachusetts Broadband Initiative to bring high-speed Internet to 124 communities in western Massachusetts. Each day, Massachusetts public libraries host over 22,000 Internet access sessions.



Information

"Aquí me informo y aprendo, me encanta la biblioteca. A veces saco hasta diez libros a la vez," says Lydia ("I come here to get information and learn. I love the library. Sometimes I take out as many as ten books.") To reach out to more Spanish speakers, the MBLC launched Bibliotecas de Massachusetts with information in Spanish as part of its statewide consumer portal, mass.gov/libraries. The site also hosts the Massachusetts Office for Refugees and Immigrants' statewide directory of services which allows users to find information about housing, jobs, and other services.

Circulation	29%	↑
Large print circulation (Worcester*)	15%	↑
Interlibrary loan	350%	↑
Described DVD (Perkins*)	120%	↑

Internet sessions	128%	↑
Library visits	50%	↑
Program attendance	29%	↑

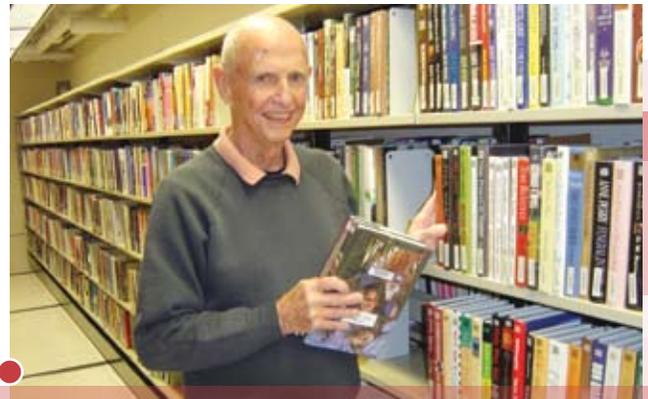
*Compares FY2009 to FY2010. All other data is provided to the MBLC by libraries and compares FY2000 to FY2010.

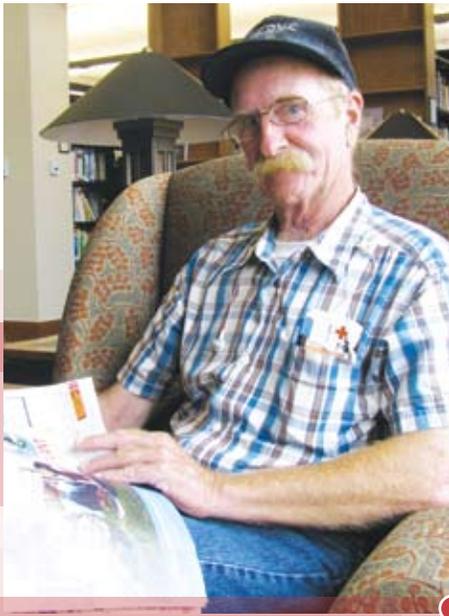
On the Rise

For the visually impaired

At the Talking Book Library in Worcester, Bob holds one of the many large print books available for the visually impaired. The MBLC provides funding to support the Talking Book Library in Worcester and the Perkins Braille and Talking Book Library in Watertown. Together they make reading accessible to anyone who is unable to read or use standard printed materials as a result of visual or physical limitations.

Photo credit: Jim Izatt





“When my husband was unemployed and we had to cut costs, he used the library’s computers to go online and look for a job.”

Massachusetts Library User

Interlibrary loan

Barry likes the fact that he can get library materials from across the state delivered to his local library. With funding from the MBLC, automated resource sharing networks and the Massachusetts Library System cooperate to make this valuable service possible and cost effective. Items are delivered for less than the cost of a postage stamp. Patrons receive an estimated 6.3 million items annually through interlibrary loan.

Programs

“It’s our home away from home,” says this young patron’s mom. The MBLC uses federal Library Services and Technology Act (LSTA) funding to give direct grants to libraries, enabling them to offer services and programs that support lifelong learning. The MBLC awarded \$1,206,222 in 58 grants to 53 public, academic, school and special libraries, regional library systems, and automated resource sharing networks across the Commonwealth. On average, two million people each year attend programs at Massachusetts public libraries.



Teen programming

Through a partnership between Newton Free Library and the art departments at Newton North and Newton South High Schools, students like Pamela Chen have the opportunity to display their artwork in the library’s Young Adult Gallery. Local businesses and community-based arts organizations also support the program. The MBLC awards federal LSTA grants to support local library programming that meets teen needs.

Photo credit: Ellen Meyers

Equal access to the Commonwealth's resources

On the web

More information about state aid:
mass.gov/mblc/grants/state_aid/index

State Aid Guide for Municipal Officials:
mass.gov/mblc/grants/state_aid/guide

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, or whether you have a PHD or a GED, every resident has equal access to libraries' resources. The cornerstone to providing this level of equity is the State Aid to Public Libraries Program.

Each year the Massachusetts Board of Library Commissioners awards State Aid to Public Libraries

grants to municipalities whose libraries meet statutory (MGL c.78, ss 19A and 19B) and regulatory (605 CMR 4.00) requirements. The requirements of this voluntary program ensure that each library is able to meet the needs of their own community, but also that no library stands alone. "In this collaborative environment each library has to hold up its end, and state aid certification is the standard used to determine a reasonable level of municipal support," says **Deborah Abraham**, Director at Parlin Memorial Library in Everett.

"If our library lost state aid certification, our residents would go from having access to over 37 million items at the click of a mouse to having access to only 55,000."

Amy Sadkin, Lunenburg Public Library Director

Reciprocity is key

Libraries in the State Aid to Public Libraries Program work together to give Massachusetts library patrons access to millions of items. It's called reciprocal borrowing and as Milton Library Director **Phil McNulty** says, "It is the fundamental basis upon which all other cooperative library activities are based. If the requirements were allowed to disappear through some appalling lack of foresight, one of the most effective cooperative library systems in the country would begin to see steady erosion."

Lunenburg Public Library Director **Amy Sadkin** agrees, "If our library lost state aid certification, our residents would go from having access to over 37 million items at the click of a mouse to having access to only 55,000. Lunenburg is a small community of under 10,000 residents, yet we received over 10,000 items for our patrons and sent out 12,000 items to residents of other communities."

Although FY 2010 continued to be fiscally challenging for libraries, 338 (out of a possible 342) public libraries applied for and were certified in the State Aid to Public Libraries Program, with 242 libraries meeting all program requirements and 96 libraries receiving waivers of the Municipal Appropriation Requirement. One community, Hull, was denied a waiver due to a 64% cut to the library's budget.

