



Commonwealth of Massachusetts Board of Library Commissioners

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Massachusetts Public Library Data

Electronic Services FY2008 Data (July 1, 2007 - June 30, 2008)

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Massachusetts Board of Library Commissioners

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Introduction

The ***Electronic Services*** report displays 2008 electronic service data submitted by 367 (99%) of the Commonwealth's 370 independent public libraries on the FY2008 Annual Report Information Survey.

Data in this report is displayed by individual main public library rather than by municipality.

This report provides information that may be used to describe library services, support long-range and budget planning, strengthen service evaluation and advance informed decision-making. Users will want to interpret this data in the context of the service roles adopted by the library and expressed in its mission statement.

Thank you to all the libraries providing data. We applaud their efforts to capture an essential, expanding and evolving aspect of library service.

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Electronic Services FY2008 Data

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Electronic Services Summary

Number of Libraries	Number of Munics*	Service
335	317	reported 165,652 users of PC's accessing the Internet in a typical week.
362	342	provided access to the Internet.
362	342	had 5,027 PC's accessing the Internet.
135	132	held Internet training sessions.
303	286	82.56% of reporting libraries provided wireless Internet access within the library
295	282	had a home page as of June 30, 2008
213	206	reported 349,270,304 hits on their library's home page.
297	286	spent \$7,225,731 for network membership expenditures
305	292	held 129,116 materials in electronic format, 2.9% of total holdings.
109	106	subscribed to 6,270 electronic subscriptions, 9.46 % of all subscriptions.
163	156	held 125,335 ebooks.
133	130	circulated 25,017 ebooks.
236	230	held 278,216 audio downloadables
217	213	circulated 135,710 audio downloadables
104	102	held 34,724 video downloadables
78	77	circulated 7,183 video downloadables

367 libraries in 345 municipalities reported electronic services data.

*The Hamilton-Wenham library is reported as one library and two municipalities where applicable.

FY2008 Electronic Services Report

Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'l's in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						

Library Population Group 1 (0 - 1,999)

Acton - W. Acton	1,245	0	0	2	16	Yes		0	0	NC	0		
Alford	394	0	0	0	NC			0	0	N/A	0		
Aquinnah	354	0	0	3	43	Yes		0	0	NC	0	Yes	
Ashfield	1,815	0	0	1	50	Yes		0	0	N/A	0		
Becket	1,797	0	0	2	15	Yes		13	0	113	0	Yes	
Blandford	1,279	0	0	2	15	Yes		16	0	NC	0	Yes	
Buckland	1,990	981	0	1	18	Yes		50	0	NC	0	Yes	
Charlemont	1,367	0	0	1	12			2	0	N/A	0	Yes	
Chatham - South	673	0	0	0	NC			0	0	N/A	0		
Chester	1,296	172	0	1	9			1	0	N/A	0	Yes	
Chesterfield	1,273	4,825	0	3	15	Yes		2,312	0	N/A	0	Yes	
Chilmark	963	0	0	8	74	Yes		136	0	44,226	0	Yes	
Clarksburg	1,631	2,014	89	7	100			14	0	N/A	3	Yes	Yes
Colrain	1,840	1,827	85	3	30			2,320	0	N/A	7	Yes	
Conway	1,884	0	0	1	10			0	0	N/A	0	Yes	
Cummington	974	0	0	1	3	Yes		0	0	N/A	0	Yes	
Egremont	1,350	0	0	2	15	Yes		0	0	56	0	Yes	
Erving	1,537	3,407	0	3	14			2	0	N/A	0	Yes	
Florida	678	920	0	2	23			55	3	N/A	0	Yes	
Gill	1,379	0	0	1	15	Yes		0	0	N/A	0	Yes	
Goshen	956	0	0	2	3	Yes		0	0	N/A	0	Yes	
Gosnold	84	0	0	0	NC			0	0	N/A	0		
Granville	1,676	0	0	3	16			40	0	N/A	0	Yes	
Hancock	1,082	0	0	0	NC			0	0	N/A	0		
Hardwick-Gilbertville	1,325	0	0	6	60	Yes		58	0	4,144	0	Yes	
Hardwick - Paige	1,855	0	0	3	22	Yes		18	0	N/A	0	Yes	
Harwich - Chase	619	0	0	1	18			0	3	N/A	0	Yes	
Harwich - Port	1,239	0	0	1	7			5	0	N/A	0	Yes	Yes
Heath	797	459	133	1	10	Yes		2,312	0	641	7		
Hinsdale	1,937	0	0	3	30	Yes		19	0	NC	0		
Leverett	1,746	3,311	143	6	74	Yes		2,416	0	NC	7	Yes	

