

Massachusetts Libraries

BOARD OF LIBRARY COMMISSIONERS

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Massachusetts Library Data

Automated Resource Sharing Networks Report

FY2019 (July 1, 2018- June 30, 2019)

Distributed: April, 2021

Massachusetts Board of Library Commissioners

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Prepared with LSTA funds

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Introduction

The Automated Resource Sharing Networks Report, FY2019 displays data submitted by nine automated resource sharing networks serving libraries in Massachusetts.

With this report we present data about the automated resource sharing networks in one consistent format. Please note that some of the data reflects activity during fiscal year 2019 (July 1, 2018-June 30, 2019) while other data is reported as a snapshot as of June 30, 2019.

We assess annually the usefulness of the data presented here, we will consider adding or deleting data elements based on feedback from the networks, the Board, and the library community.

We welcome your comments.

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Massachusetts Library Data: Automated Resource Sharing Networks Report FY2019 (July 1, 2018 - June 30, 2019)

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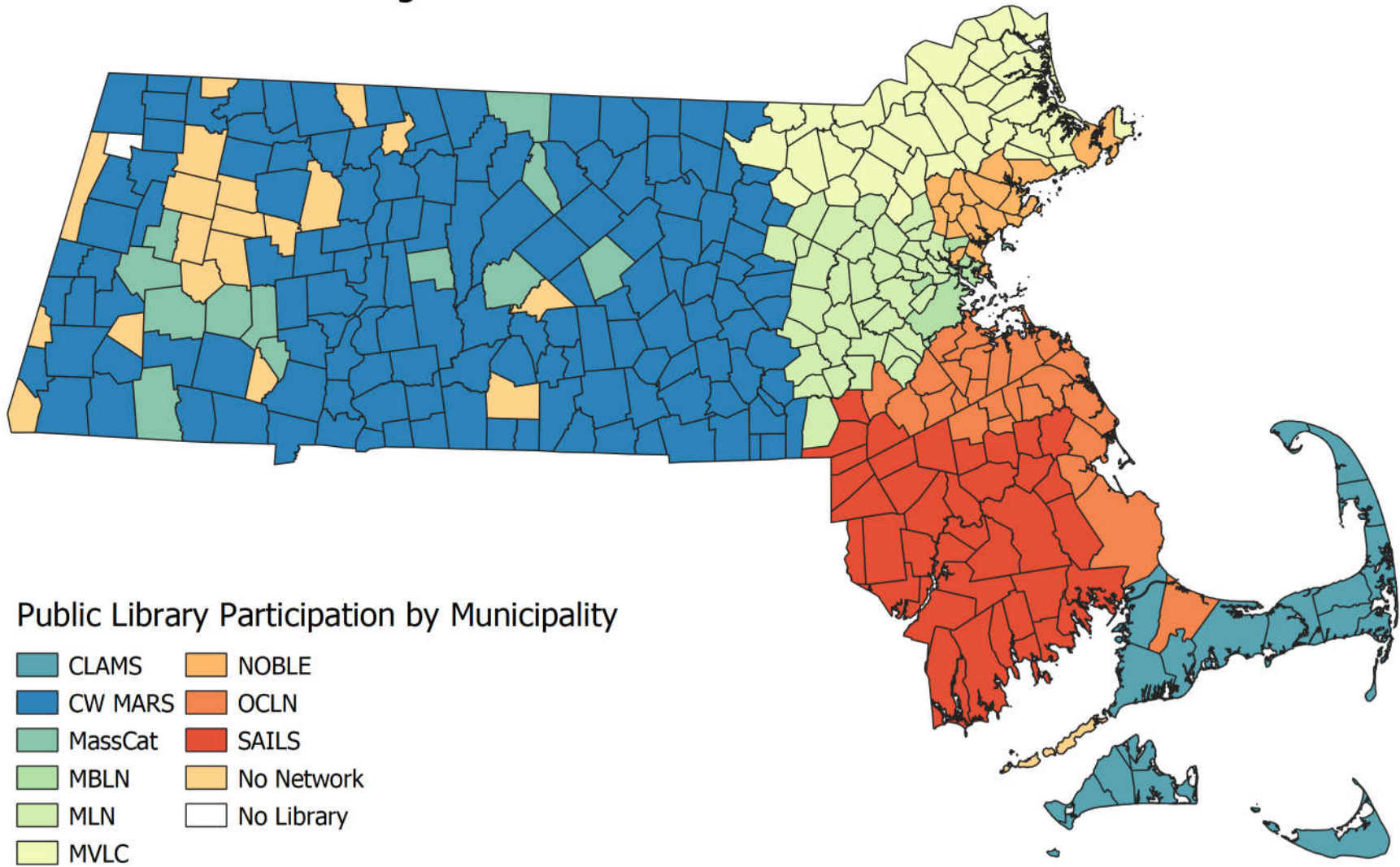
**Automated Resource Sharing Networks Report
FY2019 (July 1, 2018 - June 30, 2019)**

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Massachusetts Board of Library Commissioners Public Library Participation in Automatic Resource Sharing Networks



as of June 30, 2019

NETWORK ADDRESS LIST AS OF JUNE 30, 2019

Cape Libraries Automated Materials Sharing, Inc. (CLAMS)

Eileen Chandler, Administrator
270 Communication Way, Unit 4E/4F, Hyannis, MA 02601
Phone: (508) 790-4399 ext. 111
FY19 President: Jennifer Wertkin, Wellfleet Public Library

Merrimack Valley Library Consortium (MVLC)

Eric Graham, Executive Director
4 High Street, Suite 175, North Andover, MA 01845
Phone: (978) 557-1050
FY19 President: Cindy Grove, Rockport Public Library

CW MARS, Inc.

Jeanette Lundgren, Administrator
67 Millbrook Street, Suite 201, Worcester, MA 01606
Phone: (508) 755-3323 ext. 120
FY19 President: Daniel Paquette, Westfield Athenaeum

North of Boston Library Exchange (NOBLE)

Ronald Gagnon, Executive Director
42A Cherry Hill Drive, Danvers, MA 01923
Phone: (978) 777-8844
FY19 President: Linda C.W. Gardener, Melrose Public Library

Fenway Library Organization (FLO)

Walter Stine, Administrator
550 Huntington Avenue, Boston, MA 02115
Phone: (617) 989-5020
FY19 President: Kevin Kidd, Wentworth Institute of Technology

Old Colony Library Network (OCLN)

David Slater, Administrator
220 Forbes Road, Suite 401, Braintree, MA 02184
Phone: (781) 794-2513 ext. 4
FY19 President: Megan Allen, Thomas Crane Public Library, Quincy

Metro-Boston Library Network (MBLN)

Anna Fahey-Flynn, Administrator
Boston Public Library
700 Boylston Street, Boston, MA 02116
Phone: (617) 859-2385
FY19 President: Not Applicable

SAILS, Inc.

Kathy Lussier, Administrator
10 Riverside Drive, Suite 102, Lakeville, MA 02347
Phone: (508) 946-8600 ext. 211
FY19 President: Jayme Viveiros, Lakeville Public Library

Minuteman Library Network (MLN)

Philip McNulty, Administrator
10 Strathmore Road, Natick, MA 01760
Phone: (508) 655-8008 ext. 237
FY19 President: Jane Peck, Regis College Library

NETWORK MEMBERSHIP AS OF JUNE 30, 2019

NETWORK	By Library Type Members/ Outlets					By Membership Level		New Registrations
	Public	School	Academic	Special	Total	Full	Associate	
CLAMS	34 / 37	0 / 0	1 / 1	0 / 0	35 / 38	35 / 38	0	15,671
<i>Registered Users</i>	265,979		14,726		280,705			
CW MARS	141 / 168	0 / 0	6 / 6	1 / 1	148 / 175	148 / 175	0	66,186
<i>Registered Users</i>	951,779		48,423	545	1,000,747			
FLO	0 / 0	0 / 0	8 / 11	1 / 1	9 / 12	9 / 12	0	
<i>Registered Users</i>			49,660	497	50,157			
MBLN	3 / 28	2 / 17	1 / 1	1 / 0	7 / 46	7 / 46	0	96,210
<i>Registered Users</i>	331,008	7,929	5,073		344,010			
Minuteman	36 / 56	0 / 0	5 / 5	0 / 0	41 / 61	41 / 61	0	68,907
<i>Registered Users</i>	654,553		23,624		678,177			
MVLC	36 / 41	0 / 0	0 / 0	0 / 0	36 / 41	36 / 41	0	25,925
<i>Registered Users</i>	533,707				533,707			
NOBLE	17 / 22	1 / 4	7 / 8	1 / 1	26 / 35	24 / 33	2 / 2	42,420
<i>Registered Users</i>	320,324	3,009	70,969	85	391,378			
OCLN	26 / 35	0 / 0	3 / 5	0 / 0	29 / 40	29 / 40	0	
<i>Registered Users</i>	272,868		11,995		284,863			
SAILS	38 / 47	25 / 25	2 / 5	1 / 1	66 / 78	65 / 77	1 / 1	36,492
<i>Registered Users</i>	390,561	31,947	27,330		449,838			
TOTAL	331 / 434	28 / 46	33 / 42	5 / 4	397 / 526	395 / 524	2 / 2	351,811
Total Registered Users	3,069,447	28,235	175,758	1,042	3,669,572			

TOTAL OPERATING INCOME FOR FY2019

NETWORK	Member Fees		MBLC Funds				Other Sources	Total Operating Income
	Basic Fees	Elective Fees	Telecomm *	Resource Sharing	Small Libs/Nets§	Total MBLC Funds		
CLAMS	\$811,038	\$14,924	\$41,566	\$82,668	\$21,000	\$145,234	\$16,727	\$987,923
CW MARS	\$2,381,796	\$74,448	\$128,931	\$250,595	\$230,900	\$610,426	\$41,604	\$3,108,274
FLO	\$484,640	\$263,631	\$5,100	\$73,729		\$78,829	\$85,282	\$912,382
MBLN	\$664,232		\$17,613	\$200,606		\$218,219	\$397,850	\$1,280,301
Minuteman	\$2,473,458	\$1,066	\$59,225	\$233,387	\$10,000	\$302,612	\$31,627	\$2,808,763
MVLC	\$1,477,690	\$335,823	\$41,933	117,469	\$37,600	\$197,002	\$156,189	\$2,166,704
NOBLE	\$1,428,401	\$107,219	\$34,950	\$146,535		\$181,485	\$78,878	\$1,795,983
OCLN	\$907,727	\$0	\$53,141	\$107,386	\$3,150	\$163,677	\$25,455	\$1,096,859
SAILS**	\$1,027,606	\$80,249	\$41,293	\$127,274	\$21,500	\$190,067	\$19,502	\$1,317,424
TOTAL	\$11,656,588	\$877,360	\$423,752	\$1,339,649	\$324,150	\$2,087,551	\$853,114	\$15,474,613

*CW MARS received \$8,925 to support basic Internet Access (telecomm) for 13 non-network libraries for a program total of \$432,677

§ CW MARS received \$4,875 to support basic Internet Access (management) for 13 non-network libraries for a program total of \$329,025

**SAILS Elective fees paid by members includes \$13,505 in voluntary contributions to the Overdrive collection.

ERATE FUNDING FOR FY2019

NETWORK	Billed Entity #	Erate Funding*	Erate Report (USAC)§	Erate Discount %	Discount Method†
CLAMS	120667	\$ 8,373	\$ 9,651	63%	BEAR
CW MARS	120309	\$ 70,399	\$ 67,429	67%	
MBLN	149096	\$ 275,242	\$ 357,619	80-90%	SPI
Minuteman	146168	\$ -			
MVLC	120368	\$ 26,795	\$ 26,217	47%	BEAR
NOBLE	120431	\$ -			
OCLN	146604	\$ -			
SAILS	17003109	\$ 19,361	\$ 19,361	54%	SPI
TOTAL		\$ 321,398	\$ 403,198		

*As reported on the network's FY2019 Telecommunications Expenditure Summary Report.