Public libraries use state aid funds in a variety of ways, including purchasing library materials and computers, offering library programs to support literacy, repairing library buildings, and paying staff salaries.



Teens take the lead

Public libraries are putting teens in charge of developing library programming and services that meet the needs of their generation. With federal Library Services and Technology Act (LSTA) grants from the Massachusetts Board of Library Commissioners (MBLC), librarians are working with teens to turn libraries into teen-friendly places where young adults have the opportunity to develop new skills and grow into future leaders. Among the FY2010 exemplary LSTA projects were the “Tweens and Teens” programs developed by Wendell Free Library and Middleborough Public Library.

Wendell Free Library

With a population of just over 1,000, Wendell’s youth disperse to eleven out-of-town schools upon finishing elementary school. The town offers these youngsters no special programs, services, space or opportunity to stay connected to each other and their community. The library’s two-year project involved hiring a Teen Services Coordinator (TSC) and establishing a Teen Advisory Board to work together to build a multi-formatted Young Adult collection and plan programming.

The TSC and the teens immediately set out to create a dedicated teen space in the library. Sundays at the library were designated as teen time with programming and activities to meet their needs and interests. Community members offered workshops with 80% of the teens reporting that they learned a new skill. Teens are also turning to the library for Internet access. Because of the rural nature of Wendell, most teens have only dial up access at home so many of the new technologies based on Internet access can only be learned and practiced at the library (which has a faster connection).

Middleborough Public Library

The library used a “Teens and Tweens” grant to start a Teen Advisory Board that developed creative programming and collections to meet teen needs and align with state standards and curricula for middle and high school students. The library also operated *Teen Scene*, an after school room providing middle and high school students with the opportunity to socialize, game, study, and use laptops in a welcoming atmosphere. In addition, the library offered workshops to familiarize teens with online library resources to assist them with their homework.

The library also developed its first ever teen Summer Reading Program. The program was highly successful, boasting a 38% increase in

“I must say I find television very educational. The minute somebody turns it on, I go to the library and read a book.”

Groucho Marx, Comedian/Actor

participation by high school students. Using online summer reading software offered by the MBLC, teens had the freedom to write and share book reviews and rate books—84% of teens took advantage of this rating system. “With the LSTA grant, the library has helped center the teens of Middleborough with a place they may comfortably go after school or during the summer and find collections and programs to meet their needs,” said **Christine Dargelis**, Middleborough Public Library’s Assistant Director.

Teens at the Wendell Free Library enjoy a workshop made possible by the library’s “Tweens and Teens” LSTA grant. “By far the biggest success of this project has been the creation of a safe and welcome space for teens,” said Director **Rosie Heidikamp**. “Even teens with noted reading disabilities have begun to borrow materials.”

Photo Credit: Jordan Funke



Federal funding

The federal government, through the Institute of Museum and Library Services (IMLS) annually allocates funds to the MBLC under the Library Services and Technology Act (LSTA) to help implement goals and objectives of the Massachusetts Long Range Plan, 2008-2012. The MBLC uses LSTA funding to give direct grants to libraries that allow them to offer services above what their local funding would permit. Direct grants totaling \$1,206,222 in 58 categories were awarded to 53 public, academic, school and special libraries, regional library systems, and automated resource sharing networks across the Commonwealth.

On the web

List of FY2010 grant awards:

mass.gov/mblc/grants/lsta/awards/lsta_awards/fy2010

Grant opportunities:

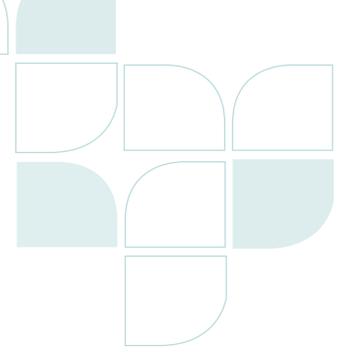
mass.gov/mblc/grants/lsta/opportunities/index

Massachusetts Long Range Plan:

mass.gov/mblc/grants/lsta/plan/index

21st century collaboration

Open source software improves patron access and saves money.



“MassLNC, with the possible exception of the Massachusetts statewide virtual catalog, is the largest and most complex cooperative effort that Massachusetts libraries have seen to date. All indicators point to a successful outcome.”

Paul Kissman, Library Information Systems Specialist, MBLC

Three Massachusetts automated resource sharing networks, Central/Western Massachusetts Automated Resource Sharing (C/W MARS), Merrimack Valley Library Consortium (MVLIC), and North of Boston Library Exchange (NOBLE) are migrating to the Evergreen open source library system platform. With the help of a \$412,000 LSTA grant, the three networks are closely coordinating their efforts under the aegis of the Massachusetts Library Network Cooperative (MassLNC - pronounced “Mass Link”).

Originally developed by the state of Georgia as the PINES catalog, the Evergreen library system software provides mission-critical library functions such as public access, circulation, cataloging, and hold and reserve requests. As the open source solution best suited for large library consortia, installations are now going up all over North America, including library systems in Washington state, Indiana, South Carolina, Michigan, Connecticut, and British Columbia.

Though MVLIC, C/W MARS, and NOBLE will continue as separate entities, they have worked assiduously to keep their systems as similar as possible, to share in planning, system setup, and migration plans, as well as to determine the software development requirements most necessary to make the project a success.

The networks expect library patrons to see an enormous difference from past systems as the catalog will meet users’ growing needs through ongoing active improvements provided by librarians and technical staff across Evergreen’s entire installed base of consortia. Other open source projects can be brought in to supplement the system’s offerings. For example,

MassLNC is currently examining the addition of Syrup, an electronic reserves system, for use by academic libraries.

MassLNC’s strategic direction offers a number of potential advantages and cost savings. The variety of library systems in Massachusetts is reduced, simplifying larger-scale projects like the statewide virtual catalog. Each

network’s technical staff can share their expertise. MassLNC documentation and training, though developed by one network, are offered across all participating networks. In the future, network equipment and servers may no longer need to be kept in the same building as staff; rather less expensive, shared facilities may be set up in a common location with well-trained staff nearby to support all systems.

By using MassLNC, networks will be able to redirect funds currently used for annual maintenance contracts with their existing library system vendors. MassLNC members will drive their own software improvements on their own schedule. MassLNC participants can pool their funds for more expensive projects.

