

# FY25 Network Annual Survey

The annual survey form to be completed by the nine automated resource sharing networks.

## FY2025 Survey of Automated Resource Sharing Networks

July 1, 2024 - June 30, 2025

The annual survey form to be completed by the nine automated resource sharing networks.

DUE December 31, 2025 | Questions? Contact Kate Butler

## FY25 Network Annual Survey

**General Notes:** Throughout this survey, please do NOT use commas or \$ signs when entering numerical/currency values. Save your work often. To facilitate moving back and forth between sections, no fields are mandatory. Therefore, please review for completeness before your final submission.

There are 77 questions in this survey.

## FY25 Network Information

As the person completing this survey, your information - first and last name, email, and network - will be captured through the invitation and token you were issued.

Network information should be current as of June 30, 2025 unless otherwise specified. Changes which occurred after that date will be captured in the next survey.

## Mailing Address

Please write your answer here:

Use the network's mailing address as of June 30, 2025.

### **Network Administrator Name**

Please write your answer here:

Use the network administrator's name as of June 30, 2025.

### **Network Administrator Title**

Please write your answer here:

### **Network President**

Please write your answer here:

The network president should be the individual that served for the majority of FY2025 (July 1, 2024– June 30, 2025).

### **Network President's Library**

Please write your answer here:

## **Section I : Members**

Members, Outlets & Registered Users as of June 30, 2025

Indicate the number of members and outlets by type of library, followed by the number of users registered overall by library type (as of June 30, 2025) and total new users in FY25.

Any libraries that migrated to or from HELM in June in preparation for the next academic year should be counted as part of their former network.

MLS Membership: Network Members do not need to be MLS Members for this survey. This survey is about networks, not about MBLC support (which usually does require MLS membership).

Affiliate Membership: Libraries that are loosely affiliated with the consortium but maintain their holdings on a separate ILS should not be counted.

## Members and Outlets

Definitions of library types:

- Public– One of the 367 Massachusetts public libraries
- School– Public or private K-12 school libraries or school library media centers
- Academic– Public or private colleges and universities, technical schools, and medical or law schools.
- Special– Library in a business firm (law, sci-tech, consulting group, etc.), professional association, government agency, museum or other organized group; includes profit, not-for-profit, and non-profits.

Member Count:

- Number of members for each type of library. For example, (15 public, 1 academic, 5 school)

Outlet Count:

- The number of discrete physical buildings for each library type. Include branch libraries, multiple campuses, and bookmobiles. An outlet is a location where staff work; it does not need to be accessible to the public. For example, (35 members, 51 outlets).

Only numbers may be entered in these fields.

### Members Outlets Registered Users

**Public**

**Academic**

**School**

**Special**

MBLC will do the totaling of members, outlets, totals by type and grand totals this year based on your input.

FLO should include members of the managed HELM consortium.

Include all members, even if the library was *not* a member of the Massachusetts Library System during this fiscal year. Please indicate what you have done in the **comments** at the end of this section.

The *membership type* question, which recently has only applied to NOBLE and SAILS, was separated out beginning in FY20 to simplify the matrix.

## Associate or Subscriber Members

How many members do you have that are not full members?

Your answer must be at most 50

Only an integer value may be entered in this field.

Please write your answer here:

- 

Not all networks will answer this question. In FY22, NOBLE had two associate members and SAILS had one subscriber member. Please only answer if your network has a secondary membership tier other than full member, but which still allows participation in the network ILS system.

## **New Users Registered in FY25**

How many users did you register in total during FY25?

Your answer must be at most 200000

Only an integer value may be entered in this field.

Please write your answer here:

- 

Include new users from all types of libraries, including academic libraries.

## **Membership List Verification**

The membership list provided separately via email is correct.

\*

Please choose **only one** of the following:

- Yes
- No

If not correct, please return a marked up copy of the list with changes clearly indicated.

## **Comments - Members Section**

Please write your answer here:

If needed, provide any additional explanation about the membership, outlet, or registered user numbers here.

## **Section II : Financial**

### **Financial Data for FY2025**

#### **Part A. Operating Income for FY2025**

Do not include MBLC 9506 grant awards. MBLC will incorporate this information separately.