§ As reported on Schools and Libraries Division (SLD) Opendata Platform for E-Rate Funding Year 2018 (2/24/2020).
["E-rate Request for Discount on Services: FRN Status"](#)

† BEAR: Billed Entity Application Reimbursement | SPI: Service Provider Invoicing

TOTAL OPERATING EXPENDITURES FOR FY2019

NETWORK	Staff	Admin. Support	Telecomm *	ILS Hardware/ Software Maint.	Telecomm. Hardware/ Software Maint.	Shared eContent platform fees §	Shared eBook Expenditure §§	Shared Downloadable Audio Expenditure	Shared Downloadable Video Expenditures	Electronic Collections	Bibliographic Services	Other Operating	Total Operating
CLAMS	\$490,261	\$98,668	\$46,849	\$157,025	\$3,175	\$12,000	\$49,235	\$31,167	\$0	\$53,292	\$23,448	\$53,328	\$1,018,448
CW MARS	\$1,400,097	\$166,588	\$174,691	\$92,503	\$50,459	\$12,000	\$297,812	\$136,823	\$0	\$63,433	\$108,970	\$38,282	\$2,541,658
FLO	\$348,655	\$143,355	\$6,000	\$91,080	\$5,770	\$0	\$72,222	\$0	\$0	\$3,000	\$0	\$133,192	\$803,274
MBLN	\$477,415	\$30,233	\$76,454	\$159,577	\$524,998	\$0	\$0	\$0	\$0	\$45,000	\$23,108	\$10,700	\$1,347,485
Minuteman	\$1,109,870	\$157,693	\$68,034	\$463,277	\$39,519	\$12,000	\$294,530	\$222,521	\$0	\$124,280	\$145,592	\$85,245	\$2,722,561
MVLC	\$793,866	\$155,170	\$48,147	\$101,000	\$35,128	\$12,000	\$236,227	\$131,440	\$733	\$45,034	\$60,194	\$125,000	\$1,743,939
NOBLE	\$941,743	\$149,603	\$42,637	\$15,966	\$24,115	\$12,000	\$223,337			\$182,340	\$22,449	\$73,594	\$1,687,784
OCN	\$573,291	\$139,903	\$63,277	\$100,084	\$20,265	\$42,000	\$41,306	\$22,219	\$0	\$34,947	\$65,650	\$0	\$1,102,942
SAILS	\$539,988	\$111,865	\$40,491	\$205,135	\$2,764	\$12,000	\$96,051	\$40,812	\$0	\$68,093	\$45,132	\$7,586	\$1,169,917
TOTAL	\$6,675,186	\$1,153,078	\$566,580	\$1,385,647	\$706,193	\$114,000	\$1,310,720	\$584,982	\$733	\$619,419	\$494,543	\$526,927	\$14,138,008

* Expenditures after E-rate discounts applied

§ MBLN does not pay for OverDrive platform fees; BPL does.

OCN includes \$30,000 for RB Digital Magazine platform in addition to \$12,000 for OverDrive

§§ SAILS Shared eBook Expenditure includes \$23,104 to fill holds that may include some Downloadable Audio Expenditures

NETWORK TELECOMMUNICATION EXPENDITURES FOR FY2019*

NETWORK	Shared Internet Access	Remote-to-Host	Total Telecommunication Expenditures
CLAMS	\$1,916	\$44,933	\$46,849
CW MARS	\$18,000	\$156,691	\$174,691
FLO	\$6,000	\$0	\$6,000
MBLN	\$8,880	\$67,574	\$76,454
Minuteman	\$9,000	\$59,034	\$68,034
MVLC	\$17,430	\$30,717	\$48,147
NOBLE	\$9,000	\$33,637	\$42,637
OCLN	\$1,895	\$61,382	\$63,277
SAILS	\$2,040	\$38,451	\$40,491
TOTAL	\$74,161	\$492,419	\$566,580

*Expenditures after E-Rate discounts applied.

CW MARS expended \$9,930 from Account 7000-9506 to support basic Internet Access for 13 non-network libraries for a total of \$576,510.

CAPITAL REVENUE & EXPENDITURES FOR FY2019

NETWORK	Capital Revenue	MBLC Infrastructure Grants (9506)	Capital Expenditures	Capital Improvement/ Reserve Fund
CLAMS	\$0	\$17,146	\$0	\$271,454
CW MARS	\$25,739	\$51,413	\$86,416	\$11,872
FLO	\$0	\$13,084	\$21,750	\$1,655,948
MBLN	\$0	\$17,399	\$0	\$0
Minuteman	\$0	\$22,730	\$140,196	\$233,495
MVLC	\$201,008	\$17,653	\$0	\$402,945
NOBLE	\$26,736	\$16,384	\$15,711	\$879,623
OCLN	\$0	\$17,653	\$79,746	\$550,909
SAILS	\$0	\$26,538	\$29,958	\$545,966
TOTAL	\$253,483	\$200,000	\$373,777	\$4,552,212

STAFFING AS OF JUNE 30, 2019

NETWORK	Total Staff	Full Time	Part Time	Full-Time hours per week	Total hours worked per week by all staff reported	FTE (35 hrs/wk)
CLAMS	8	3	5	40	228	6.5
CW MARS	19	16	3	37.5	655	18.7
FLO	4	3	1	35	125	3.5
MBLN	8	2	6	35	152.3	4.3
Minuteman	13	12	1	37.5	482	13.7
MVLC	11	11		37.5	412.5	11.7
NOBLE	12	9	3	37.5	383.5	10.9
OCLN	6	6		37.5	225	6.4
SAILS*	6	6		35	210	6.0
TOTAL	87	68	19		2,873	81.7

*SAILS normally has 7 FTE but they had an unfilled position most of the year.

EBOOK HOLDINGS AS OF JUNE 30, 2019

eBook Collections																			
Shared eBook collections										Added in FY2019								Removed in FY2019	
NETWORK	Y/N	eBooks	Audio	Video	Total Titles	eBooks	Audio	Video	Total Items	eBooks	Audio	Video	Total Titles	eBooks	Audio	Video	Total Items	Titles	Items
CLAMS	Yes	22,635	7,502	56	30,193	36,462	11,507	56	44,025	4,646	1,283		5,929	6,593	1,901		8,494	Unknown	1,152
CW MARS	Yes	42,229	10,742	1,217	54,188	67,275	22,008	1,269	90,552				9,150				9,328	0	0
FLO	Yes				170,427				170,427				11,454				11,454	303	303
MBLN	No				100,874				175,643				9,637				17,190	0	0
Minuteman	Yes	38,367	12,089	660	51,116	56,347	19,929	687	76,963	6,698	2,081	0	8,779	9,409	3,582	0	12,991	0	0
MVLC	Yes				29,122				46,260				7,107				9,633	0	0
NOBLE	Yes	16,808	5,340		22,148	21,889	7,703		29,592	2,616	1,022		3,638	3,866	1,648		5,514	1,716	4,690
OCLN	Yes				17,234				27,711				545				846	0	0
SAILS	Yes	23,602	4,736	576	23,602	34,026	6,506	585	34,026	13,497	2,031	0	13,497	16,229	2,640	0	16,229	9	9
TOTAL					498,904				695,199				69,736				91,679	2,028	6,154

* Electronics subscriptions include periodical subscription services such as Zinio, Flipster and OverDrive Magazines

ELECTRONIC COLLECTIONS AS OF JUNE 30, 2019

NETWORK	Electronic Collections / Databases			Electronic Subscriptions*		
	Y/N	Total Collections	Subgroup Collections	Y/N	Total Collections	Subgroup Collections
CLAMS	Yes	2	1	No		1
CW MARS	Yes	1	0	Yes	1	0
FLO	Yes	4	110	No		
MBLN	No			No		
Minuteman	Yes	1	0	Yes		
MVLC	Yes	4		No		4
NOBLE	Yes	12	53	Yes	1	0
OCLN	No			Yes	2	0
SAILS	Yes	1	1	Yes		1
TOTAL		25	165			6

* Electronics subscriptions include periodical subscription services such as Zinio, Flipster and OverDrive Magazines

CIRCULATION INFORMATION FOR FY2019

NETWORK	Total Network Circulation (All Types)	Total eBook Circulation	Total Downloadable Audio Circulation	Total Downloadable Video Circulation	Includes Overdrive Advantage Circulation	Electronic collection usage
CLAMS	3,249,199	262,317	122,231	90	YES	9,058
CW MARS	12,006,820	705,556	442,822	3,746	YES	18,324
FLO	92,471	0	0	0	NO	
MBLN	3,266,794	1,180,852	701,015	260	NO	
Minuteman	15,607,867	1,069,352	579,701	4,931	YES	168,955
MVLC	5,346,289	296,147	160,056	1,027	NO	
NOBLE	3,364,911	222,603	118,135	240	YES	117,355
OCLN	4,376,991	352,722	155,772	633	YES	89,884
SAILS	439,630	293,507	145,086	1,037	YES	27,890
TOTAL	47,750,972	4,383,056	2,424,818	11,964		431,466

RESOURCE SHARING INFORMATION AS OF JUNE 30, 2019

NETWORK	Bibliographic Database†		Electronically Facilitated ILLs					Total ILLs
	Number of Titles	Number of Items	Network Transfers‡	ComCat	Point-to-Point	OverDrive Shared Collections §	OverDrive LEA§§	
CLAMS	571,093	1,714,061	445,144	7,911	525	99,680	76,174	629,434
CW MARS	1,872,840	8,098,980	1,476,337	19,023	0	3,056	72,465	1,570,881
FLO	1,267,686	1,506,165	1,354	2,065	0	0	0	3,419
MBLN	3,333,738	6,691,253	67,000	10,594		1,203,122	93,257	1,373,973
Minuteman	1,438,074	5,859,693	1,747,216	24,376	556	321,102	85,547	2,178,797
MVLC	929,248	3,118,742	932,962	11,966	0	0	5,055	949,983
NOBLE	1,175,185	4,953,217	283,073	10,697	1,462	5,856	34,995	336,083
OCLN	865,294	3,457,764	448,242	9,911	0	181,897	62,497	702,547
SAILS	1,101,730	4,606,215	586,167	9,221	39	117,596	129,036	842,059
TOTAL	12,554,888	40,006,090	5,987,495	105,764	2,582	1,932,309	559,026	8,587,176

† FY2019 Title and Item counts do not include HELM catalog

‡ FY2019 Network Transfer count excludes renewals where possible. Some network system software cannot distinguish certain types of renewals from the original loan.

§ MBLN OverDrive Shared Collections count includes BPL statewide eCard lends for users not in the metropolitan Boston area.