MassLNC’s strategic direction offers a number of potential advantages and cost savings. The variety of library systems in Massachusetts is reduced, simplifying larger-scale projects like the statewide virtual catalog. Each network’s technical staff can share their expertise.

On the web

More about MassLNC:
masslnc.cwmars.org/node/2098

Learning to live green

Libraries across the Commonwealth celebrated the benefits of green living in their summer reading programs for kids, teens, and adults.

Through *Go Green!* for kids and families and *thk grEn* (Think Green) for teens, participants learned earth-friendly habits and discovered that going green can be fun. Many libraries also used *thk grEn* to teach teens responsible money management practices. Close to 400 libraries across the state offered summer reading programs and nearly 95,000 children, teens, and adults participated.

For the second year in a row, the Boston Bruins teamed up with the Massachusetts Board of Library Commissioners (MBLC) and the Massachusetts Library System (MLS) to promote the benefits of reading during the summer months. Summer reading is one of the best ways to help students maintain what they learned during the school year and to prepare them for the coming year. Participants choose what they want to read, set goals, write reviews and track their progress online. The programs are free and open to everyone.

“ I’m so delighted to have a teenager who says ‘I need to go to the library’ when she needs a book or wants a CD instead of ‘I need to go to the mall.’ ”

Massachusetts Library User



Young readers at Woburn Public Library enjoy a quiet moment at the library’s Bruins Reading Rink. The Bruins donated Reading Rinks to libraries in Newbury, Plainville, Middleborough, South Hadley, and Manchester-by-the-Sea. The rinks feature a Bruins rug, Bruins-themed hockey furniture, bookcases made from hockey sticks, and a kids-sized Bruins rocking chair. They provide a comfortable space for young readers and their families to read together, do a craft, or take part in a library program.



Close to 2,000 children, teens and adults participated in Framingham Public Library and the McAuliffe Branch’s 2010 summer reading program. “We make the program fun and make sure that people know that no matter what their skill level or interest, we’ll help them find something that’s right for them,” said **Marcy Maiorana** Assistant Children’s Supervisor. **Alethia** and **Christian Grainger** (pictured here) were among the 339 adults who enjoyed the library’s first summer reading program specifically for adults.

Photo Credit: Framingham Public Library



Participants in the summer reading programs at libraries in Grafton, Sutton, Shrewsbury, and Upton had the opportunity to volunteer at the Community Harvest Project farm in Grafton. Each year volunteers help grow and harvest tens of thousands of pounds of vegetables at the farm for distribution to the Worcester County Food Bank. More than 80,000 people in Central Massachusetts rely on the food bank each year. “It gave families and community members a nice opportunity to make a difference,” said **Carol Geary**, Youth Services Librarian at Sutton Public Library.

Photo Credit: Carol Geary



To encourage participation in the program, the Boston Bruins made special library visits and awarded autographed Bruins gear to lucky summer reading winners. Here two Bruins prospect players help a young Newbury Town Library patron plant seeds to take home to his garden as part of the *Go Green at Your Library* statewide summer reading program.

Photo Credit: Sheryl Lanzel

Building community

In this online age, do we really need to expand and renovate public libraries? With usage soaring at public libraries across the Commonwealth, the answer is a resounding yes. During the past ten years, in-person visits to our public libraries have increased by 50% with close to 40 million visits to libraries and 58 million items borrowed last year alone. Many public libraries, some built over 100 years ago, struggle to meet the growing demand for library services.

“The library is an important hub – one of the few remaining places where neighbors can gather and connect without any agenda and without being expected to buy anything.”

Massachusetts Library User

New regulations

The Massachusetts Public Library Construction Program (MPLCP) is helping communities meet the growing library needs of residents. Revisions to Library Improvement Program-Public Construction Regulations significantly increased the average grant award to 50% of the eligible costs. The Green Library Incentive was also enhanced so that libraries



The new **Pearle L. Crawford Memorial Library** in Dudley boasts many green elements. Onsite renewable energy in the form of solar panels on the roof reduces dependence on fossil fuels. The library is built to maximize water efficiency which reduces the burden on the municipal water supply and wastewater system. The library also reduces the waste it generates, meaning less is hauled to landfills. Its very location is green because it does not have a significant impact on the surrounding area and meets flood, wetland, and endangered species restrictions.

Total project cost: \$6,924,572

MBLC grant: \$2,402,387

Architect: J. Stewart Roberts, Associates, Inc.



Cambridge Public Library's project renovated the existing 1888 Van Brunt and Howe building and added over 76,000 square feet in new space that features innovative state-of-art double layered glass exterior walls to maximize energy efficiency. The building has been called one of the best recent pieces of architecture in the Boston area and has won 11 awards, most recently a citation from the 2010 Sustainable Buildings Industry Council (SBIC) Beyond Green High-Performance Building Awards program. The SBIC recognizes high-performance buildings and favors sustainability as a prominent design objective.

Total library project cost: \$47,992,477

MBLC grant: \$10,698,495

Architect: William Rawn Associates, Architects partnering with Ann Beha-Architects

Information about MPLCP:mass.gov/mblc/grants/construction/index**MPLCP regulations:**mass.gov/mblc/grants/construction/program/605cmr6**2010-2011 grant round:**mass.gov/mblc/grants/construction/program/index

will be able to plan for energy-efficient systems and construction at the outset of the project. Library projects that attain the U.S. Green Building Council's LEED certification (Leadership in Energy and Environmental Design) receive additional funding.

New libraries

In addition to the new libraries featured below, Westhampton, Buckland and Walpole broke ground on new libraries and the communities of Foxboro, Holyoke, Millis, and Westwood received voter approval to accept and match their MPLCP grant and move forward with library projects. Townsend Public Library opened a new facility and the Ames Free Library in Easton renovated its building – both projects were completed with no monetary assistance from the MPLCP.

New grant round

MPLCP also announced a new grant round in May 2010. Thirty libraries submitted applications. The MBLC will consider provisional grant awards at its July 2011 Board meeting. Ongoing funding to support the MPLCP and the Library Green Incentive was authorized by Governor Deval Patrick and the Legislature in the General Governmental Bond Bill in 2008.



Mashpee Public Library is the first in the state to receive the MBLC's Green Library Incentive. The library achieved the U.S. Green Buildings Council's LEED certification at the silver level and was awarded \$146,727 in addition to the grant the community received as part of the MPLCP. The new two story 22,000 square foot facility is designed to be a community center and a focal point for a variety of cultural and education programs. "If you build it they will come," said Trustee Chair **David Burton**. "And boy have they been coming." In the first five months of the library's opening, usage was up 55% and 1,700 residents got new library cards.