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Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Leyden	802	0	0	1	2	Yes		40	0	N/A	0	Yes	
Middlefield	551	0	0	1	7	Yes		12	0	N/A	0	Yes	
Monroe	96	0	0	0	NC			0	0	N/A	0		
Monterey	960	1,648	0	2	22	Yes		2	0	N/A	0	Yes	
Montgomery	754	0	0	2	2	Yes		65	0	N/A	0	Yes	
Mount Washington	138	0	0	1	2			0	0	N/A	0	Yes	
New Braintree	1,112	0	0	2	2	Yes		0	0	N/A	1	Yes	
New Marlborough	1,521	304	0	5	52	Yes		33	0	N/A	0	Yes	
New Salem	990	1,300	56	2	9	Yes	Yes	2	0	N/A	0	Yes	
Northfield - Field	149	0	0	0	NC			0	0	N/A	0		
Oakham	1,906	2,720	0	2	15			25	0	N/A	0	Yes	
Otis	1,394	0	0	2	30	Yes		0	0	N/A	0	Yes	
Pelham	1,404	0	0	8	80	Yes		55	0	1,005	0	Yes	
Peru	838	0	0	1	4	Yes		0	0	N/A	0	Yes	
Petersham	1,283	1,937	0	2	12	Yes		2,342	0	NC	0	Yes	
Phillipston	1,787	0	200	1	3	Yes		0	0	N/A	0		Yes
Plainfield	600	0	0	2	NC	Yes		0	0	N/A	0	Yes	
Richmond	1,591	1,493	65	3	9	Yes	Yes	2,322	0	N/A	7	Yes	
Rowe	347	0	0	3	9	Yes		0	0	N/A	0	Yes	
Royalston	1,380	275	0	2	18	Yes	Yes	69	0	170,475	0	Yes	
Russell	1,730	0	0	4	NC			75	0	N/A	2	Yes	
Sandisfield	837	0	0	1	4	Yes		0	0	N/A	0	Yes	
Savoy	720	0	0	0	NC			0	0	N/A	0		
Shelburne - Arms	1,018	0	0	1	NC	Yes		3	0	N/A	0	Yes	
Shelburne - Free	1,018	1,407	516	1	NC	Yes		2,314	0	NC	0	Yes	
Shutesbury	1,834	2,127	0	2	40	Yes		0	0	15,388	0	Yes	
South Hadley - Gaylord	1,695	0	0	3	10			0	0	NC	0		
Tolland	451	0	0	3	12	Yes		0	0	NC	0	Yes	
Tyringham	343	0	0	2	4	Yes		0	0	N/A	0		
Wales	1,844	1,030	49	3	20	Yes		0	0	NC	0	Yes	
Warren - West	963	4,460	0	4	43	Yes		2,317	0	NC	7	Yes	Yes
Warwick	750	920	46	4	60	Yes		2,332	0	N/A	0	Yes	

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				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Wendell	1,003	0	0	6	35	Yes		0	0	N/A	0	Yes	
West Stockbridge	1,447	0	0	4	14	Yes	Yes	8	0	N/A	0	Yes	
Westhampton	1,586	1,625	70	2	NC	Yes		2,312	0	N/A	7	Yes	
Whately	1,555	0	495	2	NC	Yes		2	0	NC	0	Yes	Yes
Windsor	856	0	0	1	5	Yes		4	0	N/A	0	Yes	
Worthington	1,272	0	0	3	12	Yes		7	0	NC	0	Yes	