§§ OverDrive LEA Count new for FY2019 report

SYSTEM INFORMATION AS OF JUNE 30, 2019

NETWORK/ VENDOR	ILS				ILS Modules in Use				Floating Collections
	Hosting Location	Web-based Client	Mobile Staff Client	# Members	Acquisitions	Serials	Course Reserves	Analytics/ Data Mining*	# of Libraries
CLAMS Innovative Interfaces, Inc. Sierra, Encore	SaaS	No	No		All	All	All		
CW MARS Evergreen	Collocated	Yes	No		31	12	1		7
FLO Ex Libris Voyager 10.0	Local	No	No		5	4	8		
MBLN Innovative Interfaces Polaris Version	Local	Yes	No		1	1	1	1	1
Minuteman Innovative Interfaces-Sierra	SaaS	Yes	No		24	18	5	All	
MVLC SirsiDynix/ Symphony	SaaS	Yes	Yes	36	3	36	0	36	
NOBLE Evergreen	Local	Yes	No		13	13	7	All	2
OCLN SirsiDynix/ Symphony	SaaS	No	Yes	23	No	All	1	All	1
SAILS SirsiDynix/ Symphony	SaaS	No	Yes	13	4	17	2	All	

*NOBLE List Maker collection analysis and promotion interface

USER EXPERIENCE (UX) AS OF JUNE 30, 2019

NETWORK	Online Registration			Online Payment	Proxy Login	Mobile Patron App		Time and print management
	Y/N	# of Libraries	e-resources only	Product	Vendor/Product	Y/N	Branding	
CLAMS	Yes	All	No		Sierra / WAM	Yes	Network	No
CW MARS	Yes	3	No	Stripe	EZ Proxy	Yes	Network	Yes
FLO					EZ Proxy	No		No
MBLN	Yes	1	Yes	None	EZ Proxy	No		No
Minuteman	Yes	All	No	Innovative/ Paypal	EZ Proxy	Yes	Both	No
MVLC				SirsiDynix/ Propay		Yes	Local	No
NOBLE	Yes	5	No	Stripe	EZ Proxy	Yes	Network	Yes
OCLN	Yes	All	Yes	SirsiDynix/ Propay		No		No
SAILS	Yes	37	No	SirsiDynix/ Propay		Yes	Local	Yes

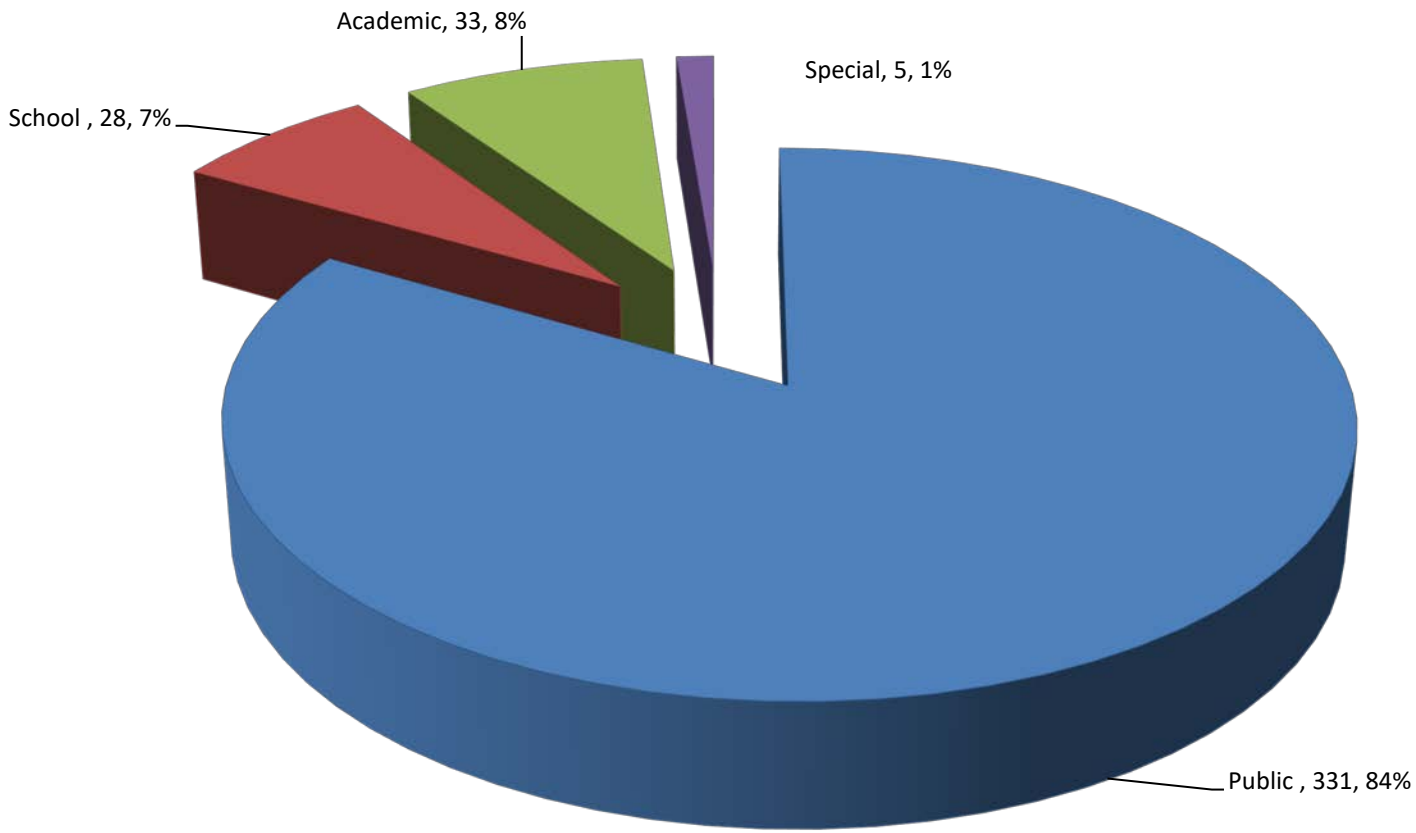
CATALOG ENHANCEMENTS AS OF JUNE 30, 2019

NETWORK	Discovery/ Front End				Catalog Enrichment	Linked Data/ Bibframe
	Y/N	ERM	Link Resolver	A to Z List	Product (s)	
CLAMS	Innovative/ Encore	No	No	No	Syndetics Unbound	No
CW MARS	Ebsco Discovery	No	No	No	Content Café 2; NoveList Select for Catalog	No
FLO	Ebsco Discovery	Yes	Yes	Yes		No
MBLN	Bibliocommons Core	Yes	Yes	Yes	NoveList Select for Catalog; Syndetics Classic	No
Minuteman	Innovative/ Encore	No	No	Yes	NoveList Select for Catalog; Syndetics Classic	No
MVLC	SirsiDynix/ Enterprise	Yes	No	No	NoveList Select for Linked Data; Syndetics Unbound	Yes
NOBLE	No	No	No	Yes	Content Café 2; NoveList Select for Catalog	No
OCLN	SirsiDynix Enterprise	No	No	No	LibraryThing for Libraries; Syndetics Classic	No
SAILS	SirsiDynix Enterprise	No	No	No	NoveList Select for Catalog; Syndetics Classic	No

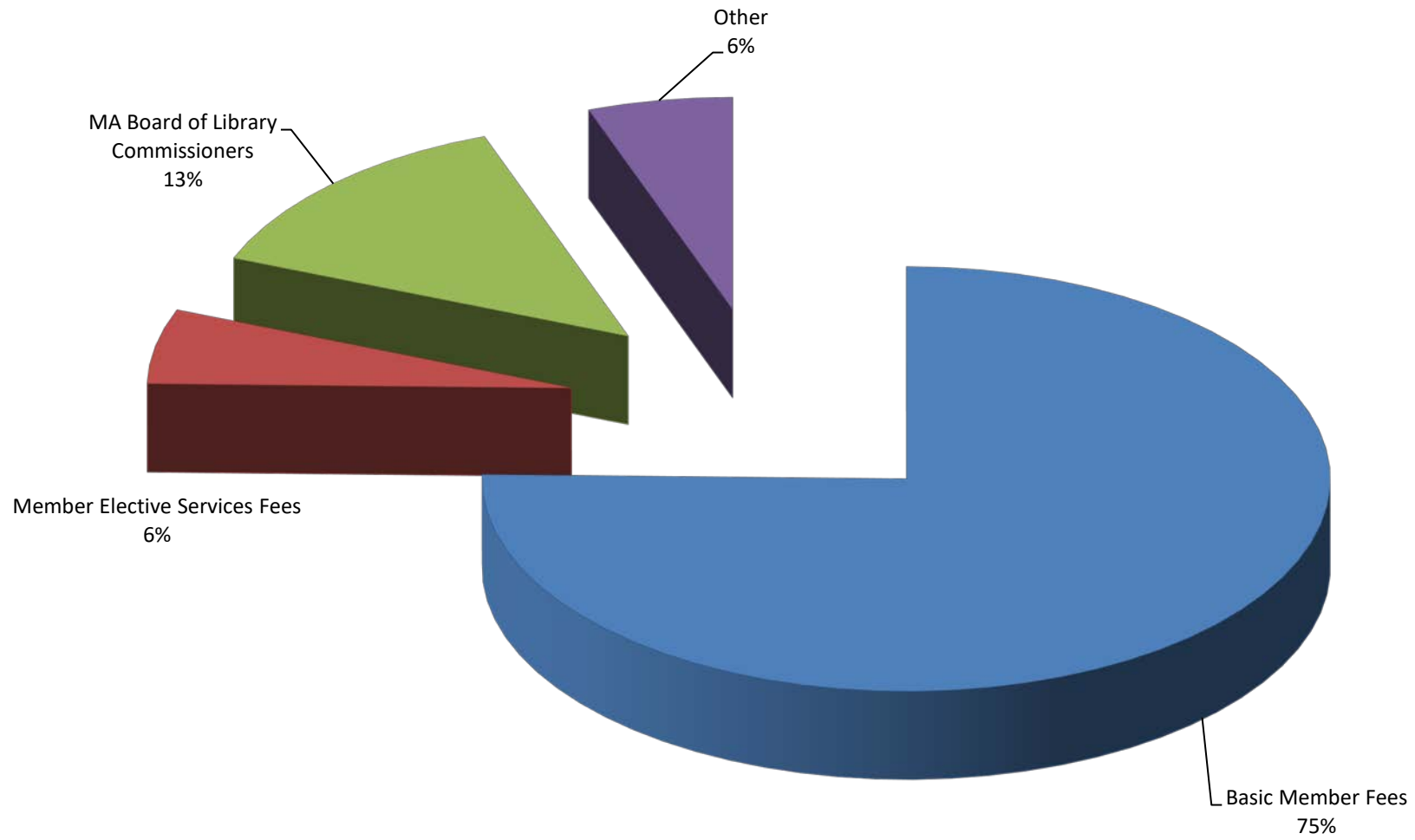
ORGANIZATIONAL/ MEMBER SERVICES AS OF JUNE 30, 2019

NETWORK	Helpdesk Application	Organizational Email/ Software Suite	Digital/ Institutional Repository	Hosted Member library websites	On-site PC support		Support for wireless access		On-site advising/ consulting		Continuing education during FY2019	
	Vendor/ Product	Vendor/ Product	Vendor/ Product	No. Members	No. Members	No. Site Visits	No. Members	No. Members	No. Members	No. Site Visits	No. Sessions	No. Attendees
	CLAMS	Freshdesk	Gsuites for Nonprofits					11	2	12	2	24
CW MARS	Spiceworks	Google Gsuites for Nonprofits			6	18	76	50	All	135	39	97
FLO	Freshdesk	Google Gsuites for Nonprofits	IR_Plus								4	122
MBLN									Yes		81	554
Minuteman		Google Gsuites for Nonprofits			All	3			All	24	18	185
MVLC	FreshDesk	Microsoft 365	SirsiDynix Portfolio	2	36	130	30	30	36	46	137	496
NOBLE		Google Gsuites for Nonprofits	Omeka	18	13				18	28	31	451
OCLN	Salesforce	Google Gsuites for Nonprofits					19		All	4	22	39
SAILS	Salesforce	Google Gsuites for Nonprofits	Omeka (SaaS)	2	32	109			All	8	37	115