Total project cost: \$8,434,500

MBLC grant: \$2,934,541

Architect: Johnson Roberts Associates, Inc.



The newly expanded **Bolton Public Library** is designed to meet community needs well into the future. The project added close to 13,000 square feet of new space to the original structure of 4,376 square feet built in 1901. It features room for library programming, community meetings, a separate teen room, and quiet study areas. The creative mural in the children's room encourages young readers to "let your mind take flight." Fifteen new computer stations allow patrons of all ages free high-speed Internet access. Prior to participating in the MPLCP, no significant changes had been made to the library except for the addition of electricity in 1913.

Total project cost: \$6,743,513

MBLC grant: \$2,487,906

Architect: Lerner/Ladds + Bartel



Lakeville Public Library is one of over 200 libraries surveyed as a Disaster Recovery Center. "Having the library as the local place for residents to obtain assistance with the recovery process could not have been better," said Director **Olivia Melo**. The DRC at Lakeville Public Library stayed open to offer assistance from March until June.

Libraries join MEMA and FEMA in flood recovery

During the spring of 2010 when record flooding inundated the state, several public libraries opened as Emergency Management Disaster Recovery Centers. Public libraries in Lakeville, Billerica, Middleton, Lancaster, and Quincy served as Disaster Recovery Centers (DRC) where FEMA (Federal Emergency Management), MEMA (Massachusetts Emergency Management), the Small Business Administration, and other recovery agencies met residents and provided face-to-face assistance.

"Having a DRC at the library available to the greater Lakeville community was a major benefit to the residents who experienced flooding in their homes during the March storms," said Lakeville Library Director **Olivia Melo**. "Within a few days, the Center was incorporated as just another of the Lakeville Library services."

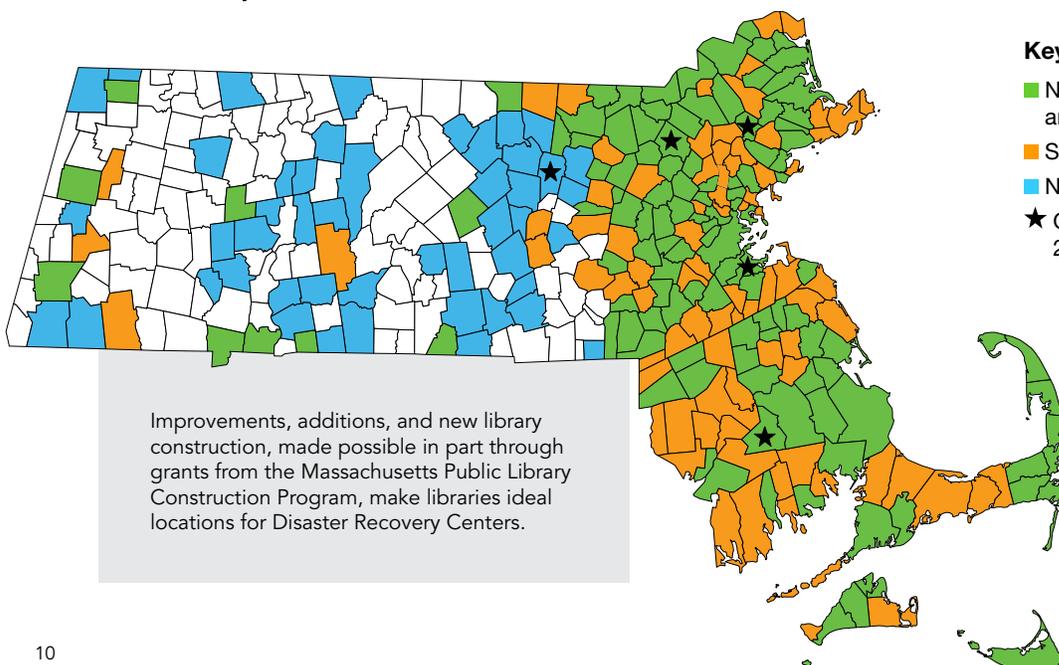
The libraries are part of an ongoing project between the Massachusetts Board of Library Commissioners (MBLC), FEMA, and MEMA. Through the project, over 200 libraries have been surveyed as Disaster Recovery Centers. Several states have

shown interest in adapting the Massachusetts model to their own communities.

"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 project with MEMA and FEMA.

"The richest person in the world – in fact all the riches in the world – couldn't provide you with anything like the endless, incredible loot available at your local library."

Malcolm Forbes, Millionaire



Key to map codes

- New construction or addition/renovation and surveyed as a potential DRC site
- Surveyed as a potential DRC site
- New construction or addition/renovation
- ★ Opened as a DRC during spring 2010 flooding

Improvements, additions, and new library construction, made possible in part through grants from the Massachusetts Public Library Construction Program, make libraries ideal locations for Disaster Recovery Centers.

On the web

Libraries and disaster planning:
mblc.state.ma.us/grants/disaster/index

Creating possibility

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

Digital players

Both libraries have been working to increase patron access to the new digital players and books offered through the Library of Congress' National Library Service (NLS). "The response from borrowers continues to be extremely positive, citing the smaller size, convenience of one book per cartridge, and improved sound quality," said **Kim Charlson**, Director of the Perkins Braille and Talking Book Library.

BARD

NLS digital talking books and magazines are available for free download through Braille and Audio Reading Download (BARD). Helping patrons learn how to use this new service is an ongoing effort. Staff at the Talking Book Library in Worcester answered questions about eligibility and assisted patrons with the application process and computer requirements. They also provided patrons and caregivers hands-on instruction and telephone assistance on downloading materials from the BARD website. Perkins Braille and Talking Book Library offered classes in the Perkins technology lab to patrons who use screen reader and magnification software. Participants learned how to log onto the site and search for items using the site's various search features and indices. Students also learned how to download items onto the new NLS digital cartridge to use with the player.



A patron of the Perkins Braille and Talking Book Library uses a new and improved digital player to listen to a digital book.