Library Population Group 2 (2,000 - 4,999)													
Ashby	2,944	0	0	5	11	Yes		2,328	0	NC	7	Yes	
Avon	4,303	20,361	436	5	30	Yes		520	0	5,827	2	Yes	
Barnstable - Cotuit	3,239	18,652	196	5	95	Yes		67	2	NC	0	Yes	
Barnstable-Osterville	3,141	25,327	314	4	430	Yes		2	0	85,494	1	Yes	Yes
Barnstable - Sturgis	3,061	22,328	1,000	8	250	Yes		494	0	589,851	4		
Barnstable-Whelden	3,071	16,281	157	3	140	Yes		497	0	7,252	0	Yes	
Berlin	2,699	2,913	126	3	20	Yes		2,427	0	4,010	8	Yes	
Bernardston	2,225	2,041	88	3	10	Yes		2,398	0	N/A	0	Yes	
Bolton	4,481	4,774	0	2	20	Yes		2,312	0	NC	0	Yes	
Boylston	4,266	2,720	118	2	10	Yes		565	0	82,239	0	Yes	
Brimfield	3,695	0	0	2	30	Yes	Yes	40	0	800	0	Yes	
Brookfield	3,030	3,116	0	5	291	Yes		0	0	1,172	0	Yes	
Carlisle	4,882	24,060	2,997	7	225	Yes	Yes	978	4	1,243,599	1	Yes	
Cheshire	3,299	0	0	1	4			6	0	N/A	0	Yes	
Deerfield	4,731	3,101	134	2	38	Yes		1	0	N/A	0	Yes	
Dennis - Memorial	3,095	0	0	10	210	Yes	Yes	104	0	N/A	1	Yes	
Dennis - Sears	3,095	651	0	5	196	Yes	Yes	45	0	8,674	4	Yes	
Dennis - South	3,095	0	0	2	50	Yes		0	0	N/A	1	Yes	
Dennis - Town	3,095	44,225	3,410	8	325	Yes	Yes	0	1	3,300	3	Yes	
Dennis - West	3,095	0	0	5	120	Yes		67	33	21,125	3	Yes	
Dunstable	3,290	11,283	0	3	20			1,013	0	N/A	3		
East Brookfield	2,069	731	96	2	10	Yes		2,339	0	N/A	0	Yes	
Edgartown	3,920	24,948	1,275	15	300	Yes	Yes	529	0	847,077	2	Yes	
Essex	3,323	11,852	652	3	25		Yes	938	2	NC	3	Yes	

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				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Falmouth - West	3,657	1,871	0	4	45	Yes	Yes	500	0	NC	0	Yes	
Falmouth - Woods Hole	3,657	5,428	0	2	25	Yes		493	0	NC	0	Yes	
Hadley	4,787	3,518	445	6	30			27	0	N/A	1	Yes	
Hatfield	3,258	2,720	112	2	30	Yes		2,329	0	N/A	7	Yes	
Holland	2,532	0	28	1	6			2,340	0	N/A	7	Yes	
Hubbardston	4,461	864	35	1	10		Yes	2,342	0	2,605	7	Yes	
Huntington	2,193	0	0	5	90			42	0	NC	1	Yes	
Lanesborough	2,891	0	769	2	5	Yes		0	0	N/A	0	Yes	
Millville	2,834	581	24	4	20	Yes		2,364	0	5,438	7	Yes	
Nahant	3,519	0	0	0	NC	Yes		10	0	NC	0		
North Brookfield	4,819	3,199	225	7	27	Yes		2,312	0	N/A	7	Yes	
Northfield-Dickinson	2,985	3,611	293	5	NC	Yes		2,312	0	NC	7	Yes	
Oak Bluffs	3,731	25,352	2,659	23	486	Yes	Yes	520	0	1,302,452	5	Yes	
Paxton	4,530	2,720	0	6	80			13	0	NC	0	Yes	
Plympton	2,772	7,097	1,149	3	33	Yes		1,656	0	47,442	0	Yes	Yes
Princeton	3,494	4,060	869	6	26	Yes		2,318	0	5,078	8	Yes	
Provincetown	3,390	20,235	0	14	476	Yes		504	0	NC	3	Yes	
Sheffield	3,334	6,351	0	4	NC	Yes		19	0	75	0	Yes	
Sherborn	4,217	11,269	5,586	4	NC	Yes		2,657	1	19,493	0	Yes	
Stockbridge	2,232	13,400	0	4	330	Yes		0	0	N/A	0	Yes	
Sunderland	3,721	5,081	0	17	NC	Yes		2,353	0	531,449	7	Yes	
Tisbury	3,805	11,500	895	17	250	Yes	Yes	537	1	NC	1	Yes	
Truro	2,134	18,441	798	5	108	Yes	Yes	513	0	NC	1	Yes	
Warren - Public	4,108	2,833	123	1	14			2,339	7	N/A	0	Yes	
Wellfleet	2,748	23,447	650	18	540	Yes	Yes	516	0	50,000	2	Yes	
West Brookfield	3,826	3,291	184	3	85			2,381	0	NC	0	Yes	Yes
West Newbury	4,269	23,623	5,805	7	152	Yes		947	0	3,183	8	Yes	
West Tisbury	2,628	0	0	9	215	Yes		0	0	1,317	0	Yes	
Williamsburg	2,440	7,264	0	10	80	Yes		2,515	0	NC	7	Yes	

Library Population Group 3 (5,000 - 9,999)													
Adams	8,214	2,557	120	2	33	Yes		8	0	N/A	2	Yes	