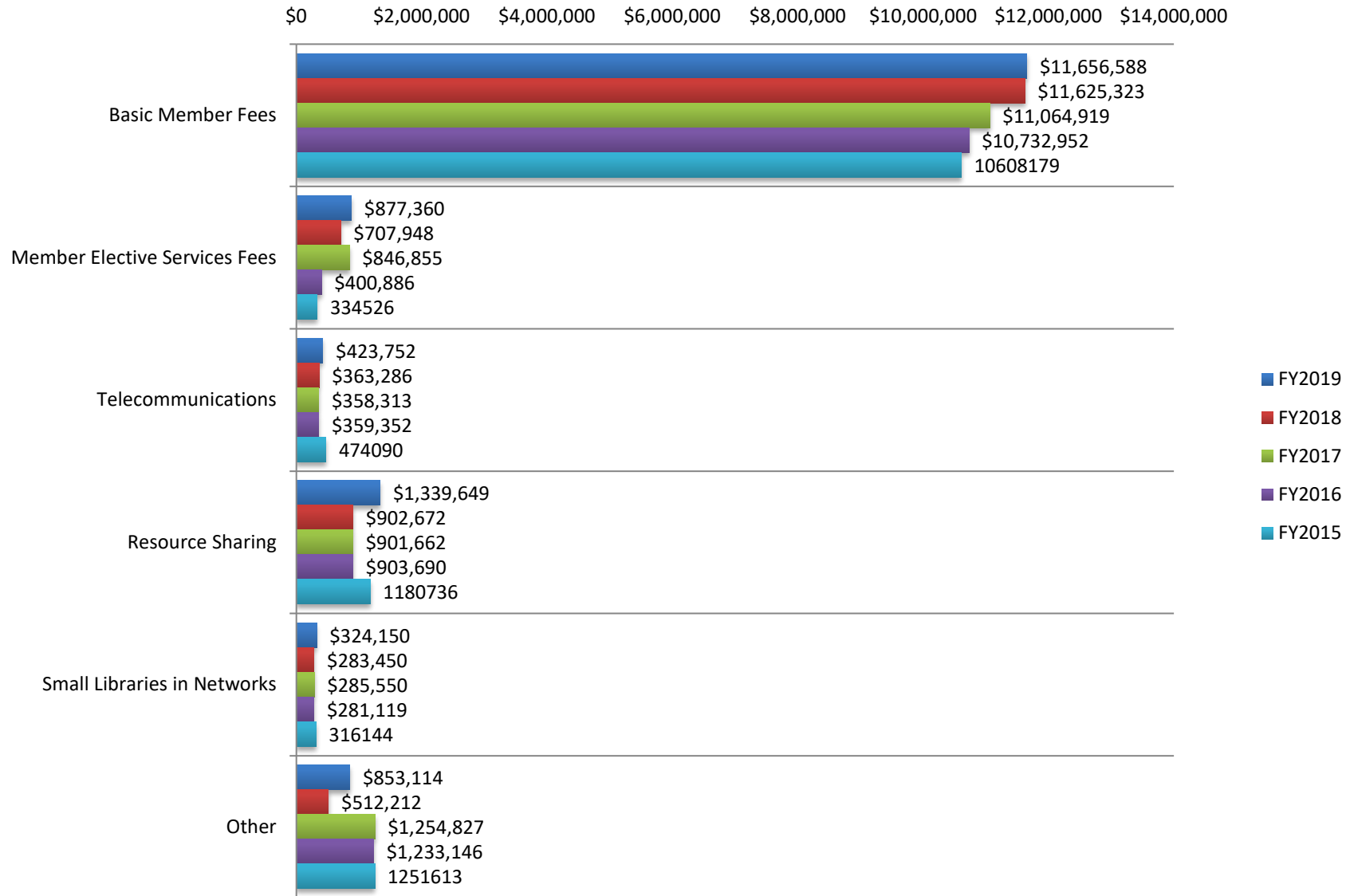
Appendix A-1 Network Membership by type as of June 30, 2019



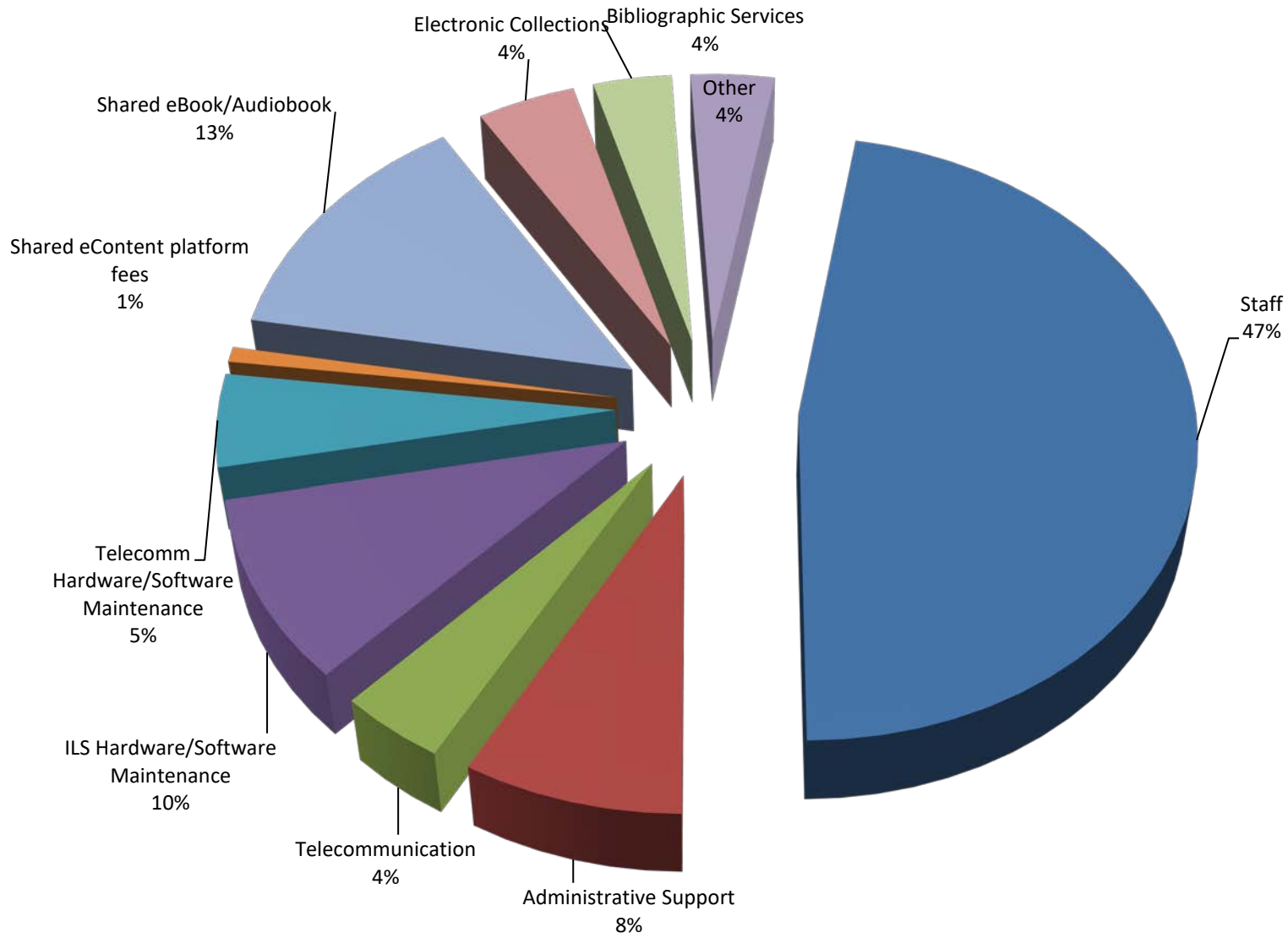
Appendix A-2 FY2019 Network Operating Income by Source



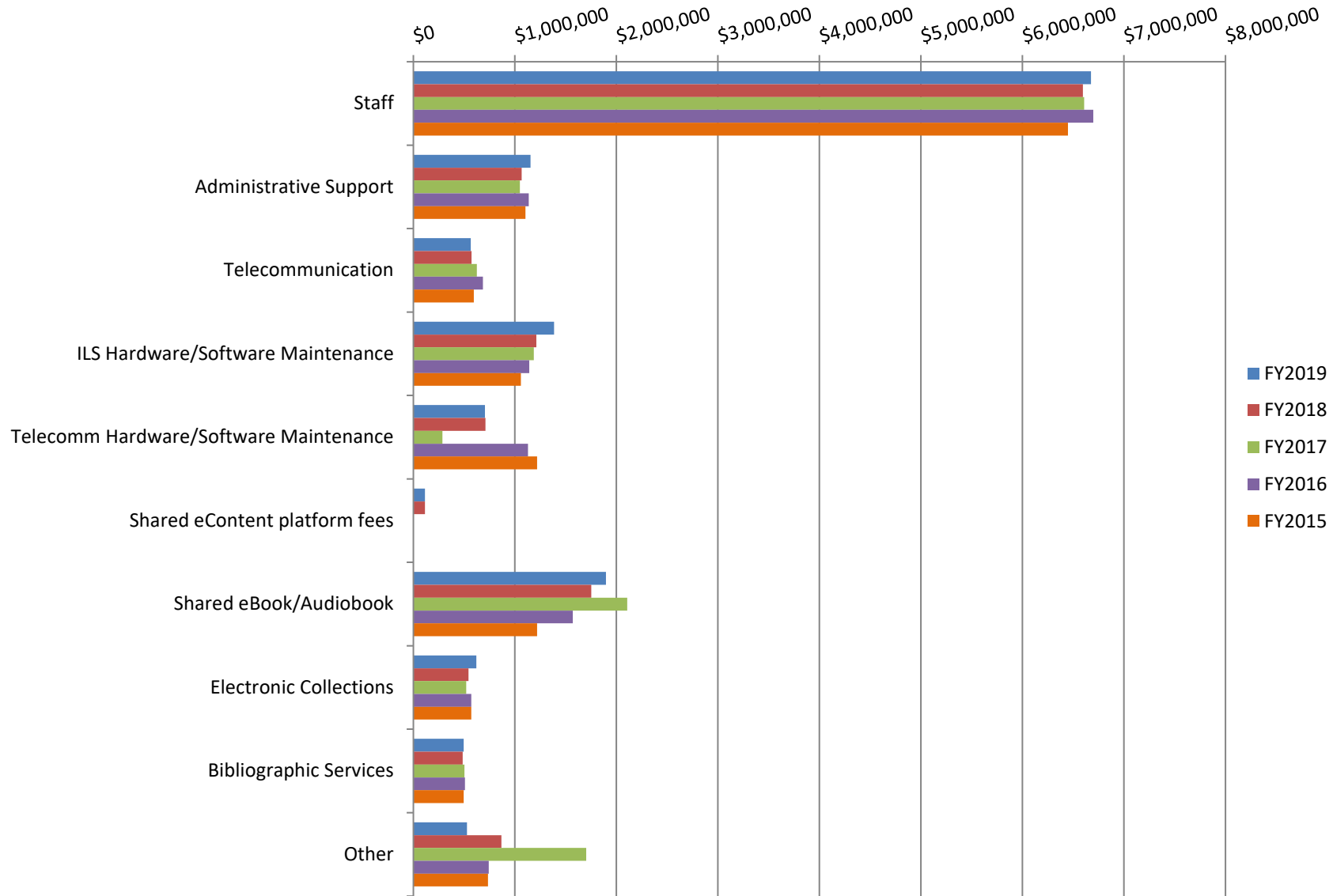
Appendix A-3 Network Operating Income by Source, FY2015-FY2019