Photo Credit: Perkins Braille & Talking Book Library

On the web

Perkins Braille & Talking Book Library:
perkins.org/community-programs/btbl/

Worcester Talking Book Library:
worcpublib.org/talkingbook/index.htm

National Library Service:
loc.gov/nls/

Newsline and large print

Newsline, a Perkins Braille and Talking Book Library service that allows users to listen to over 300 newspapers (including four in Spanish) and 25 magazines via any touch-tone telephone, continues to be popular. In FY2010 "Newsline In Your Pocket" was launched. It allows borrowers to connect a portable device or a cartridge to their computer in the morning and automatically download their favorite papers in minutes.

Even with this new technology, the Talking Book Library in Worcester continues to see an increased demand for large print books. Over 18,250 large print books (a 15% increase over FY2009) were sent across the Commonwealth by free mail delivery to 3,231 patrons (a 9% increase over FY2009).

“My alma mater was books, a good library... I could spend the rest of my life reading, just satisfying my curiosity.”

Malcolm X, Activist/Intellectual

Regional consolidation

Funding drops to mid-1990's levels

In September 2009, the Massachusetts Board of Library Commissioners (MBLC) received a mandate to reduce projected FY2011 funding to mid-1990s levels at a time when demand for library services was at an all-time high. In October 2009, the Board held several budget sessions attended by hundreds of library supporters to gather input from the public and the library community. In addition, the Board received several hundred email comments from individuals who expressed concern about maintaining library services in the wake of drastic funding reductions.

The Board also held a special meeting during which the Commissioners discussed options for hours and reached a decision to move forward with a mandated budget that necessitated the consolidation of six Regional Library Systems. "This is by far the most difficult decision we have had to make. The Commission has heard from patrons and library professionals from every corner of Massachusetts, and yet, the decline in the budget is so precipitous that today's action is necessary to ensure that basic and core services are maintained to every city and town in the Commonwealth," said MBLC Chair **George T. Comeau**.

Transition Planning Team formed

The director of the MBLC worked with the administrators of the six systems to design a process that would include input from regional staff, regional governing boards, and member libraries. A professional facilitator was engaged to guide and manage the discussions and planning sessions. In November 2009, a meeting of staff of the six systems was held to get their thoughts on the services most necessary for the member libraries. In December 2009, a meeting of members of the regional executive boards was held to further prioritize regional services and to make an initial determination of the approach that should be taken. From both sessions it was clear that delivery, electronic content and continuing education/technical assistance were the priority services to be sustained in any consolidation. At the December meeting the group of 85 executive board members voted to consolidate to a single statewide region. That meeting also led to the appointment of an 18 member

Transition Planning Team comprised of three members from each of the six regional boards with the regional administrators and the MBLC director as ex officio members.

The Transition Team met seven times between January and April 2010 to develop the consolidation plan, write a plan of service, propose a FY2011 budget, determine an initial staffing plan, and appoint an executive board for the new regional entity.

Massachusetts Library System begins operations

Their work resulted in a report and recommendations which were discussed at the April 1, 2010 meeting of the Board of Library Commissioners. On April 13, 2010 the Board held a special meeting, and after several more hours of discussion it unanimously voted to designate the Massachusetts Library System (MLS) as the administrative entity to provide regional services to libraries and residents.

In May and June, 2010, the MLS executive board advertised for, interviewed, and appointed an executive director for the new system. They also designated seven professional staff of the former regions to be hired by the new system. These staff members were onboard as of July 1.

On July 1, 2010, the new Massachusetts Library System (MLS) began operating as the sole provider of regional library services for the more than 1,700 public, school, academic, and special libraries across the state. MLS operates from offices in Waltham and Whately and provides core services including delivery, interlibrary loan, continuing education and training programs, advisory and technical assistance, and online content. The statewide summer reading program, cooperative purchasing of library materials and supplies, and the Basic Library Techniques classes also continue under the new region.

On the web

Regional Transition Planning Committee Final Report:
mass.gov/mblc/mblc/mls/index.php

Governor and MBLC joint fact sheet:
mass.gov/mblc/mblc/mls/library-factsheet.pdf

Massachusetts Library System:
masslibsystem.org/

Supporting libraries

The MBLC's Public Library Advisory Unit provides direct support, advice, and contact regarding library administration and governance for hundreds of library trustees, directors, and municipal officials. Headed by **Maureen Killoran**, the Unit has helped libraries work through critical issues including funding during times of economic crisis, library privatization, patron privacy rights and confidentiality laws, Internet safety issues, and library security.

Trustee Symposium

In FY2010, the Unit, along with the Massachusetts Library Trustees Association, celebrated the ten year anniversary of the Trustee Symposium which provides workshops, networking, and information for library trustees across the state. The focus of the FY2010 symposium was *Group Process: Working Effectively as a Board of Trustees*, presented by **Dr. E. Wallace Coyle**, president of E. Wallace Coyle Associates. The program was well attended with close to 90 trustees participating.

Friends Sharing with Friends

Open to the more than 60,000 members of the Friends of Library Groups, the annual Friends Sharing with Friends conference provides an outstanding opportunity for Friends of Library groups from across the Commonwealth to meet and share experiences while learning about successful efforts and programs. Highlights from FY2010's conference included a presentation by the Pioneer Valley Friends group, a workshop on how to plan successful library anniversary celebrations presented by representatives from the Topsfield and Worcester Public Libraries, and a



MBLC Director, Robert C. Maier, in commenting on the effect of Ms. Killoran's work noted, "Maureen's work has positively impacted the way libraries operate every day. It touches every library user across the state. The MBLC, library patrons, and the library community owe Maureen our gratitude."

On the web

Trustee and Friends information:
mass.gov/mblc/advisory/trustees/index.php

workshop on imaginative fundraising activities by the Friends of the Wilmington Public Library. This was the 6th consecutive year of the Friends Sharing with Friends Conference, an idea which was originally developed in 2004 by Maureen Killoran, Head of the Public Library Advisory Unit and Government Liaison. Registrations for the conference have grown each year and this conference has now become a "must do" event for many Friends members.

Maureen Killoran retires

In FY2010, Maureen Killoran, retired from the MBLC. "Maureen has been a champion of libraries and of patron rights. Everyone across the state knows, respects, and genuinely cares for Maureen," said **George Comeau**, MBLC Chair.

During her career with the Board, Ms. Killoran worked on some of the most critical issues facing libraries. She created the first Massachusetts Library Legislative Day with the Massachusetts Library Association 24 years ago and has worked tirelessly with the State Legislature on behalf of the Commonwealth's libraries. She was instrumental in the passage of legislation in 1987 that created the Massachusetts Public Library Construction Program which has awarded over \$300 million in grants to over 200 communities across the Commonwealth.