FY2008 Electronic Services Report

Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'l's in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Ashburnham	5,959	0	0	5	117			223	0	5,071	0	Yes	
Ayer	7,369	14,000	0	9	300	Yes		230	2	NC	0	Yes	
Barnstable - Centerville	9,857	26,973	275	10	657	Yes		775	0	1,529,819	1	Yes	
Barnstable - Marstons Mills	8,273	17,054	1,500	5	57	Yes		20	1	361,675	0	Yes	
Barre	5,419	2,720	0	9	81	Yes	Yes	39	0	NC	0	Yes	
Berkley	6,433	5,416	1,201	2	25	Yes		1,652	0	4,478	1	Yes	
Blackstone	9,042	12,818	1,195	22	306	Yes	Yes	2,384	0	83,244	1	Yes	
Boxborough	5,097	8,383	982	12	540	Yes	Yes	2,385	0	47,438	7	Yes	
Boxford	8,074	22,260	2,978	9	43	Yes		3,511	0	587,164	7	Yes	
Chatham - Eldredge	6,390	31,954	4,642	17	644	Yes	Yes	526	0	30,153	6	Yes	
Cohasset	7,182	24,417	3,195	29	310	Yes		720	0	1,568,888	4	Yes	
Dalton	6,582	5,213	226	5	69	Yes		2,364	7	NC	0	Yes	
Dighton	6,748	9,299	1,489	5	7	Yes	Yes	1,871	0	9,480	1	Yes	
Douglas	7,924	5,287	670	2	20	Yes	Yes	13	1	N/A	0		
Dover	5,627	23,051	1,957	9	360	Yes		2,369	1	755,212	3	Yes	
Eastham	5,445	0	1,414	11	500	Yes		560	0	NC	4	Yes	
Freetown	8,935	8,989	686	8	19			3,336	0	13,871	2	Yes	Yes
Georgetown	8,147	15,527	1,259	20	117	Yes	Yes	60	4	205,306	3	Yes	
Granby	6,285	4,905	0	4	29			2,562	1	8,664	0	Yes	
Great Barrington	7,372	0	0	24	450	Yes		4,624	4	NC	7	Yes	
Groveland	6,923	11,852	747	2	60	Yes		939	0	6,087	0	Yes	
Halifax	7,700	12,668	2,051	6	50	Yes	Yes	1,760	0	88,862	0	Yes	Yes
Hampden	5,305	4,577	198	6	40	Yes	Yes	25	0	NC	0	Yes	
Hanson	9,956	15,163	2,113	10	99	Yes	Yes	1,724	1	107,923	0	Yes	
Harvard	6,001	22,969	2,146	12	424	Yes		2,335	4	24,300	7	Yes	
Hopedale	6,165	7,923	2,161	2	24	Yes		2,316	3	565,349	1	Yes	
Lancaster	7,047	11,207	462	6	53			2,426	1	74,525	7	Yes	
Lee	5,803	5,816	238	1	77			2,312	0	NC	0	Yes	
Lenox	5,105	15,157	7,225	8	140	Yes		2,312	3	NC	1	Yes	
Lincoln	7,994	26,497	10,898	10	410	Yes	Yes	2,698	3	256,662	11	Yes	
Littleton	8,714	25,103	2,035	11	91	Yes		1,222	0	39,762	5	Yes	