Appendix A-4 FY19 Network Operating Expenditures by Type as Percentage of Whole



Appendix A-5 Network Operating Expenditures by Type, FY2015- FY2019



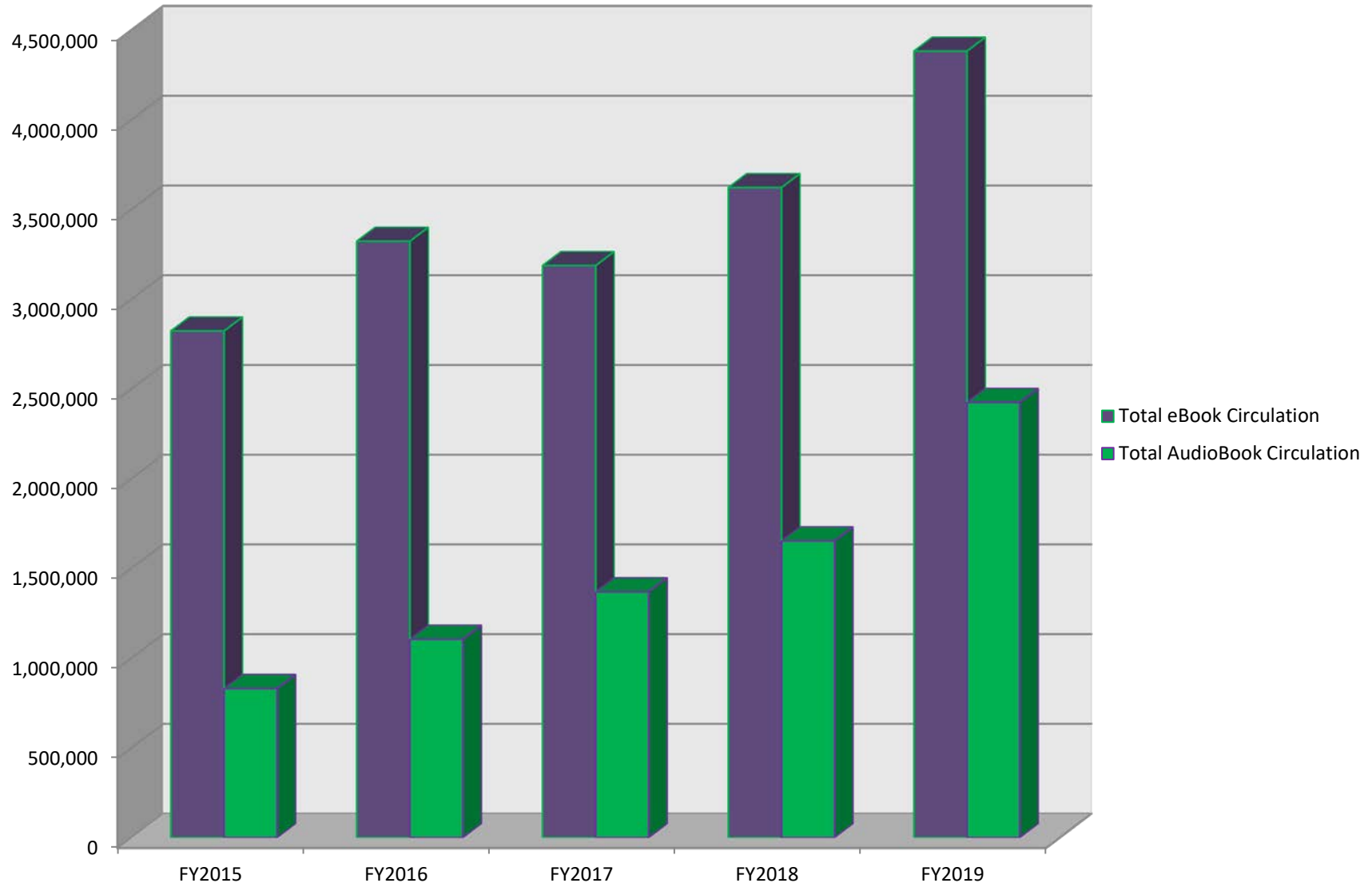
APPENDIX A-6

CIRCULATION FY2016- FY2019

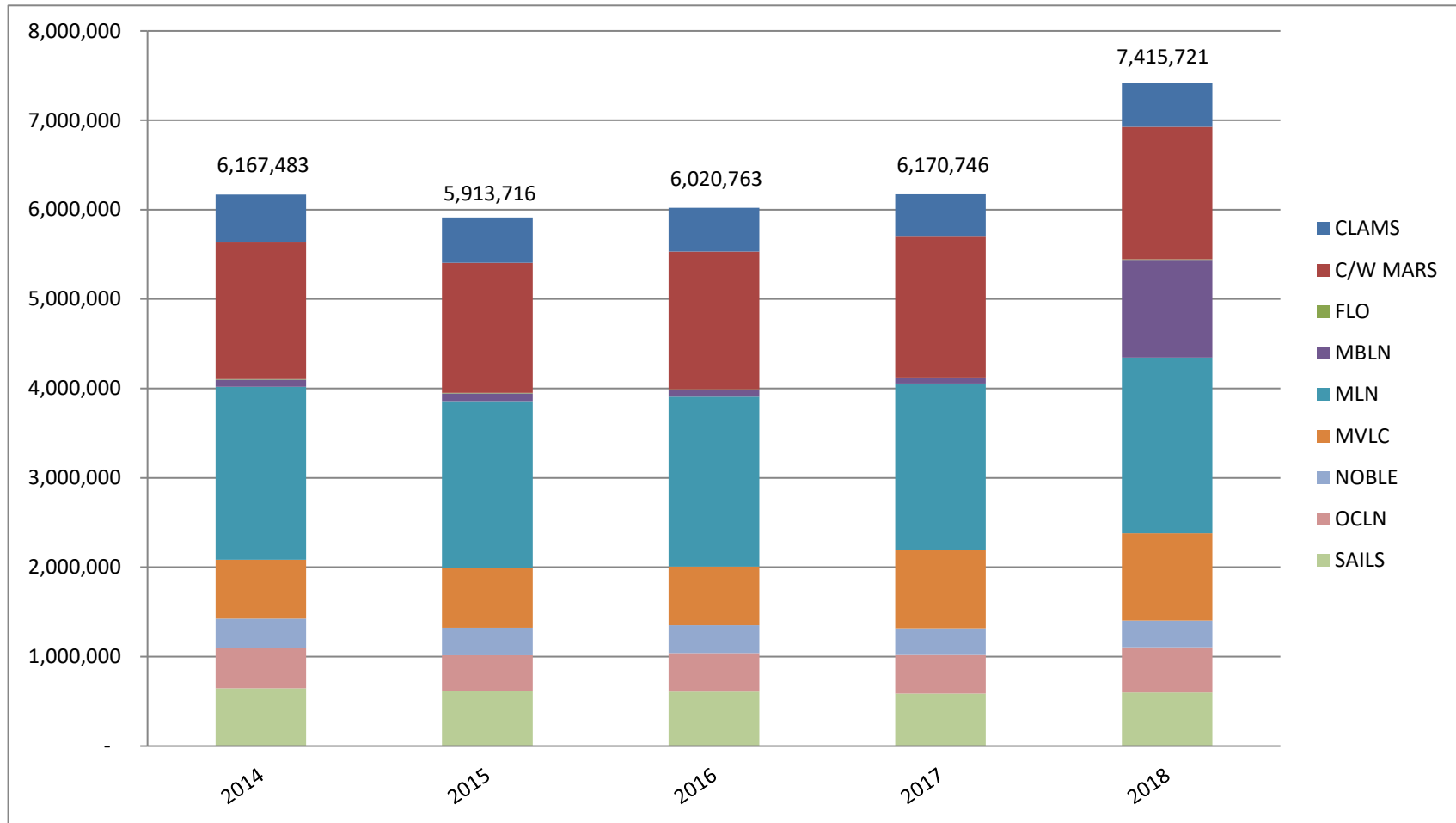
NETWORK	Total Circulation				Total eBook Circulation				Total Downloadable Audio Circulation				Total Downloadable Video Circulation			
	FY16	FY17	FY18	FY19	FY16	FY17	FY18	FY19	FY16	FY17	FY18	FY19	FY16	FY17	FY18	FY19
CLAMS	3,114,843	2,978,241	2,870,009	3,249,199	200,475	219,196	251,920	262,317	64,477	80,516	100,257	122,231	206	0	0	90
CW MARS	12,054,973	11,494,551	956,283	12,006,820	787,162	569,461	626,286	705,556	225,800	264,271	327,000	442,822	5,375	3,619	2,997	3,746
FLO	178,105	129,351	122,377	92,471	7,547	6,285	0	0	0	0	0	0	0	0	0	0
MBLN	4,139,041	5,144,110	5,252,490	3,266,794	859,052	948,118	975,015	1,180,852	324,653	421,217	426,355	701,015	409	682	705	260
Minuteman	14,669,083	15,326,887	14,135,294	15,607,867	672,492	701,787	862,459	1,069,352	238,821	292,872	397,456	579,701	8,741	7,224	6,640	4,931
MVLC	5,540,647	5,265,900	5,276,828	5,346,289	122,253	173,065	205,529	296,147	53,010	83,932	108,400	160,056	444	1,244	971	1,027
NOBLE	3,291,520	3,387,585	3,145,038	3,364,911	127,458	136,764	159,003	222,603	52,268	59,478	73,807	118,135	0	0	0	240
OCLN	4,905,648	4,713,923	4,499,679	4,376,991	247,152	250,291	290,374	352,722	81,576	94,175	114,109	155,772	1,692	1,387	804	633
SAILS	3,749,917	3,832,550	3,425,172	439,630	278,297	183,016	252,073	293,507	54,267	74,042	107,010	146,086	806	1,659	1,570	1,037
TOTAL	51,643,777	52,273,098	39,683,170	47,750,972	3,301,888	3,187,983	3,622,659	4,383,056	1,094,872	1,370,503	1,654,394	2,425,818	17,673	15,815	13,687	11,964

Shared eBook/Audiobook data not collected before FY2011.

Appendix A-7 Total eBook & Audio Book Circulation FY2015- FY2019



Appendix 8 Total Items Lent via Networks FY15-FY19 (Most Recent Five Years)



§ MBLN OverDrive Shared Collections count includes BPL statewide eCard lends for users not in the metropolitan Boston area.

APPENDIX A-9
CAPITAL EXPENDITURES FY2015-FY2019

NETWORK	Capital Expenditures				
	FY2015	FY2016	FY2017	FY2018	FY2019
CLAMS	\$78,884	\$86,413	\$0	\$0	\$0
CW MARS	\$61,331	\$61,331	\$63,233	\$50,150	\$86,416
FLO	\$7,350	\$51,848	\$22,820	\$53,003	\$21,750
MBLN	\$14,644	\$0		\$0	\$0
Minuteman	\$97,196	\$79,254	\$89,325	\$51,627	\$140,196
MVLC	\$44,419	\$1,750	\$87,514	\$0	\$0
NOBLE	\$17,887	\$162,501	\$88,211	\$48,021	\$15,711
OCLN	\$158,205	\$60,695	\$0	\$0	\$79,746
SAILS	\$73,878	\$6,173	\$14,883	\$29,521	\$29,958
TOTAL	\$553,794	\$509,965	\$365,986	\$232,322	\$373,777

APPENDIX A-10
STAFFING FY2015-FY2019

NETWORK	Number of Staff (head count)					Hours Worked Per Week by all Staff					FTE (35 hrs/week)				
	FY15	FY16	FY17	FY18	FY19	FY15	FY16	FY17	FY18	FY19	FY15	FY16	FY17	FY18	FY19
CLAMS	7	7	7	7	8	226	227	227	198	228	6.4	6.5	6.5	5.6	6.5
CW MARS	19	19	18	18	19	673.5	673.5	637	619	655	19.2	19.2	18.2	17.6	18.7
FLO	4	3	3	4	4	140	105	105	125	125	4	3	3	3.5	3.5
MBLN	6	6	8	8	8	114	114	152	184	152.3	3.3	3.3	4.3	5.3	4.3
Minuteman	14	14	14	13	13	512.5	512.5	512.5	480	482	14.6	14.6	14.6	13.7	13.7
MVLC	10	10	10	11	11	375	375	375	413	412.5	10.7	10.7	10.7	11.8	11.7
NOBLE	12	12	12	11	12	382	375	377	362	383.5	10.9	10.7	10.7	10.3	10.9
OCLN	6	6	6	6	6	225	225	225	225	225	6.4	6.4	6.4	6.4	6.4
SAILS	8	7	7	7	6	265	245	245	245	210	7.5	7	7	7	6
TOTAL	86	84	85	85	87	2913	2852	2856	2851	2873.3	83.0	81.4	81.4	187.4	81.7

Appendix B—Definitions for Data in the Networks Report, FY2019

Membership, Outlets & Registered Users- Page 2	
Members	Total number of network members.
Outlets	Number of discrete physical buildings served by the network. Includes branch libraries, multiple campuses, and bookmobiles.
Public	One of the 370 Massachusetts public libraries.
Schools	Public or private, K-12 school library or school library media centers.
Academic	Library in a public or private college or university, technical school, 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 and then total members. For example, (15 public, 1 academic, 5 school)
Outlet Count	The number of discrete physical buildings for each library type, and then the total. Include branch libraries, multiple campuses, and bookmobiles. For example, (35 members, 51 outlets)
Full Member	Full participant in the network according to existing rules and procedures of the network.
Associate Member/ Subscriber	A type of membership currently in use by NOBLE and SAILS small libraries that may or may not circulate, but have no voting privileges.
Registered User	For each library type (public, academic, etc.) indicate how many users are registered as of June 30, 2019.
Active User (Optional)	In the totals section, near the bottom of the last column, if you can provide a count of total active users (by your own definition), indicate how many registered network users are considered active as of June 30, 2019.
New Registrations	How many users did you register during FY2019?