##### **Membership Fees by Library (as a spreadsheet)**

Please upload at most one file

Kindly attach the aforementioned documents along with the survey

Fees paid by all members to belong to a network and for services common to all. Include only mandatory fees. Include all mandatory assessment components, such as OverDrive eContent.

Please include a separate column for digital content fees if possible.

##### **Elective Fees Paid by Members (as spreadsheet)**

Please upload at most one file

Kindly attach the aforementioned documents along with the survey

Optional fees paid by members over and above the mandatory membership fees to cover services only individual or subgroups of members chose to receive, including network fees for PC support or the purchase/lease of optional electronic resources.

Include, and footnote in the comments area at the end of this section, any additional fees paid on a volunteer basis by members for services that are common to all (e.g., additional funds for shared eBooks).

Do not include pass-through licensing costs; do include any overhead collected by network for these types of services.

Do include telecomm fees if they are not included as part of the membership assessment and are elective.

##### **Other Sources (Not Paid by Members)**

Your answer must be at most 1000000

Only an integer value may be entered in this field.

Please write your answer here:

- 

Any additional sources of operating income including, but not limited to, non-MBLC grants, endowments, gifts, investments, etc.

For networks receiving E-Rate discounts:

Do NOT include BEAR reimbursements from E-rate for FY25 *if* those reimbursements are for the telecomm or internet service expenditures that you report in you 9506 telecommunications grant applications.

However, if the E-Rate reimbursement is not for telecomm (data transport and internet), but is for Category 2 equipment, [MIBS or BMIC](#), do report the BEAR reimbursements here.

## **Part B. Operating Expenditures for FY2025**

Do not include MBLC grant awards. MBLC will incorporate that information later.

### **Total Staff Expenditures (Salaries and Benefits)**

Your answer must be at most 4000000

Please write your answer here:

•

Include salaries and wages before deductions, and benefits for all employees including social security, retirement, medical insurance, life insurance, unemployment insurance and compensation, guaranteed disability income protection, workmen's compensation, tuition, and housing benefits.

### **Administrative Support and Overhead**

Your answer must be at most 1000000

Only an integer value may be entered in this field.

Please write your answer here:

•

*e.g.*, Rent and Phone

### **ILS Hardware / Software Annual Costs & Maintenance**

Your answer must be at most 999000

Only an integer value may be entered in this field.

Please write your answer here:

•

The cost of ongoing annual maintenance contracts for system server(s) (e.g., database, applications, mail, OPAC) and integrated library system vendor support contracts.

Include annual ILS SaaS costs. Do not include original purchase/lease price. Include annual server co-location or cloud

hosting costs.

Also include annual costs for catalog discovery (e.g., Encore) and analytics/reporting tools (e.g., Decision Center).

### **Telecommunications Hardware / Software Maintenance**

Your answer must be at most 800000

Only an integer value may be entered in this field.

Please write your answer here:

- 

The cost of maintenance contracts (e.g., routers, switches, and network monitoring services) and installation costs for new circuits.

Do not include original purchase/lease price. Do not include ongoing expenditures for telecomm circuits; those are provided by MBLC from the telco grant report summary.

### **eContent Platform Fees**

Your answer must be at most 100000

Please write your answer here:

- 

Money paid to vendors by the network to provide a base eContent platform (e.g., Axis360) if distinct from the content itself. Include the fees for any platform where eContent is available to all network members.

If your only paid eContent platform is OverDrive and your network received a LEA grant to cover the fees, enter 0.

### **Shared eBook Expenditures for all Network Members**

Your answer must be at most 3000000

Only an integer value may be entered in this field.

Please write your answer here:

- 

Money paid to vendors by the network to lease/purchase items in eBook form for all network members.

Include both LEA available items and content available only within the network but not via LEA.

Include only if a network expense (do not include shareable Advantage titles paid for by an individual library)

Important: If you are unable to break out expenditure figures separately for eAudio please report all expenditures in this box and make a note in the Comments field at the end of this section.

### **Shared eAudio Expenditures for all Network Members**

Your answer must be at most 2000000

Only an integer value may be entered in this field.

Please write your answer here:

- 

Money paid to vendors by the network to lease/purchase items in eAudio form for all network members.

Include both LEA available items and content available only within the network but not via LEA.

Include only if a network expense (do not include shareable Advantage titles licensed by an individual library).