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				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Lunenburg	9,948	0	1,848	17	480	Yes	Yes	3,396	0	76,141	1	Yes	Yes
Manchester-by-the-Sea	5,265	17,754	1,440	6	75	Yes	Yes	1,666	0	22,000	4	Yes	
Marion	5,217	14,382	0	7	90	Yes	Yes	1,651	0	95,800	1	Yes	
Mattapoissett	6,447	15,744	2,538	9	33			1,691	0	44,425	2	Yes	
Mendon	5,767	4,462	1,768	4	25			2,324	0	N/A	2		
Merrimac	6,425	15,556	2,811	13	139	Yes		939	0	NC	5	Yes	
Middleton	9,347	17,080	1,184	4	30	Yes		995	0	NC	1	Yes	
Millis	7,927	19,616	1,957	6	50	Yes		41	0	13,498	0	Yes	
Monson	8,788	11,044	10,508	7	153	Yes	Yes	2,442	13	9,878	15	Yes	
Montague	8,334	9,796	402	8	215			2,312	0	NC	0	Yes	
Natick - Bacon	9,593	3,000	0	1	NC	Yes		0	1	341,094	2	Yes	
Newbury	6,926	19,719	1,629	16	120	Yes		1,141	1	136,073	1	Yes	
Northampton - Lilly	8,523	1,851	407	10	161	Yes		2,316	0	NC	0	Yes	
Orange	7,796	8,332	500	13	191	Yes		2,323	1	396,105	8	Yes	
Orleans	6,315	30,275	10,524	6	350	Yes	Yes	506	0	302,151	15	Yes	
Plainville	8,311	12,874	2,846	6	51	Yes		1,837	0	409,496	0	Yes	
Rochester	5,218	10,336	1,275	6	84	Yes	Yes	1,806	0	26,213	1	Yes	
Rockport	7,633	21,408	3,821	12	291	Yes		1,004	6	907,561	6	Yes	
Rowley	5,839	12,260	994	14	107	Yes	Yes	1,033	0	NC	3	Yes	Yes
Rutland	7,846	3,215	0	9	94			324	4	29,823	0	Yes	
Salisbury	8,521	13,864	250	2	60	Yes		938	0	78,811	1	Yes	
Shirley	7,726	6,463	280	8	288			2,320	0	NC	0	Yes	Yes
Southampton	5,962	0	215	5	50	Yes	Yes	2,349	0	NC	7	Yes	
Southborough	9,484	12,782	623	4	85	Yes		2,312	0	NC	0	Yes	
Southwick	9,431	2,720	2,325	7	82	Yes	Yes	2,418	0	N/A	8	Yes	
Sterling	7,874	8,344	440	13	167	Yes		710	2	709,650	3	Yes	
Stow	6,327	16,860	1,957	4	NC	Yes		0	0	N/A	1	Yes	
Sturbridge	9,102	11,908	3,532	10	164	Yes		10,864	0	NC	2	Yes	
Sutton	9,015	6,877	282	4	70	Yes	Yes	2,375	0	12,783	0	Yes	
Templeton	7,783	2,872	400	3	25			60	0	N/A	0	Yes	
Topsfield	6,067	23,533	6,487	19	215			943	0	378,002	9	Yes	
Townsend	9,374	5,541	240	3	25			634	0	NC	0	Yes	

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Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Upton	6,526	7,594	329	3	32			2,331	0	NC	7	Yes	
Ware	9,933	6,821	0	5	90			2,312	0	NC	7	Yes	
West Boylston	7,779	2,575	4,264	11	74	Yes	Yes	2,639	1	NC	12	Yes	
West Bridgewater	6,679	16,976	2,479	10	114			1,671	0	492,684	1	Yes	
Westminster	7,388	10,017	600	9	65		Yes	2,342	1	NC	1	Yes	
Williamstown	8,108	0	0	13	230	Yes		2,569	2	27,313	8	Yes	

Library Population Group 4 (10,000 - 14,999)													
Acushnet	10,443	10,596	3,460	3	NC			1,705	0	60,881	2	Yes	
Athol	11,601	2,875	3,000	29	284	Yes	Yes	2,536	1	35,819	1	Yes	
Bedford	13,146	32,398	4,006	10	883	Yes	Yes	3,214	2	91,387	15	Yes	
Belchertown	13,971	17,902	1,917	7	204	Yes	Yes	2,388	0	43,947	2	Yes	
Brewster	10,023	30,277	4,221	14	NC	Yes	Yes	519	0	783,554	7	Yes	
Carver	11,547	18,872	2,600	19	200	Yes	Yes	1,489	2	295,574	3	Yes	
Charlton	12,576	0	1,289	21	155	Yes		2,352	0	NC	3	Yes	
Clinton	14,030	0	0	10	320			82	1	NC	0	Yes	
Dudley	10,780	8,120	0	5	72			1,040	0	23,639	0	Yes	
Duxbury	14,444	37,918	13,268	16	500	Yes	Yes	765	0	1,093,307	27	Yes	
East Bridgewater	13,879	18,221	487	4	77	Yes		1,815	0	465,609	2	Yes	
Groton	10,641	15,889	5,304	25	175	Yes	Yes	2,881	2	395,165	6	Yes	
Hamilton - Wenham	12,803	35,654	2,714	18	716	Yes	Yes	1,101	0	678,029	5	Yes	
Hanover	13,966	29,704	2,720	17	190	Yes	Yes	593	2	NC	4	Yes	
Harwich - Brooks	12,387	34,230	4,347	21	1,195	Yes	Yes	689	0	NC	5	Yes	
Holbrook	10,663	25,624	5,010	8	215	Yes		559	0	451,155	5	Yes	
Holliston	13,941	22,226	5,520	13	395	Yes		219	1	NC	4	Yes	Yes
Hopkinton	14,307	12,229	563	6	50	Yes		2,336	0	98,079	2	Yes	
Hull	11,067	23,195	0	9	251			0	0	1,653	0	Yes	
Ipswich	13,245	26,260	4,237	12	281	Yes	Yes	1,163	0	19,583	5	Yes	
Kingston	12,339	24,663	11,043	17	233	Yes		827	0	NC	10	Yes	Yes
Lakeville	10,587	13,516	0	12	95	Yes	Yes	1,652	0	26,154	0	Yes	
Leicester	10,982	2,720	112	7	81			181	0	N/A	0	Yes	
Lynnfield	11,382	38,187	6,585	11	2,468	Yes	Yes	34	0	15,780	8	Yes	