Operating Income- Page 3	
Membership Fees	Fees paid by all members to belong to a network and for services common to all.
Elective Fees	Fees paid by members over and above basic membership fees to cover services only individual or subgroups of members chose to receive, including network fees for PC support or the purchase/lease electronic resources. Include, and footnote, 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; only include overhead collected by network.
MBLC Funds Telecommunications	State funds provided by the Massachusetts Board of Library Commissioners (MBLC) to offset telecommunications costs.
MBLC Funds Net Resource Sharing	State funds provided by the MBLC to offset network resource sharing costs.

MBLC Funds Small Libraries in Networks	State (or Federal) funds provided by the MBLC to offset the cost of network membership for certain public libraries serving populations of under 10,000.
Other sources (not paid by members)	Any additional sources of operating income including, but not limited to non- MBLC grants, endowments, gifts, investments, etc. MBLC will provide all data related to grant awards from account 9506.
Total Operating Income	Sum of the network's operating revenues from all its sources.

E-Rate- Page 4	
E-Rate Received	Actual dollar figure of E-Rate discounts received during the fiscal year. This figure might not correspond to the total funding commitments that will have been awarded by the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) for the corresponding program year. E-Rate program years are one year earlier than state fiscal years (<i>e.g.</i> , E-Rate program year 2014 is equivalent to state FY2016).
E-Rate Discount %	The discount percentage, or range of percentages, for network telecommunications and/or Internet services for which the network has received E-Rate funding.

Operating Expenditures- Page 5	
Staff	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	Rent and phone, etc.
Telecommunication	Total amount expended for telecommunications services for central site and connected library outlets.
ILS Hardware/Software Maintenance	The cost of ongoing annual maintenance contracts for system server(s) (<i>e.g.</i> , database, applications, mail, OPAC) and integrated library system vendor support contracts. Do not include original purchase/lease price. MassLNC networks: Include development contributions that cannot be attributed to a specific capital project, such as bug fixing and quality assurance.
Telecommunication Hardware/Software Maintenance	Includes the cost of maintenance contracts (<i>e.g.</i> , routers, switches, DSU's, network monitoring services) but not the original purchase/lease price. Do not include ongoing expenditures for telecomm circuits; those are provided by MBLC from the telco grant report summary.
Shared eContent Platform Fees	Money paid to vendors by the network to provide a base eContent platform (<i>e.g.</i> , OverDrive) if distinct from the content itself. Include even if offset by MBLC or MLS grant funds.
Electronic Collections	Money paid to vendors to lease/access electronic resources, including databases and webtools (<i>e.g.</i> , Mango, online test tools), as well as catalog content enhancement services for all network members (<i>e.g.</i> , Syndetics).
Bibliographic Services	Annual fees paid to OCLC/SkyRiver for bibliographic utility/cataloging and authority work.
Other Operating	MassLNC networks: Include MassLNC "operating expenses" contributions here
Total Operating	Sum of the operating expenditures from the network's budget for personnel, telecommunications, maintenance, licensing, annual fees and other operating expenditures.

Network Telecommunication Expenditures- Page 6	
Shared Internet Access	The annual network expenditures for shared Internet bandwidth required by to/from the network's central site. Costs are after any E-Rate discounts have been applied. Reported on "Telecommunications Expenditures Report".
Remote-to-Host	The total annual cost of network circuits to member library locations, including branches. These circuits may also support library Internet access, but must be managed and paid for by the network. Costs are after any E-Rate discounts have been applied. Reported on "Telecommunications Report".
Network Telecommunication Expenditures	The total reported on the "Telecommunications Report" for each of the telecommunications service types: Internet Access for the Central Site, Remote-to-Host.

Capital Expenditures & Revenues- Page 7	
Capital Revenue	Capital revenues include funding received for the purposes of capital projects. Please include LSTA equipment grants and other grant funds actually received (not necessarily the same as the amount awarded) during FY2017. MBLC will provide data for account 9506 network infrastructure grants separately.
Capital Expenditures	Capital expenditures include nonrecurring expenditures for the acquisition of and/or addition to fixed assets. Local accounting practices shall determine whether a specific item is a capital expense or an operating expense regardless of the examples in the definition. (DO NOT include any expenditure from the previous section, Operating Expenditures). Include development contributions that are attributable to specific capital project, such as new functionality in MassLNC or one time purchase/license fees (<i>e.g.</i> , NCIP software and modifications for the Commonwealth Catalog)
Capital Improvement Fund	From either a dedicated capital improvement line or funds from a "reserve" account that may be used for capital improvements.

Staffing- Page 8	
Number of paid in all positions (headcount)	The total number of staff. If possible, break total into full time and part time positions.
Full-Time hours per week	The number of hours in the network's standard work week.
Total hours worked per week by all staff reported above	The total number of hours worked in a typical week by all staff. Reporting this figure will ensure comparable data. For the FY18 annual report, FTE figures will be calculated based on the total hours (Question 3) divided by the network's actual work week (Question 2) (<i>e.g.</i> , 600 total hours divided by a 40 hour work week = 15 FTE).

eBook Holding & Electronic Collections- Page 9 & 10	
eBooks	<ul style="list-style-type: none"> a) Facilitated shared eBook collections b) How many titles/copies were added during FY2019 c) How many titles/copies were removed FY2019 d) Does the network mediate purchase of titles or copies to be used exclusively by an individual library's patrons?
Electronic Collections	<p>Report the number of database products and interactive products such as language-learning or test battery tools licensed by the network on behalf of members. Do not include Biblioboard (CEC).</p> <p>Provide separate numbers for products licensed to all members, and those licensed on behalf of subgroups of members or individual members.</p>
Electronic Subscriptions	<p>(e.g., Zinio, Flipster, Overdrive Mags)</p> <ul style="list-style-type: none"> a) Subscriptions for subgroups of members

Circulation- Page 11	
Total Circulation	The total annual circulation of all library materials of all types, including renewals. All materials in all formats that are charged out for use outside the library are counted. Interlibrary loan transactions included are only items borrowed for users. Items checked out to another library are not included.
Total Circulation of eBook	The total circulation of eBook content for the network as a whole.
Total Circulation of Downloadable Audio	The total circulation of downloadable audio for the network as a whole.
Total Circulation of Downloadable Video	The total circulation of downloadable video for the network as a whole.
Overdrive Advantage Circulation	Report whether the eBook or other downloadable circulation totals include copies of Overdrive Advantage titles (or similar). (Yes/No)

Resource Sharing- Page 12	
Number of Titles	Individual bibliographic records in the network's database regardless of the format of the item. Includes MARC records describing electronic content (<i>e.g.</i> , eBooks, licensed periodical titles, downloadable audio and video). Excludes authority control records and community I&R records.
Number of Items	The number of item or holdings records, regardless of format. Records that reflect periodical holdings are included.
Electronically Facilitated ILL's Network Transfers	Loan of materials on request between member libraries in a single network. Includes materials loaned to dial access or online affiliate libraries if the request is made through a hold, E-mail, or equivalent method on the network's system, as well as material loaned by member libraries of the network to libraries in other Massachusetts networks if the request is made through a hold, E-mail or equivalent method on the network's system. Transfers within a municipal public library system (<i>i.e.</i> , from branch to branch, branch to main or main to branch) are not included.
Electronically Facilitated ILL's From Virtual Catalog	Loan of materials requested through the statewide virtual catalog.
Electronically Facilitated ILL's Point-to-Point	Loan of materials with the transaction taking place directly between the borrowing and lending libraries with no intermediary and not facilitated by the virtual catalog.
Total ILL's	Total of Network Transfers, From Virtual Catalog, and Point to Point.

System Information- Page 13	
ILS Vendor	The name of the ILS vendor, Product Name, and software release as of June 30, 2018
ILS Hosting Location	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
Web-based ILS Client	Does your staff client run in a browser without the need for an additional downloaded application?
Mobile Staff Client	Do you provide a staff client specifically for mobile devices, such as tablets? Say no if the same responsive website is used on both desktops and mobile devices. If yes, indicate the number of members using the mobile staff client.
ILS Modules in Use	Please check off all ILS modules that you have enabled. For non-standard modules (only some members use), indicate the number of members. List any additional significant functionality/module not found on this list in <i>Other</i> .
Floating Collections	Has the network enabled floating collections for members? a) Do all members participate? b) If a subgroup, how many members?

User Experience & Catalog Enhancements- Page 13 & 14	
Online User Registration	<p>Does the network offer online library card registration?</p> <p>a) Do all members participate? If a subgroup, how many members?</p> <p>b) Does e-registration allow for borrowing of physical materials or e-content?</p> <p>c) Does the network verify the registration before allowing any usage?</p>
Online Payment System	Does the network utilize an online payment processing vendor for users (e.g., Paypal) to clear outstanding overdue fees or bills? If so, please indicate the vendor in use.
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.
Catalog Enrichment	Does the network provide book jackets, reviews and other catalog enhancements through a content enhancement service such as Syndetics, Content Café, NoveList or ChiliFresh? If so, please indicate the product or products in use.
Linked Data / BIBFRAME	Does the network process its bibliographic and holdings records and expose them to search engines as linked data through Zapheira?
Mobile Patron App	<p>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?</p> <p>a) <u>Branding</u> – Is the mobile app branded as a network tool, or at the library-level?</p>
Discovery/ Front End	<p>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.</p> <p>a) <u>Discovery Hosting Location</u> – Is the discovery hosted locally or externally (SaaS)?</p> <p>b) <u>ERM</u> - 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?</p> <p>c) <u>Link Resolver</u> - Does the network provide an OpenURL link resolver, such as Ex Libris SFX, or service with similar functionality, such EBSCO CustomLinks?</p> <p>d) <u>A to Z List</u> - Does the network provide an A to Z list of journals/publications, such as SFX, Serial Solutions 360, or EBSCO A to Z Links?</p>
Time and print management	Does the network provide time or print management systems for member libraries, such as EnvisionWare, Pharos, or LibData? Please indicate vendor and product names.
APIs or Data Export	<p>Does the network support other 3rd party library services aimed at users which require data export or API's. Do NOT include Self Check. For each, please indicate:</p> <p>a) the vendor and or product</p> <p>b) the type of API or data sharing</p> <p>c) how many members participate or use this service</p>