### **Shared Electronic Collections *and* Catalog Enrichment Expenditures for all Network Members**

Your answer must be at most 1500000

Only an integer value may be entered in this field.

Please write your answer here:

- 

Money paid to vendors to lease/access electronic resources, including databases, products such as TumbleBooks and webtools (e.g., Mango, online test tools), as well as catalog content enhancement services for all network members (e.g., Syndetics).

### **Bibliographic Services**

Your answer must be at most 1000000

Only an integer value may be entered in this field.

Please write your answer here:

- 

Annual fees paid to OCLC/SkyRiver for bibliographic utility/cataloging and authority work.

### **Other Operating Expenditures**

Your answer must be at most 1000000

Please write your answer here:

- 

Networks may choose to include equipment depreciation here. Please indicate in the Comments question at the end of this section if you do so.

### **Other Non-Recurring Expenses**

Please write your answer here:

Any non-recurring expenses for FY25.

Each network's local accounting practices shall determine whether a specific item is capital or operating, regardless of the examples in the definition. Different networks may categorize different revenue or expenses differently.

Do not include any expenditure already entered in this survey.

Include development contributions that are attributable to specific capital project, such as new functionality or one time purchase/license fees (e.g., NCIP software and modifications for the Commonwealth Catalog). Include nonrecurring expenditures for the acquisition of and/or addition to fixed assets.

### **Comments - Financial Section**

Please write your answer here:

If needed, provide any additional explanation about your responses to the financial section here.

## Section III : Staffing

Staffing as of June 30, 2025

Reporting these figures will ensure comparable data.

FTE figures will be calculated based on the total hours divided by the network's actual work week (e.g., 600 total hours divided by a 40-hour work week = 15 FTE).

### **Total Number of Paid Staff in All Positions**

Only numbers may be entered in these fields.  
Each answer must be at most 30

**Total**

**Full Time**

**Part Time**

The total number of staff. If possible, break total into full time and part time positions.

This is your headcount.

### **Standard Full-Time Work Week**

Your answer must be at most 50  
Please write your answer here:

•

How many hours constitute a full-time work week for your organization (e.g., 35, 37.5, 40)?

### **Total Hours Worked Per Week By All Staff in Headcount**

Your answer must be at most 1000  
Please write your answer here:

•

The total number of hours worked in a typical week by all staff.

## Section IV : Ebook Holdings, Electronic Collections & Subscriptions

## Ebook Holdings, Electronic Collections and Subscriptions as of June 30, 2025

Use the following definitions for answering these questions:

**eBook/eAudio/eItem:** These are eContent items which are selected by a staff member on a per title basis. You are able to count circulation in a similar way to a physical item, though it is not required that they follow fully the check out/return cycle.

**Electronic Collection:** These are eContent items which are purchased as a unit, such as a traditional article database, or an archive of videos. They typically contain a multitude of titles and cannot be customized on a per title basis. For example, even though Hoopla items circulate individually, the product itself is an electronic collection. Only count collections which are paid, even if you also make available free collections.

**Electronic Subscription:** A subscription to a specific eContent title which continues to release new volumes over the course of the subscription, such as a newspaper or a journal. This differs from a collection because the title was selected by staff. Each individual title is a subscription.

**Electronic Content Platform:** An online service which allows the purchase of either eItems or Electronic Subscriptions by the network or member libraries. This platform may incur a separate fee or it may be provided without additional charge along with the purchase of products hosted upon it.

### **eBooks/eAudio**

#### **Does the network offer an eBook collection(s) shared by members?**

Please choose **only one** of the following:

- Yes
- No

#### **Total Count of *Titles* as of June 30, 2025**

Only numbers may be entered in these fields.

##### **Network Shared by Libraries**

**eBooks**

**eAudio**

Include totals for all eBook collections available at the network level.

#### **Count of *Titles Added* during FY 2025**

Only numbers may be entered in these fields.

##### **Network Shared by Libraries**

**eBooks**

## **Audio**

Include totals for all eBook collections available at the network level.

### **Total Count of *Items* as of June 30, 2025**

Only numbers may be entered in these fields.

#### **Network Shared by Libraries**

##### **eBooks**

##### **eAudio**

Include totals for all eBook collections available at the network level.

### **Count of *Items Added* during FY 2025**

Only numbers may be entered in these fields.