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Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'l's in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Mashpee	14,261	27,589	1,349	6	137	Yes		502	0	36,817	1	Yes	
Maynard	10,177	0	1,957	14	303	Yes		25	2	NC	3	Yes	
Medfield	12,266	28,930	1,957	10	NC	Yes		201	1	NC	0	Yes	
Medway	12,749	17,271	3,592	6	46	Yes		144	2	NC	6	Yes	
Millbury	13,470	13,275	544	4	135			2,328	0	NC	0	Yes	
Nantucket	10,531	19,156	471	14	375	Yes	Yes	20	1	1,654,849	3	Yes	
Norfolk	10,646	18,983	2,502	16	191	Yes		1,817	0	28,509	3	Yes	
North Adams	13,617	16,887	2,732	9	289	Yes	Yes	2,313	3	12,248	2	Yes	
North Reading	14,021	21,847	1,753	11	220	Yes		957	0	1,011,466	0	Yes	
Northborough	14,611	22,788	8,548	4	62	Yes		2,335	3	NC	11	Yes	
Northbridge	14,375	0	0	4	NC			7	0	NC	0	Yes	Yes
Norwell	10,271	27,993	2,528	11	NC	Yes	Yes	640	1	372,527	4	Yes	
Oxford	13,641	0	0	16	248	Yes	Yes	146	0	34,813	1		Yes
Palmer	12,849	17,972	18,312	46	773	Yes	Yes	2,581	0	44,103	38	Yes	
Pepperell	11,409	20,004	2,000	7	87	Yes	Yes	2,457	9	724,905	2	Yes	
Raynham	13,641	17,085	1,905	5	115	Yes	Yes	1,651	1	7,125	3	Yes	
Rehoboth	11,484	12,262	0	4	NC	Yes		1,653	0	NC	1	Yes	
Seekonk	13,593	23,992	11,867	34	NC	Yes	Yes	2,149	3	73,721	5	Yes	
Spencer	12,006	2,992	3,476	9	423		Yes	166	0	N/A	3	Yes	
Swampscott	13,994	35,970	5,400	16	338	Yes	Yes	58	2	28,263	2	Yes	
Tyngsborough	11,860	17,132	8,641	11	229	Yes		955	0	86,643	10	Yes	
Uxbridge	12,634	16,605	800	3	41	Yes		2,322	1	428,242	0	Yes	
Wayland	13,017	29,071	17,612	11	423	Yes		2,543	2	1,030,924	21	Yes	
Weston	11,698	33,653	4,367	15	249	Yes	Yes	2,606	1	NC	7	Yes	
Westwood	14,010	32,130	8,560	15	NC	Yes	Yes	2,173	4	58,445	0	Yes	
Whitman	14,385	20,820	0	12	680	Yes	Yes	562	0	318,711	0	Yes	
Wilbraham	14,032	26,129	1,131	13	367	Yes	Yes	3,049	0	25,009	19	Yes	
Winchendon	10,130	4,419	196	5	75	Yes		20	0	N/A	0	Yes	
Wrentham	11,116	1,042	8,633	13	60	Yes	Yes	1,741	0	30,160	8	Yes	

Library Population Group 5 (15,000 - 24,999)