"I've been lucky," says Ms Killoran. "I've been able to combine the two things that professionally matter most to me: libraries and government. And I've had the opportunity to work with people all over the state. I've always appreciated their different and valuable experiences and points of view. It has been an honor to work these many years with such talented people for the good of libraries."

"With a library you are free, not confined by temporary political climates. It is the most democratic of institutions because no one – but no one at all – can tell you what to read and when and how."

Doris Lessing, British Author

Increasing patron access

The consumer portal mass.gov/libraries continues to serve as a gateway to library services across the Commonwealth. Patrons can learn about statewide initiatives such as summer reading and community reads, but also have access to their local libraries' information. [Mass.gov/libraries](http://mass.gov/libraries) was created by the MBLC's Public Relations Advisory Committee in 2008. The committee continues to add to the portal to increase access to library services for all Commonwealth residents.



Job search support

Early in 2008 the committee developed a webpage with resources and information to help people in their job search. The page also featured success stories of Massachusetts residents who used their libraries' resources to help them find a new job. The committee is expanding this section to include health, education, and other helpful information for people who find themselves out of work and dealing with a wide variety of issues.

Outreach to Spanish speakers

To encourage Spanish-speakers to use their public libraries, the committee created a section with information helpful to this population. It features videos of Spanish-speaking patrons describing the ways in which they use their libraries and connects users to ESL and citizenship classes offered at public libraries. The committee coordinated with the Massachusetts Office for Refugees and Immigrants to host a statewide directory of services for New Americans.



Remote access to services

In 2010, the committee began a project to update the design, navigation, and functionality of the portal. Changes include simplifying the database search interface and geo-locating patrons so that a library card is no longer necessary to access these important online resources. Last year residents downloaded an estimated 9.5 million full text articles from these MBLC-funded databases.

Public Relations Advisory Committee

- Mary Bender, Writer and Editor, *Boston Public Library*
- Celeste Bruno, Communication Specialist, *Massachusetts Board of Library Commissioners*
- Charlotte Canelli, Director, *Morrill Memorial Library, Norwood*
- Janet Eckert, Library Consultant, *Western Massachusetts Regional Library System*
- Susan Flannery, Director of Libraries, *Cambridge Public Library*
- Elizabeth Fox, Reference/Adult Services Librarian, *Middleborough Public Library*
- Deborah Lang Froggatt, Director, *Boston Arts Academy/Fenway High School Library/ Boston Symphony Orchestra Education Resource Center*
- Vicki Kaufman, Commissioner, *Massachusetts Board of Library Commissioners*
- Ellen MJ Keene, Head of Access & Technical Services, *University of Massachusetts Lowell Libraries*

- Em Claire Knowles, Commissioner, *Massachusetts Board of Library Commissioners*
- Katherine Lowe, President, *Massachusetts School Library Association*
- Robert Maier, Director, *Massachusetts Board of Library Commissioners*
- Ellen Meyers, Director of Programs & Communications, *Newton Free Library*
- Pat McLeod, Director, *David & Joyce Milne Public Library, Williamstown*
- Carolyn Noah, Administrator, *Central Massachusetts Regional Library System*
- Anna Popp, Reference Librarian, *West Springfield Public Library*
- Stephanie St. Laurence, Marketing & Communications Specialist, *Tufts University Tisch Library*
- Linda Stetson, Director, *Millis Public Library*

Agency Staff

Administrative Unit

Robert C. Maier
Celeste Bruno
William J. Morton

MBLC Director
Communications Specialist
Assistant to the Director

Library Development

Nancy Rea
Deputy Director/Head of Library Development
(through September 2009)

John Freeman
Marlene S. Heroux
Patience K. Jackson

Web Coordinator
Reference Information Systems Specialist
Library Building Consultant
(part-time as of November 2009)

Paul J. Kissman
Rachel Masse

Library Information Systems Specialist
Library Development Administrative Coordinator

Rebecca Meyer
Shelley Quezada
Gregor Trinkaus-Randall
Beth Wade
Rosemary Waltos

Connection to Collections Intern
Consultant to the Underserved
Preservation Specialist
Grants Manager
Library Building Consultant/Small Library Specialist

State Aid & Data Coordination

Dianne L. Carty
Ann Downey
Uechi Ng
Ned Richards

Head of State Aid & Data Coordination
EDP Systems Analyst
State Aid Administrative Assistant
State Aid Specialist

Operations & Budget

Barbara G. Glazerman
Terry D'Angelo

Head of Operations & Budget
(part-time)
Business Office Administrative Assistant
(part-time)
Accountant V
Receptionist
Contracts Specialist
Accounting & Payroll
(through September 2009 – position vacant)

Susan Gibson
Amy Pyke
Deborah Shalit
Viju Vaidya

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

Committees

Regional Transition Planning Team

Pat Basler, *Stoughton Public Library*
Donna Beales, *Lowell General Hospital*
Jim Douglas, *Nichols College, Dudley*
Sal Genovese, *Marlborough Public Library*
Cheryl Hansen, *Charlton Public Library*
Cara Helfner, *Faulkner Hospital*
Betty Johnson, *Griswold Memorial Library, Colrain*
Deborah Kelsey, *Medfield Memorial Library*
Jeff Klapes, *Lucius Beebe Memorial Library, Wakefield*
Dee Magnoni, *Olin College, Needham*
Patrick Marshall, *Jonathan Bourne Public Library, Bourne*
Marta Pardee-King, *Boston Public Library*
Eric Poulin, *Greenfield Community College*
Sue San Soucie, *Carnegie Library, Montague*
Mike Somers, *Bridgewater State College*
Anne Spraker, *Masconomet Regional High School, Topsfield*
Harriet Wallen, *Lexington High School*
Ex Officio
Rob Maier
Carolyn Noah
Ken Peterson
Greg Pronevitz
John Ramsay
Cindy Roach
Sunny Vandermark
Facilitator
Linda Braun, *LEO: Librarians & Educators Online*

Preservation Advisory Committee

Kathryn Hammond Baker, *Harvard University Medical School*
Lora Brueck, *Worcester Polytechnic Institute*
Steve Dalton, *Boston College*
Sean Fisher, *Massachusetts Department of Conservation and Recreation*
Lucy Loomis, *Sturgis Library*
David Murphy, *Duxbury Free Public Library*

“I’m not comfortable being preachy, but more people need to start spending as much time in the library as they do on the basketball court.”