Organizational/ Member Services- Page 16	
Helpdesk Application	Does the network use an automated helpdesk application, such as Freshdesk or Zendesk?
Organizational Email/Software Suite	Does the network provide a consortial email, office suite and/or cloud storage for members, such as Gmail, Google Apps, or Microsoft SharePoint/OneDrive? Please indicate the vendor(s)/product(s).
Digital/Institutional Repository	Does the network provide a software application dedicated to digital materials, (image collections, audio files, binary fills) or scholarly output (theses, papers) such as Omeka or Fedora? Please indicate the vendor/product.
Hosted member library websites	Does the network provide hosted web sites for member libraries? Answer no if the network has put up a template page with information on each library (such as hours, phone number). Answer yes if you allow the library to maintain its content and/or customize the information on a regular basis. Please indicate the number of member library websites you host.
On-site pc support	Does the network send out staff or contractual personnel to support connected pc's in the member library? If so, please provide: a. the number of member libraries supported b. the number of site visits, if available
Support for wireless access	Does the network support wireless access in member libraries? Respond yes or no, and indicate how many libraries are supported in the third column a. For pc's, laptops, and other devices provided by the library. b. For laptops/devices brought in by the patron.
On-site advising/consulting	Does the network send out staff or contractual personnel to provide advisory or consulting services in the member library? If so, please provide: a. the number of member libraries supported b. the number of site visits, if available
Continuing education during FY2019	Did the network provide regular (year-round) workshop opportunities for its members? This may include workshops on ILS applications for staff, OPAC searching, searching databases provided by the network, home page creation, etc.) This should not include one-time training for new system software upgrades or training in preparation for migration to a new ILS. a. number of sessions b. number of attendees

APPENDIX C: FY2019 LIST OF NETWORK MEMBERS

NETWORK	TYPE	MEMBER NAME
CAPE LIBRARIES AUTOMATED MATERIALS SHARING		
CLAMS	Full	Aquinnah Public Library
CLAMS	Full	Barnstable, Centerville Public Library
CLAMS	Full	Barnstable, Cotuit Library
CLAMS	Full	Barnstable, Hyannis Public Library Association
CLAMS	Full	Barnstable, Marstons Mills Public Library
CLAMS	Full	Barnstable, Osterville Free Library
CLAMS	Full	Barnstable, Sturgis Library
CLAMS	Full	Barnstable, Whelden Memorial Library
CLAMS	Full	Bourne, Jonathan Bourne Public Library
CLAMS	Full	Brewster Ladies Library
CLAMS	Full	Cape Cod Community College, Wilkens Library
CLAMS	Full	Chatham, Eldredge Public Library
CLAMS	Full	Chilmark Free Public Library
CLAMS	Full	Dennis, Dennis Memorial Library Association
CLAMS	Full	Dennis, Dennis Public Library
CLAMS	Full	Dennis, Jacob Sears Memorial Library
CLAMS	Full	Dennis, South Dennis Public Library
CLAMS	Full	Dennis, West Dennis Free Public Library
CLAMS	Full	Eastham Public Library
CLAMS	Full	Edgartown Free Public Library
CLAMS	Full	Falmouth Public Library
CLAMS	Full	Falmouth, West Falmouth Library, Inc.
CLAMS	Full	Falmouth, Woods Hole Public Library
CLAMS	Full	Harwich, Brooks Free Library
CLAMS	Full	Mashpee Public Library
CLAMS	Full	Nantucket Atheneum
CLAMS	Full	Oak Bluffs Public Library
CLAMS	Full	Orleans, Snow Library
CLAMS	Full	Provincetown Public Library
CLAMS	Full	Tisbury, Vineyard Haven Public Library
CLAMS	Full	Truro Public Library
CLAMS	Full	Wellfleet Public Library
CLAMS	Full	West Tisbury Free Public Library

NETWORK	TYPE	MEMBER NAME
CLAMS	Full	Yarmouth Port Library
CLAMS	Full	Yarmouth Town Libraries
C/W MARS		
C/W MARS	Mini-net	Adams Free Library
C/W MARS	Full	Agawam Public Library
C/W MARS	Full	American International College, Shea Memorial Library
C/W MARS	Full	Amherst, Jones Library Inc.
C/W MARS	Full	Anna Maria College, Mondor-Eagen Library
C/W MARS	Mini-net	Ashburnham, Stevens Memorial Library
C/W MARS	Mini-net	Ashby Free Public Library
C/W MARS	Mini-net	Ashfield, Belding Memorial Library
C/W MARS	Mini-net	Athol Public Library
C/W MARS	Full	Auburn Public Library
C/W MARS	Full	Ayer Library
C/W MARS	Mini-net	Barre, Woods Memorial Library
C/W MARS	Full	Belchertown, Clapp Memorial Library
C/W MARS	Full	Bellingham Public Library
C/W MARS	Full	Berkshire Community College, Library
C/W MARS	Mini-net	Berlin Public Library
C/W MARS	Mini-net	Bernardston, Cushman Library
C/W MARS	Full	Blackstone Public Library
C/W MARS	Mini-net	Blandford, Porter Memorial Library
C/W MARS	Mini-net	Bolton Public Library
C/W MARS	Mini-net	Boxborough, Sargent Memorial Library
C/W MARS	Mini-net	Boylston Public Library
C/W MARS	Mini-net	Brookfield, Merrick Public Library
C/W MARS	Mini-net	Buckland Public Library
C/W MARS	Mini-net	Charlemont, Tyler Memorial Library
C/W MARS	Full	Charlton Public Library
C/W MARS	Mini-net	Cheshire Public Library
C/W MARS	Mini-net	Chesterfield Public Library
C/W MARS	Full	Chicopee Public Library
C/W MARS	Mini-net	Clarksburg Town Library
C/W MARS	Full	Clinton, Bigelow Free Public Library
C/W MARS	Mini-net	Colrain, Griswold Memorial Library

NETWORK	TYPE	MEMBER NAME
C/W MARS	Mini-net	Dalton Free Public Library
C/W MARS	Mini-net	Deerfield, Tilton Library
C/W MARS	Mini-net	Douglas, Simon Fairfield Public Library
C/W MARS	Mini-net	Dudley, Pearle L. Crawford Memorial Library
C/W MARS	Mini-net	East Brookfield Public Library
C/W MARS	Full	East Longmeadow Public Library
C/W MARS	Full	Easthampton, Emily Williston Memorial Library
C/W MARS	Mini-net	Egremont Free Library
C/W MARS	Mini-net	Erving Public Library
C/W MARS	Full	Fitchburg Public Library
C/W MARS	Mini-net	Florida Free Library
C/W MARS	Full	Gardner, Levi Heywood Memorial Library
C/W MARS	Full	Grafton Public Library
C/W MARS	Mini-net	Granby Free Public Library
C/W MARS	Mini-net	Granville Public Library
C/W MARS	Full	Great Barrington, Mason Library
C/W MARS	Full	Greenfield Community College, Library
C/W MARS	Full	Greenfield Public Library
C/W MARS	Mini-net	Hadley, Goodwin Memorial Library
C/W MARS	Mini-net	Hampden Free Public Library
C/W MARS	Full	Harvard Public Library
C/W MARS	Mini-net	Hatfield Public Library
C/W MARS	Mini-net	Heath Free Public Library
C/W MARS	Full	Holden, Gale Free Library
C/W MARS	Mini-net	Holland Public Library
C/W MARS	Full	Holyoke Public Library
C/W MARS	Mini-net	Hopedale, Bancroft Memorial Library
C/W MARS	Full	Hopkinton Public Library
C/W MARS	Mini-net	Hubbardston Public Library
C/W MARS	Full	Hudson Public Library
C/W MARS	Mini-net	Lancaster, Thayer Memorial Library
C/W MARS	Mini-net	Lanesborough Public Library
C/W MARS	Mini-net	Lee Library Association
C/W MARS	Mini-net	Leicester Public Library
C/W MARS	Full	Lenox Library Association
C/W MARS	Full	Leominster Public Library
C/W MARS	Mini-net	Leverett Library

NETWORK	TYPE	MEMBER NAME
C/W MARS	Full	Longmeadow, Richard Salter Storrs Library
C/W MARS	Full	Ludlow, Hubbard Memorial Library
C/W MARS	Mini-net	Lunenburg Public Library
C/W MARS	Full	Marlborough Public Library
C/W MARS	Mini-net	Mendon, Taft Public Library
C/W MARS	Full	Milford Town Library
C/W MARS	Full	Millbury Public Library
C/W MARS	Mini-net	Millville Free Public Library
C/W MARS	Mini-net	Monson Free Library and Reading Room Association
C/W MARS	Mini-net	Montague Public Libraries, Carnegie Public Library
C/W MARS	Mini-net	Monterey Library
C/W MARS	Full	Mount Wachusett Community College
C/W MARS	Mini-net	New Marlborough Town Library
C/W MARS	Mini-net	New Salem Public Library
C/W MARS	Full	North Adams Public Library
C/W MARS	Mini-net	North Brookfield, Haston Free Public Library
C/W MARS	Full	Northampton, Forbes Library
C/W MARS	Full	Northampton, Lilly Library
C/W MARS	Full	Northborough Free Library
C/W MARS	Full	Northbridge, Whitinsville Social Library
C/W MARS	Mini-net	Northfield, Dickinson Memorial Library
C/W MARS	Mini-net	Oakham, Fobes Memorial Library
C/W MARS	Mini-net	Orange, Wheeler Memorial Library
C/W MARS	Mini-net	Otis Library and Museum
C/W MARS	Full	Oxford Free Public Library
C/W MARS	Full	Palmer Public Library
C/W MARS	Mini-net	Paxton, Richards Memorial Library
C/W MARS	Full	Pepperell, Lawrence Library
C/W MARS	Mini-net	Petersham Memorial Library
C/W MARS	Full	Pittsfield, Berkshire Athenaeum
C/W MARS	Mini-net	Princeton Public Library
C/W MARS	Mini-net	Richmond Free Public Library
C/W MARS	Mini-net	Rowe Town Library
C/W MARS	Mini-net	Sheffield, Bushnell-Sage Library
C/W MARS	Mini-net	Shelburne Falls, Arms Library
C/W MARS	Mini-net	Shelburne Free Public Library

NETWORK	TYPE	MEMBER NAME
C/W MARS	Mini-net	Shirley, Hazen Memorial Library
C/W MARS	Full	Shrewsbury Free Public Library
C/W MARS	Mini-net	Shutesbury, M.N. Spear Memorial Library
C/W MARS	Full	South Hadley Public Library
C/W MARS	Mini-net	Southampton, Edwards Public Library
C/W MARS	Mini-net	Southborough Public Library
C/W MARS	Full	Southbridge, Jacob Edwards Library
C/W MARS	Mini-net	Southwick Public Library
C/W MARS	Full	Spencer, Richard Sugden Public Library
C/W MARS	Full	Springfield City Library
C/W MARS	Full	Springfield Technical Community College Library
C/W MARS	Full	State Library of Massachusetts Library
C/W MARS	Mini-net	Sterling, Conant Public Library
C/W MARS	Mini-net	Stockbridge Library Association
C/W MARS	Mini-net	Sturbridge, Joshua Hyde Public Library
C/W MARS	Mini-net	Sunderland Public Library
C/W MARS	Mini-net	Sutton Free Public Library
C/W MARS	Mini-net	Templeton, Boynton Public Library
C/W MARS	Mini-net	Townsend Public Library
C/W MARS	Mini-net	Upton Town Library
C/W MARS	Full	Uxbridge Free Public Library
C/W MARS	Mini-net	Wales Public Library
C/W MARS	Mini-net	Ware, Young Men's Library Association
C/W MARS	Mini-net	Warren Public Library
C/W MARS	Mini-net	Warwick Free Public Library
C/W MARS	Full	Webster, Chester C. Corbin Public Library
C/W MARS	Mini-net	Wendell Free Library
C/W MARS	Mini-net	West Boylston, Beaman Memorial Public
C/W MARS	Mini-net	West Brookfield, Merriam-Gilbert Public
C/W MARS	Full	West Springfield Public Library
C/W MARS	Mini-net	West Stockbridge Public Library
C/W MARS	Mini-net	West Warren Library Association
C/W MARS	Full	Westborough Public Library
C/W MARS	Full	Westfield Athenaeum
C/W MARS	Mini-net	Westhampton Public Library
C/W MARS	Mini-net	Westminster, Forbush Memorial Library
C/W MARS	Mini-net	Whately, S. White Dickenson Memorial Library