Abington	16,365	22,171	400	14	287	Yes		559	0	905,591	1	Yes	
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Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'l's in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Acton - Memorial	20,753	35,867	9,492	12	424	Yes	Yes	2,181	0	NC	9	Yes	
Amesbury	16,429	26,178	2,153	3	150			959	0	1,102,245	3	Yes	
Ashland	15,796	20,356	1,957	14	205	Yes		158	1	NC	2		
Auburn	16,259	27,579	2,509	4	116			2,428	0	NC	8	Yes	
Barnstable - Hyannis	16,097	33,259	0	18	530	Yes		529	0	353,856	1	Yes	
Bellingham	15,908	15,232	625	10	253	Yes	Yes	2,374	0	1,904,580	0	Yes	
Belmont	23,356	46,590	37,837	18	606	Yes	Yes	2,813	6	1,961,413	22	Yes	
Bourne	19,023	31,221	10,906	8	218	Yes		1,210	0	NC	7	Yes	
Canton	21,916	34,017	10,948	29	423	Yes	Yes	366	3	NC	5	Yes	Yes
Concord	16,840	54,994	12,750	22	1,500	Yes	Yes	1,802	22	476,701	17	Yes	
Dedham	24,132	32,612	1,957	13	425	Yes	Yes	48	9	26,020	4	Yes	
East Longmeadow	15,222	20,455	886	16	825	Yes		2,426	6	104,840	7	Yes	Yes
Easthampton	16,064	13,750	595	7	144	Yes		1,931	0	93,704	1	Yes	
Easton	22,969	19,878	9,339	11	83	Yes	Yes	1,681	3	1,016,786	7	Yes	
Fairhaven	16,124	20,993	0	4	400	Yes		1,845	0	13,556	21	Yes	
Foxborough	16,298	25,000	5,150	8	200	Yes		1,662	0	27,910	6	Yes	
Gardner	20,613	56,826	1,067	6	262			2,312	0	N/A	0		Yes
Grafton	17,525	13,139	839	8	75			2,456	0	NC	7	Yes	
Greenfield	17,706	24,967	1,081	17	397	Yes		2,418	1	973,130	4	Yes	
Hingham	22,394	54,158	6,063	17	750	Yes	Yes	108	0	1,107,456	6	Yes	Yes
Holden	16,581	30,583	3,200	8	290	Yes	Yes	135	0	50,996	3	Yes	
Hudson	19,580	24,283	9,149	8	157	Yes		2,364	0	74,448	17	Yes	
Longmeadow	15,315	24,016	1,040	18	209	Yes	Yes	2,386	7	NC	2	Yes	Yes
Ludlow	22,062	18,939	777	10	206	Yes		2,314	2	21,461	8	Yes	
Mansfield	22,993	22,376	12,896	4	130	Yes	Yes	1,896	0	4,449,529	5	Yes	
Marblehead	20,039	40,438	13,988	22	450	Yes	Yes	132	0	933,153	7	Yes	
Marshfield	24,576	33,451	0	13	436	Yes		574	0	NC	14	Yes	Yes
Middleborough	21,245	22,011	25,202	23	926	Yes		2,064	1	95,954	3	Yes	
Newburyport	17,144	40,315	11,909	20	809	Yes	Yes	946	0	450,146	10	Yes	
Norton	19,222	19,115	3,527	4	550	Yes	Yes	2,108	0	118,561	3	Yes	
Pembroke	18,595	11,000	3,954	11	365	Yes		1,880	1	58,570	3	Yes	
Reading	23,129	47,498	10,985	24	NC	Yes	Yes	171	1	1,886,455	5	Yes	

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Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Rockland	17,780	26,376	2,368	9	234		Yes	656	0	NC	5	Yes	
Sandwich	20,255	32,317	6,943	29	NC	Yes		577	0	NC	5		
Scituate	17,881	29,502	2,472	7	400	Yes	Yes	582	0	510,545	2	Yes	
Sharon	17,033	34,173	0	8	786	Yes		589	0	NC	4	Yes	
Somerset	18,268	24,813	3,966	13	1,297	Yes		2,153	0	487,159	4	Yes	
South Hadley- Public	15,257	20,956	4,757	14	251	Yes		2,427	0	74,650	6	Yes	
Southbridge	16,926	25,293	6,187	12	292	Yes		2,361	0	31,284	5	Yes	
Stoneham	21,508	32,673	14,988	14	401	Yes	Yes	1	0	1,280,926	10	Yes	
Sudbury	17,159	36,969	9,457	16	600	Yes		3,202	1	167,748	7	Yes	
Swansea	16,237	12,819	1,276	10	90	Yes		1,651	0	21,716	1	Yes	
Wakefield	24,706	43,077	6,190	24	1,354	Yes	Yes	212	0	48,981	4	Yes	
Walpole	23,086	31,994	2,256	15	190	Yes		126	0	NC	0	Yes	
Wareham	21,154	27,692	5,374	27	575	Yes		1,715	2	1,326,121	5	Yes	
Webster	16,705	12,666	1,639	7	504		Yes	2,340	0	230,946	8	Yes	
Westborough	18,459	27,232	1,628	9	NC	Yes	Yes	2,475	0	NC	3	Yes	
Westford	21,790	19,897	33,722	12	1,416	Yes	Yes	1,391	17	2,767,299	14	Yes	
Westport	15,136	12,626	3,038	8	NC	Yes		1,661	0	10,228	3	Yes	
Wilmington	21,679	30,700	7,648	18	321	Yes	Yes	967	0	2,484,120	7	Yes	
Winchester	21,137	44,411	21,759	14	725	Yes	Yes	242	5	1,069,903	10	Yes	
Winthrop	20,154	41,797	11,315	11	280			62	0	11,122	24	Yes	
Yarmouth	24,010	45,000	7,746	23	700	Yes	Yes	631	0	794,561	4	Yes	