#### **Network Shared by Libraries**

##### **eBooks**

##### **Audio**

Include totals for all eBook collections available at the network level.

**If you need to provide any additional context for your eContent title and item counts above, please provide it here.**

Please write your answer here:

## **Electronic Collections**

Report the number of electronic collections licensed by the network on behalf of members.

Provide separate numbers for products licensed to all members, and those licensed on behalf of subgroups of members or individual members.

## Electronic Collections

Does the network provide shared electronic **collections**, including databases licensed and interactive web tools (*e.g.*, Mango, online test tools)?

Please choose **only one** of the following:

- Yes
- No

A **collection** is a product where you do **not** select individual titles. For example, OverDrive Magazines is an electronic collection since you can't buy individual titles.

Questions about electronic **subscriptions** are further down.

## Total Count of Electronic Collections

Each answer must be at most 1000

Only integer values may be entered in these fields.

Please write your answer(s) here:

- Total Collections for All libraries
  
- Total Collections for Subgroups of Libraries

Count the collections, *not* the items within the collections

## Electronic Subscriptions

Report the number of subscriptions that you provide or for which you facilitate the licensing/purchase.

Provide separate numbers for products licensed to all members, and those licensed on behalf of subgroups of members or individual members

## Total Count of Electronic Subscriptions

Each answer must be at most 10000

Only integer values may be entered in these fields.

Please write your answer(s) here:

- Total Subscriptions for All Libraries
  
- Total Subscriptions for Subgroups of Libraries

## **Electronic Collections & Subscriptions Comments**

If you need to provide any additional context for your eContent Collections or Subscriptions responses, please do so here.

Please write your answer here:

## **Comments - eBook Holdings, Collections and Subscriptions Section**

Please write your answer here:

If needed, provide any additional explanation about you answers to this section here.

## **Section V : Circulation and Usage**

Circulation & Electronic Collection Usage as of June 30, 2025

This section covers all types of materials, both physical and electronic.

Generally, if you check it out and return it or if it dies on your device after a fixed period of time, then it counts as a circulation.

### **Circulation Activity**

The reporting should provide a simple total for all members (public and non-public).

Count all materials in all formats that are checked out for use outside the library. Count interlibrary loans lent to your users, but not those checked out to another library.

For formats, follow ARIS: The cataloged format of an item determines the format used to report ARIS circulation figures.

## **Total Circulation All Types**

Your answer must be at most 25000000

Only an integer value may be entered in this field.

Please write your answer here:

•

Provide a simple total for all types of circulation for all network members (public and non-public).

Count all materials in all formats that are charged out for use outside the member library. Count interlibrary loans lent to library users, but not those checked out to a library (ILL).

## **Total Circulation Physical Materials**

Please write your answer here:

•

*e.g.*, Print, CD, DVD, etc.

Do include **renewals** in your count

## **Total Circulation eContent by Type**

Only numbers may be entered in these fields.

### **Network Shared by Library**

**eBooks**

**eAudio**

**Video**

Under the "Network" column, include circulation for network-owned or licensed items that circulated only within the network, such as Cost Per Circ and Simultaneous Use titles. Also include any LEA circulations.

If the network has other eBook/eAudio/eItems (as defined in Section IV) include their circulation here.

If the network has an electronic collection which contains circulating items (such as Hoopla), include their circulation here. Do not include other electronic collection usage.

## **Total Usage All Network Electronic Collections**

Please write your answer here:

- 

Provide a count of usage of electronic collections not captured in eBook, eAudio or video circulation, including:

Successful retrieval of network-licensed electronic collections

Usage (sessions) of interactive web tools (e.g., Language Learning, Test Prep)

Usage of streaming resources that don't circulate (e.g., Kanopy, Films on Demand, Alexander Street, Naxos)

## **Comments - Circulation and Usage**

Please write your answer here:

If needed, provide any additional explanation about you answers to this section here.

## **Section VI : System Information**

Information about your ILS and Server Hosting (as of June 30, 2025)

### **ILS Vendor & Product**

The name of the ILS vendor, Product Name, and software release as of June 30, 2025

### **ILS Hosting Environment**

How the primary ILS system is hosted: locally hosted, an off-site collocation facility, or whether ILS services are provided on a Software as a Service (SaaS) basis

If you choose 'Other:' please also specify your choice in the accompanying text field.  
Please choose **only one** of the following:

- Local
- Colocated
- SaaS

MOBIUS

- Other

## **ILS Modules in Use**

Please indicate all non-core ILS modules that you have made available to your members: Acquisitions, Serials, Course Reserves, and Data Analytics.