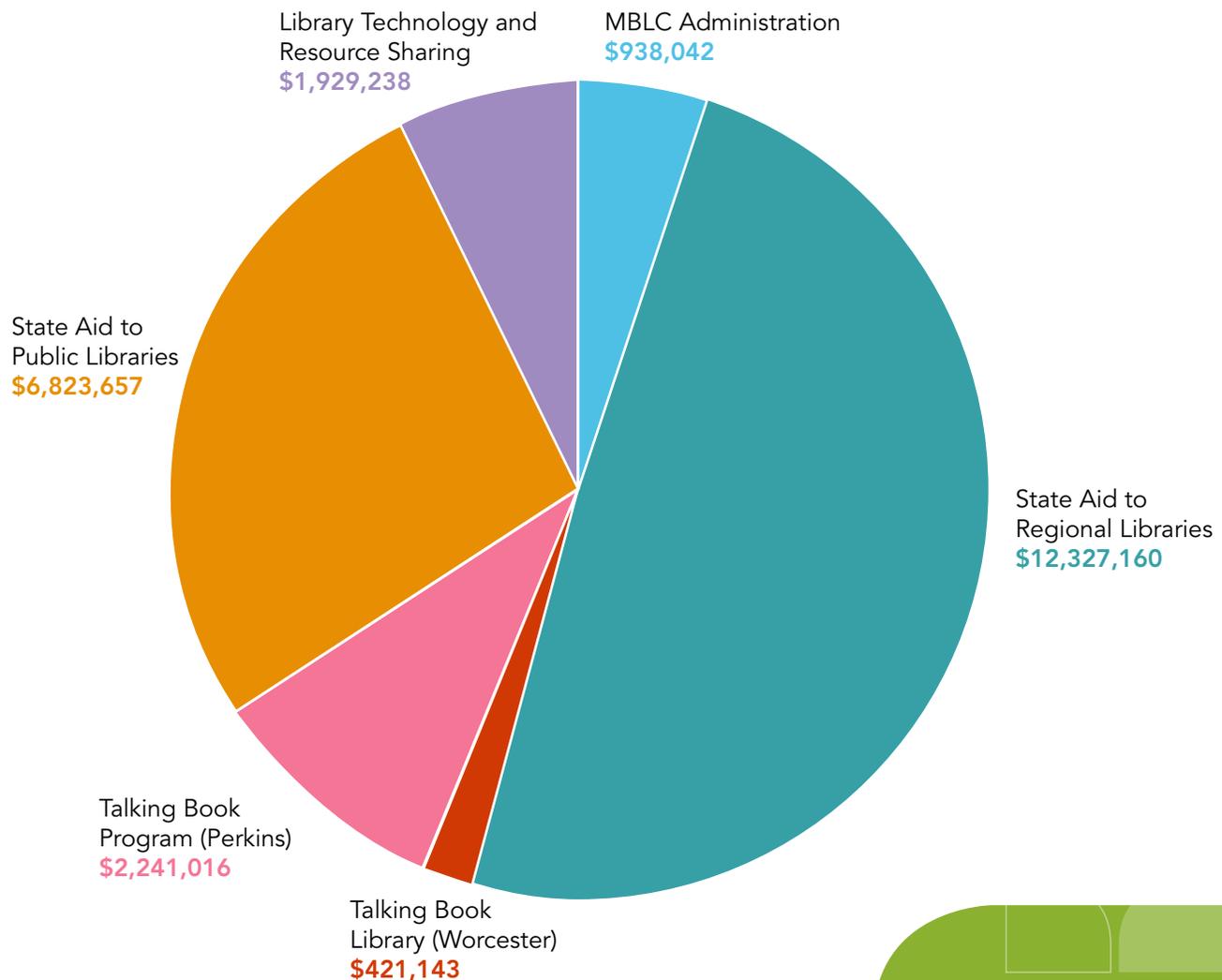
Kareem Abdul-Jabbar, Former NBA Basketball Player

Mary Frances O'Brien, *Boston Public Library*
Dana Dauterman Ricciardi, *Framingham Historical Society and Museum*
Anne Sauer, *Tufts University*
William P. Veillette, *Northeast Document Conservation Center*
John Warner, *Massachusetts Archives*
Sarah Watkins, *USS Constitution Museum*

State Advisory Council on Libraries

Christine Berquist, *Public Libraries, Wilbraham Public Library, 2008-2011*
Richard Callaghan, *Public Libraries, Bedford Free Library, 2009-2012*
Carol Caro, *MBLC Liaison, Massachusetts Board of Library Commissioners*
Millie Gonzalez, *Academic Libraries, Framingham State College, 2007-2010*
Gerri Guyote, *Public Libraries, Peabody Institute Library, Peabody, 2009-2012*
Virginia Hewitt, *Libraries Serving Those with Disabilities, Brooks Library, Harwich, 2008-2011*
Hulda Jowett, *Library Users, North Adams, 2009-2012*
Lucy Loomis, *Public Libraries, Sturgis Library, Barnstable, 2008-2011*
Ann McLaughlin, *Public Libraries, Thomas Crane Public Library, Quincy, 2002-2009*
Josephine Napolitano, *Library Users, Methuen, 2005-2010*
Judith Nierenberg, *School Libraries, Somerville Public Schools, 2009-2011*
Laurie Ann Riley, *School Libraries, Chelsea Public Schools, 2009-2012*
Thomas Standing, *Library Users, Danvers, 2005-2011*
Hope Tillman, *Academic Libraries, Woburn, 2008-2011*
Forest Turner, *Institutional Libraries, Suffolk County House of Corrections, Boston, 2006-2012*
Sarah Watkins, *Special Libraries, USS Constitution Museum, 2008-2011*
Jane Weisman, *Library Users, Princeton, 2008-2011*
Dr. Graeme Williams, *Library Users, Waltham, 2009-2012*

Funding for State Fiscal Year 2010



Funding for State Fiscal Year 2010

July 1, 2009 to June 30, 2010

Total State Appropriated Funds FY2010: \$24,680,256

Total State Appropriated Funds FY2009: \$33,659,447

Reduction in funding from FY2009 to FY2010: 26.7%

Other Funds

State Capital Funds for Library Construction \$6,140,807

Ongoing funding to support the Massachusetts Public Library Construction Program and the Library Green Incentive was authorized by Governor Deval Patrick and the Legislature in the General Governmental Bond Bill in 2008.