NETWORK	TYPE	MEMBER NAME
C/W MARS	Full	Wilbraham Public Library
C/W MARS	Mini-net	Williamsburg, Meekins Library
C/W MARS	Mini-net	Williamstown, David & Joyce Milne Public
C/W MARS	Mini-net	Winchendon, Beals Memorial Library
C/W MARS	Full	Worcester Public Library
FENWAY LIBRARY ORGANIZATION		
FLO	Full	Emerson College
FLO	Full	Emmanuel College, Cardinal Cushing Library
FLO	Full	Lesley University, Ludcke Library
FLO	Full	Massachusetts College of Art, Morton R. Godine Library
FLO	Full	Massachusetts College of Pharmacy and Health Sciences, Henrietta DeBenedictis Library
FLO	Full	Museum of Fine Arts, William Morris Hunt Memorial Library
FLO	Full	New England College of Optometry, NE College of Optometry Library
FLO	Full	New England Conservatory of Music, Harriet M. Spaulding Library
FLO	Full	Wentworth Institute of Technology, Alumni Library
FLO	Full	Wheelock College
METRO BOSTON LIBRARY NETWORK		
MBLN	Full	Boston Public Library
MBLN	Full	Boston Public Schools
MBLN	Full	Chelsea Public Library
MBLN	Full	Fisher College
MBLN	Full	Malden Public Library
MBLN	Full	Newman School
MBLN	Full	Roxbury Community College
MBLN	Full	State Transportation Library
MINUTEMAN LIBRARY NETWORK		
MLN	Full	Acton Memorial Library
MLN	Full	Arlington, Robbins Library
MLN	Full	Ashland Public Library
MLN	Full	Bedford Free Public Library
MLN	Full	Belmont Public Library

NETWORK	TYPE	MEMBER NAME
MLN	Full	Brookline Public Library
MLN	Full	Cambridge Public Library
MLN	Full	Concord Free Public Library
MLN	Full	Dean College, E. Ross Anderson Library
MLN	Full	Dedham Public Library
MLN	Full	Dover Town Library
MLN	Full	Framingham Public Library
MLN	Full	Framingham State University, Henry Whittemore Library
MLN	Full	Franklin Public Library
MLN	Full	Holliston Public Library
MLN	Full	Lasell College, Brennan Library
MLN	Full	Lexington, Cary Memorial Library
MLN	Full	Lincoln Public Library
MLN	Full	Maynard Public Library
MLN	Full	Medfield Memorial Library
MLN	Full	Medford Public Library
MLN	Full	Medway Public Library System
MLN	Full	Millis Public Library
MLN	Branch	Natick, Bacon Free Library
MLN	Full	Natick, Morse Institute Library
MLN	Full	Needham Free Public Library
MLN	Full	Newton Free Library
MLN	Full	Norwood, Morrill Memorial Library
MLN	Full	Pine Minor College, Annenberg Library
MLN	Full	Regis College Library
MLN	Full	Sherborn Library
MLN	Full	Somerville Public Library
MLN	Full	Stow, Randall Library
MLN	Full	Sudbury, Goodnow Public Library
MLN	Full	Waltham Public Library
MLN	Full	Watertown Free Public Library
MLN	Full	Wayland Free Public Library
MLN	Full	Wellesley Free Library
MLN	Full	Weston Public Library
MLN	Full	Westwood Public Library
MLN	Full	Winchester Public Library
MLN	Full	Woburn Public Library

NETWORK	TYPE	MEMBER NAME
MERRIMACK VALLEY LIBRARY CONSORTIUM		
MVLC	Full	Amesbury Public Library
MVLC	Full	Andover, Memorial Hall Library
MVLC	Full	Billerica Public Library
MVLC	Full	Boxford Town Library
MVLC	Full	Burlington Public Library
MVLC	Full	Carlisle, Gleason Public Library
MVLC	Full	Chelmsford Public Library
MVLC	Full	Dracut, Moses Greeley Parker Memorial Library
MVLC	Full	Dunstable Free Public Library
MVLC	Full	Essex, T.O.H.P. Burnham Free Library
MVLC	Full	Georgetown, Peabody Library
MVLC	Full	Groton Public Library
MVLC	Full	Groveland, Langley Adams Library
MVLC	Full	Hamilton-Wenham Public Library
MVLC	Full	Haverhill Public Library
MVLC	Full	Ipswich Public Library
MVLC	Full	Lawrence Public Library
MVLC	Full	Littleton, Reuben Hoar Library
MVLC	Full	Lowell, Samuel S. Pollard Memorial Library
MVLC	Full	Manchester-by-the-Sea Public Library
MVLC	Full	Merrimac Public Library
MVLC	Full	Methuen, Nevins Memorial Library
MVLC	Full	Middleton, Flint Public Library
MVLC	Full	Newbury Town Library
MVLC	Full	Newburyport Public Library
MVLC	Full	North Andover, Stevens Memorial Library
MVLC	Full	North Reading, Flint Memorial Library
MVLC	Full	Rockport Public Library
MVLC	Full	Rowley Public Library
MVLC	Full	Salisbury Public Library
MVLC	Full	Tewksbury Public Library
MVLC	Full	Topsfield Town Library
MVLC	Full	Tyngsborough Public Library
MVLC	Full	West Newbury, G. A. R. Memorial Library
MVLC	Full	Westford, J. V. Fletcher Library
MVLC	Full	Wilmington Memorial Library

NETWORK	TYPE	MEMBER NAME
NORTH OF BOSTON LIBRARY EXCHANGE		
NOBLE	Full	Beverly Public Library
NOBLE	Full	Bunker Hill Community College
NOBLE	Full	Danvers, Peabody Institute Library
NOBLE	Full	Endicott College, Diane M. Halle Library
NOBLE	Full	Everett, Parlin Memorial Library
NOBLE	Full	Gloucester Lyceum & Sawyer Free Library
NOBLE	Full	Gordon College, Jenks Library
NOBLE	Full	Lynn Public Library
NOBLE	Full	Lynnfield Public Library
NOBLE	Full	Marblehead, Abbot Public Library
NOBLE	Associate	Massachusetts Board of Library Commissioners
NOBLE	Full	Melrose Public Library
NOBLE	Full	Merrimack College, McQuade Library
NOBLE	Associate	Montserrat College of Art, Paul M. Scott Library
NOBLE	Full	Northern Essex Community College, Bentley Library
NOBLE	Full	Peabody, Peabody Institute Library
NOBLE	Full	Phillips Academy, Oliver Wendell Holmes Library
NOBLE	Full	Reading Public Library
NOBLE	Full	Revere Public Library
NOBLE	Full	Salem Public Library
NOBLE	Full	Salem State University, Frederick E. Berry Library and Learning Commons
NOBLE	Full	Saugus Public Library
NOBLE	Full	Stoneham Public Library
NOBLE	Full	Swampscott Public Library
NOBLE	Full	Wakefield, Lucius Beebe Memorial Library
NOBLE	Full	Winthrop Public Library
OLD COLONY LIBRARY NETWORK		
OCLN	Full	Abington Public Library
OCLN	Full	Avon Public Library
OCLN	Full	Braintree, Thayer Public Library
OCLN	Full	Brockton Public Library System
OCLN	Full	Canton Public Library

NETWORK	TYPE	MEMBER NAME
OCLN	Full	Cohasset, Paul Pratt Memorial Library
OCLN	Full	Duxbury Free Library
OCLN	Full	Eastern Nazarene College, Nease Library
OCLN	Full	Hanover, John Curtis Free Library
OCLN	Full	Hingham Public Library
OCLN	Full	Holbrook Public Library
OCLN	Full	Hull Public Library
OCLN	Full	Kingston Public Library
OCLN	Full	Marshfield, Ventress Memorial Library
OCLN	Full	Massasoit Community College
OCLN	Full	Milton Public Library
OCLN	Full	Norwell Public Library
OCLN	Full	Plymouth Public Library
OCLN	Full	Quincy College
OCLN	Full	Quincy, Thomas Crane Public Library
OCLN	Full	Randolph, Turner Free Library
OCLN	Full	Rockland Memorial Library
OCLN	Full	Sandwich Free Public Library
OCLN	Full	Scituate Town Library
OCLN	Full	Sharon Public Library
OCLN	Full	Stoughton Public Library
OCLN	Full	Walpole Public Library
OCLN	Full	Weymouth Public Libraries
OCLN	Full	Whitman Public Library
SAILS, INC.		
SAILS	Full	Acushnet Public Library
SAILS	Full	Anna Ware Jackson Library Media Center, Plainville
SAILS	Full	Attleboro High School
SAILS	Full	Attleboro Public Library
SAILS	Full	B.M.C. Durfee High School, Ambrose Keeley Library
SAILS	Full	Beatrice H. Wood Elementary School Library, Plainville
SAILS	Full	Beckwith Middle School, Rehoboth
SAILS	Full	Berkley Public Library
SAILS	Full	Bridgewater Public Library
SAILS	Full	Bristol Community College

NETWORK	TYPE	MEMBER NAME
SAILS	Full	Cardinal Spellman High School
SAILS	Full	Carver Public Library
SAILS	Full	Dartmouth Public Libraries
SAILS	Full	Delaney Elementary School, Wrentham
SAILS	Full	Dighton Elementary School
SAILS	Full	Dighton Middle School
SAILS	Full	Dighton Public Library
SAILS	Full	Dighton- Rehoboth Regional High School
SAILS	Full	Dr. Kevin M. Hurley Middle School Library, Seekonk
SAILS	Full	East Bridgewater Central School
SAILS	Full	East Bridgewater Jr/SR High School, Library
SAILS	Full	East Bridgewater Public Library
SAILS	Full	Easton, Ames Free Library of Easton, Inc.
SAILS	Full	Fairhaven, Millicent Library
SAILS	Full	Fall River Public Library
SAILS	Subscriber	Fall River Historical Society
SAILS	Full	Foxborough High School
SAILS	Full	Foxborough, Boyden Library
SAILS	Full	Freetown, James White Memorial Library
SAILS	Full	George R. Martin Elementary School, Seekonk
SAILS	Full	Gordon Mitchell Middle School, East Bridgewater
SAILS	Full	H. Olive Day Elementary School, Norfolk
SAILS	Full	Halifax, Holmes Public Library
SAILS	Full	Hanson Public Library
SAILS	Full	John J. Ahern Middle School, Foxborough
SAILS	Full	Kennedy Freeman Elementary School, Norfolk
SAILS	Full	Lakeville Free Public Library
SAILS	Full	Mansfield Public Library
SAILS	Full	Marion, Elizabeth Taber Library
SAILS	Full	Massachusetts Maritime Academy, ABS Information Commons
SAILS	Full	Mattapoisett Free Public Library
SAILS	Full	Middleborough Public Library
SAILS	Full	Mildred H. Aitken Elementary School,

NETWORK	TYPE	MEMBER NAME
		Seekonk
SAILS	Full	New Bedford Free Public Library
SAILS	Full	New Bedford High School
SAILS	Full	Norfolk Public Library
SAILS	Full	North Attleborough, Richards Memorial Library
SAILS	Full	Norton Public Library
SAILS	Full	Palmer River Elementary School, Rehoboth
SAILS	Full	Pembroke Public Library
SAILS	Full	Plainville Public Library
SAILS	Full	Plympton Public Library
SAILS	Full	Raynham Public Library
SAILS	Full	Rehoboth, Blanding Free Public Library
SAILS	Full	Rochester, Joseph H. Plumb Memorial Library
SAILS	Full	Roderick Elementary School, Raymond Library, Wrentham
SAILS	Full	Seekonk High School
SAILS	Full	Seekonk Public Library
SAILS	Full	Somerset Berkley Regional High School
SAILS	Full	Somerset Public Library
SAILS	Full	Southeastern Regional Vocational-Technical School, Easton
SAILS	Full	Swansea Free Public Library
SAILS	Full	Taunton Public Library
SAILS	Full	Wareham Free Library
SAILS	Full	West Bridgewater Public Library
SAILS	Full	Westport Free Public Library
SAILS	Full	Wrentham, Fiske Public Library