For each module, indicate the number of members.

If ALL members use the module, enter “All”.

If you do not use this module, leave blank.

Any additional significant functionality/module not on this list can be specified in the question following this one. Data mining solutions include products such as Director's Station

## **Other ILS Modules not Described Above**

Identify any other non-core ILS modules in use at the end of June, 2025 and indicate how many member libraries were using it/them.

Please write your answer here:

## **Comments - System Information**

Please write your answer here:

If needed, provide any additional explanation about you answers to this section here.

## Section VII : UX and Catalog

User Interface & Catalog Enhancements (as of June 30, 2025)

### Online User Registration

For networks offering online registration, how many users registered during FY25?

For networks participating in the Quipu eCard project, only report registrations from the Quipu system. If your network did not go live with Quipu prior to June 30, 2025, report 0.

### Online Payment System

Does the network utilize an online payment processing vendor for users (*e.g.*, Stripe) to clear outstanding overdue fees or bills? If so, please indicate the vendor in use.

Choose one of the following answers  
Please choose **only one** of the following:

- Paypal via Innovative
- Paypal via SirisDynix
- Stripe
- Other

Leave blank if none.

### Proxy Server

Does the network provide proxy server authentication for user access to protected content, such as EZproxy? If so, please indicate the proxy server solution in use.

Please choose **only one** of the following:

- EZProxy
- WAM (Sierra)
- Other

Leave blank if none.

### Catalog Enrichment

Does the network provide catalog content enrichment services (book jackets, reviews and other catalog enhancements) such as Syndetics, Content Café, or NoveList Select? If so, please select from the list of products. If not shown, enter under Other.

Multiple selections are possible.

Please choose **all** that apply:

- Content Café 2
- LibraryThing for Libraries
- NoveList Select for Catalog
- NoveList Select for Linked Data
- Syndetics Classic
- Syndetics Unbound (Syndetics Solutions + LibraryThing for Libraries)
- Other:

Products such as NoveList, which provides reader recommendations and can be searched through a separate database, should not be included.

## **Linked Data / BIBFRAME**

Does the network process its bibliographic and holdings records and expose them to search engines as linked data through your ILS vendor and Zepheira?

Please choose **only one** of the following:

- Yes
- No

## **Mobile Patron App**

Does the network provide a shared mobile app for patrons to a core set of network functions, such as search, checkout, library directory and hours?

Please choose **only one** of the following:

- Yes
- No

## **Mobile App Branding**

Is the mobile app branded as a network tool, at the library-level, or both?

Only answer this question if the following conditions are met:

Answer was 'Yes' at question ' [H7]' (Mobile Patron App Does the network provide a shared mobile app for patrons to a core set of network functions, such as search, checkout, library directory and hours? )

Please choose **only one** of the following:

- Network
- Library
- Both

## **Discovery/ Front End**

If the network uses a front end that differs from the default ILS OPAC (e.g., Encore, BiblioCommons), provide the vendor and product name. Otherwise, leave blank.

Please choose **only one** of the following:

- Aspen
- BiblioCommons/Core
- EBSCO Discovery
- Innovative/Encore
- SirisDynix/Enterprise
- Other

## Detailed Discovery Services

Please indicate whether your discovery layer provides any of the following services, or if you support this service without a full-blown discovery solution.

- ERM - Does the network provide an ERM system to manage electronic and/or print periodical licenses, and act as the back-end knowledge base for link resolver, A to Z list, and related functionality?
- Link Resolver - Does the network provide an OpenURL link resolver, such as Ex Libris SFX, or service with similar functionality, such EBSCO CustomLinks?
- A to Z List - Does the network provide an A to Z list of periodicals, such as SFX, ProQuest Link 360, or via EBSCO Discovery?

Only answer this question if the following conditions are met:

Answer was NOT at question ' [H9]' (Discovery/ Front End If the network uses a front end that differs from the default ILS OPAC (e.g., Encore, BiblioCommons), provide the vendor and product name. Otherwise, leave blank. )

Please choose **all** that apply:

- Electronic Resources Management (ERM)
- Link Resolver
- A to Z List
- Other:

## Time & Print Management

If the network provides time or print management systems for member libraries, enter the number of member libraries using that product.