Library Services and Technology Act (federal) \$3,538,865

The Massachusetts Board of Library Commissioners uses federal Library Services and Technology Act (LSTA) funds to directly support library services across the Commonwealth.

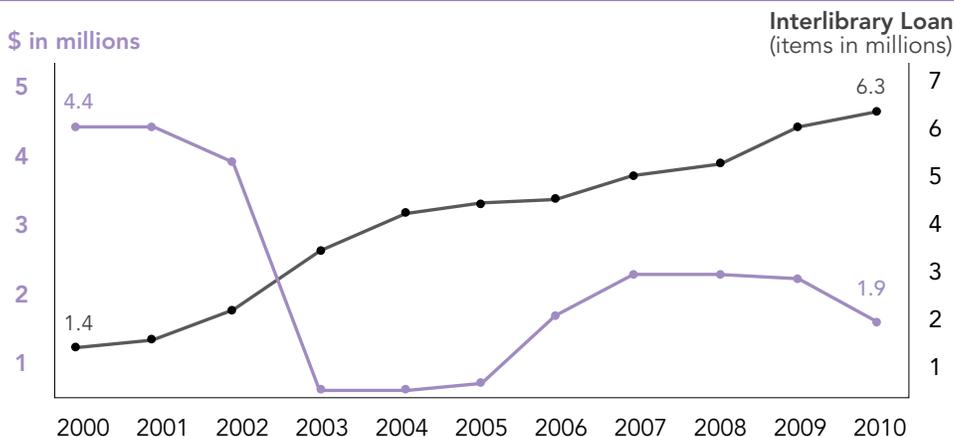
“When I read about the way in which library funds are being cut and cut, I can only think that American society has found one more way to destroy itself.”

Isaac Asimov,
Scientist/Author

Library usage and funding

Through cooperation, consolidation, and use of the latest technology, libraries have been able to meet the growing demand for library services during the funding decline. But inadequate funding is forcing libraries to reduce staff, hours, and other services at a time when usage is at historic highs. Libraries have lost 43,000 hours open just over the past two years. Please see the charts below for more detail on usage and funding.

Network Funding

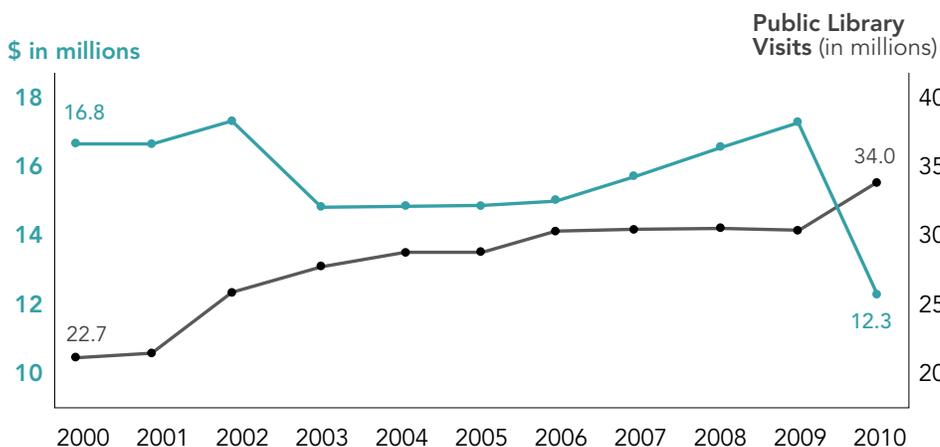


Patrons can go online and request materials from all over the state. This service, known as Interlibrary loan, is provided by the automated resource sharing networks.

Demand
350% ↑

Funding
56% ↓

Regional Funding

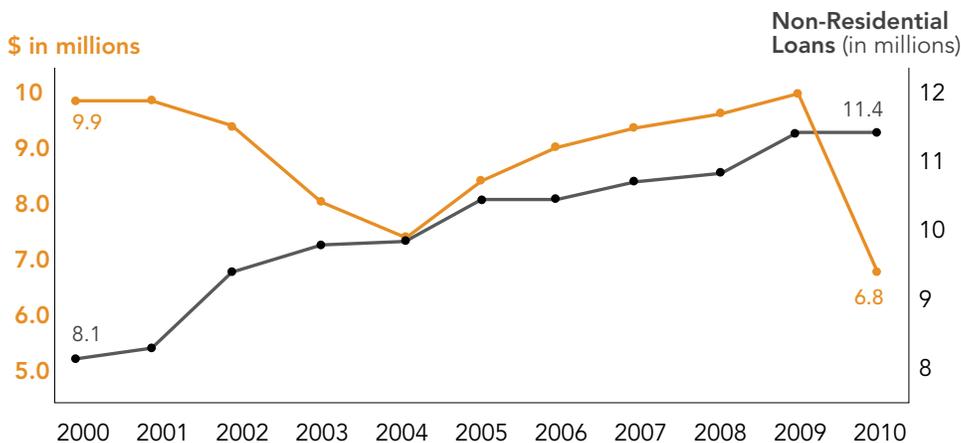


Regional Funding supports the Massachusetts Library System which provides training for libraries, delivery of materials between libraries, and other services that improve patrons' library experiences.

Demand
50% ↑

Funding
27% ↓

State Aid



Patrons whose library is certified in the State Aid to Public Libraries Program can go into other state aid certified libraries and borrow materials.

Demand
40% ↑

Funding
31% ↓

Massachusetts Board of
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617-725-1860

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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 Emergency Management Agency
Massachusetts Family Literacy Consortium
Massachusetts Humanities
Massachusetts Library Aid Association

Massachusetts Office for Refugees and Immigrants
Massachusetts Town Clerks Association
National Archives and Records Administration
National Park Service
New England Museum Association
Northeast Document Conservation Center
Putnam Conservation Institute
Trustees of Reservations - Doyle Conservation Center
Tufts University, Office of Sustainability
U.S. Census Bureau
U.S. Department of the Interior

Institute of Museum & Library Services

This annual report is supported by the federal Institute of Museum & Library Services, an independent agency

that grows and sustains a "Nation of Learners," because lifelong learning is critical to success.

Visit imls.gov for more information.

Credits

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As part of their partnership with the MBLC, the Boston Bruins make special visits to libraries and help fund summer reading. "Thanks for doing this, I think it gives the teens a great boost to further their reading," said **Dipti Mehta**, Young Adult/Automated Services Librarian, Stoughton Public Library,

Photo Credit: Shery Lanzel