Only numbers may be entered in these fields.

**Time Management / PC Reservation Print Management Mobile Printing**

**EnvisionWare**

**LibData**

**Pharos**

## Other

### Other Time and Print Management System(s)

If you answered other in the previous question, indicate the name product(s) here.

Only answer this question if the following conditions are met:

----- Scenario 1 -----

Answer was greater than '0' at question ' [H11]' (Time & Print Management If the network provides time or print management systems for member libraries, enter the number of member libraries using that product. )

----- or Scenario 2 -----

Answer was greater than '0' at question ' [H11]' (Time & Print Management If the network provides time or print management systems for member libraries, enter the number of member libraries using that product. )

----- or Scenario 3 -----

Answer was greater than '0' at question ' [H11]' (Time & Print Management If the network provides time or print management systems for member libraries, enter the number of member libraries using that product. )

Please write your answer here:

### Comments - UX and Catalog Section

Please write your answer here:

If needed, provide any additional explanation about your responses to this section here.

## Section VIII : Organization & Member Service

Organization / Member Services (as of June 30, 2025)

### Helpdesk Application

Does the network use an automated helpdesk application, such as Freshdesk or Salesforce? Please indicate the vendor(s)/product(s) or enter if not listed.

Please choose **only one** of the following:

- Freshdesk
- Salesforce
- Spiceworks
- Springshare LibAnswers
- Other

## **Organizational Email/Software Suite**

Does the network provide a consortial email, office suite and/or cloud storage for members, such as Gmail, GSuite (formerly Google Apps), Microsoft 365, or Microsoft SharePoint? Please indicate the vendor(s)/product(s) or enter if not listed.

Please choose **only one** of the following:

- Google GSuite for Education
- Google GSuite for Nonprofits
- Microsoft 365
- Other

## **Digital/Institutional Repository**

Does the network provide a software application dedicated to digital materials, (image collections, audio files, binary files) or scholarly output (theses, papers) such as Omeka or Fedora? Please indicate the vendor/product.

Please choose **only one** of the following:

- IR+
- Omeka
- SirsiDynix Portfolio
- Other

## **Hosted member library websites**

Does the network provide hosted web sites for member libraries? Please indicate the number of member library websites you host.

Your answer must be at most 50

Only an integer value may be entered in this field.

Please write your answer here:

-

Do **not** count standardized network template pages with information on each library (such as hours, phone number, map, etc).

## **PC Support**

Does the network provide staff or contractual personnel to support connected PCs in the member library (as opposed to telecomm / networking support)?

If this is a standard service for all members, enter "All". If you do not track by type of visit, please enter total visits as in person and leave the virtual box empty.

If this is a standard service for all members, enter "All". If you do not track by type of visit, please enter total visits as in person and leave the virtual box empty.

## **Support for Wireless Access**

Does the network support wireless access in member libraries?

Please write your answer(s) here:

- Library Devices - Number of Members
  
- Patron Devices - Number of Members

Indicate the number of member libraries for which the network provides WiFi connectivity support for library devices (e.g., computers, library laptops)

And then for laptops/devices brought in by patrons.

## **Advising / Consulting**

Does the network provide staff or contractual personnel for advisory or consulting services at the member library?

Leave blank if this is not a provided network service. If you do not track by type of visit, please enter total visits as in person and leave the virtual box empty.

## **Continuing Education**

Did the network provide regular (year-round) workshop opportunities for its members?

Please write your answer(s) here:

- Number of sessions

- Number of attendees

This may include workshops on ILS applications for staff, OPAC searching, searching databases provided by the network, library website management, etc.)

This should not include one-time training for new system software upgrades or training in preparation for migration to a new ILS.

Please include both virtual and in person sessions.

## **Comments - Organizational & Member Services**

Please write your answer here:

If needed, provide any additional explanation about your answers to this section here.

## **Final Comments**

Just in case you need to explain your responses further.

## **Comments**

Catchall for anything you want to add.

Please write your answer here:

Thanks for successfully completing the FY25 network annual survey.

05.01.2026 – 21:00

Submit your survey.

Thank you for completing this survey.