Library Population Group 6 (25,000 - 49,999)													
Agawam	28,333	35,542	6,801	25	609	Yes		2,623	0	1,864,277	13	Yes	
Amherst	35,962	53,195	25,833	49	1,171	Yes	Yes	2,714	0	1,601,611	45	Yes	
Andover	33,284	62,550	31,173	40	1,055	Yes	Yes	1,867	0	17,632,904	16	Yes	
Arlington	41,144	0	24,349	20	1,296	Yes		6,964	9	125,730	13	Yes	
Attleboro	43,113	26,023	12,496	8	1,531	Yes	Yes	1,954	1	68,092	7	Yes	
Beverly	39,198	47,289	23,383	21	1,318	Yes	Yes	2,150	0	1,343,107	12		
Billerica	42,038	43,000	7,000	25	715	Yes	Yes	1,382	20	148,068	6	Yes	
Braintree	34,422	40,168	21,967	19	588	Yes	Yes	913	0	3,487,928	13	Yes	
Bridgewater	25,514	16,928	2,741	9	29			1,977	0	966,454	1	Yes	

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Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Burlington	25,034	32,816	18,200	15	584	Yes	Yes	1,286	0	2,924,621	5	Yes	
Chelmsford	34,128	57,159	19,535	47	1,025	Yes	Yes	1,365	0	6,892,840	16	Yes	
Chelsea	38,203	11,163	0	14	270	Yes		0	0	6,141	0	Yes	Yes
Danvers	26,736	43,789	22,094	21	714	Yes	Yes	1	16	50,081	10	Yes	
Dartmouth	31,241	31,993	5,212	18	1,202	Yes		768	2	16,070	2	Yes	
Dracut	29,498	25,966	0	20	450	Yes	Yes	974	0	1,202,665	3	Yes	
Everett	37,269	26,313	9,263	19	936	Yes		146	0	1,076,439	9	Yes	
Falmouth - Public	33,247	48,836	864	52	4,524	Yes		639	1	2,337,864	12	Yes	
Fitchburg	39,835	35,541	1,345	10	NC	Yes		2,422	1	NC	6	Yes	
Franklin	31,381	27,876	7,010	12	1,549	Yes		633	0	NC	11	Yes	
Gloucester	30,308	42,672	9,490	21	520	Yes		28	0	646,903	7	Yes	Yes
Holyoke	39,737	18,535	13,907	10	290	Yes		2,355	0	760,305	12	Yes	
Leominster	41,128	33,980	9,022	10	669	Yes		3,921	0	2,702,825	11	Yes	
Lexington	30,332	58,474	56,733	14	779	Yes		3,078	8	289,032	19	Yes	
Marlborough	38,065	33,857	3,411	16	664	Yes		2,804	0	NC	1	Yes	
Melrose	26,782	37,087	8,825	26	745	Yes	Yes	0	0	1,478,967	1	Yes	
Methuen	43,979	37,624	2,822	22	487	Yes	Yes	1,119	5	98,460	4	Yes	
Milford	27,263	29,823	1,365	25	2,894	Yes	Yes	2,466	1	1,567,456	7	Yes	
Milton	25,691	39,641	4,178	14	244		Yes	313	2	1,504,128	2	Yes	
Natick - Morse	30,376	53,561	9,550	20	782	Yes	Yes	2,811	1	28,433	9	Yes	
Needham	28,263	45,503	4,626	29	677	Yes	Yes	2,686	1	200,884	8	Yes	
North Andover	27,637	36,377	8,292	8	804	Yes		1,258	3	902,754	16	Yes	
North Attleborough	27,907	23,306	7,680	3	160	Yes	Yes	1,695	0	661,024	7	Yes	
Northampton-Forbes	25,570	40,840	16,058	28	873	Yes	Yes	2,323	7	4,824,469	13	Yes	
Norwood	28,172	36,616	1,957	15	730	Yes	Yes	2,346	1	109,687	11	Yes	
Pittsfield	42,931	47,500	16,757	12	678	Yes	Yes	2,636	0	116,943	15	Yes	
Randolph	30,168	33,377	0	10	560	Yes		0	0	NC	0	Yes	
Salem	40,922	43,276	4,345	13	519	Yes		3,769	0	215,731	7	Yes	
Saugus	27,192	0	0	18	670	Yes	Yes	41	0	22,855	11	Yes	
Shrewsbury	33,489	41,542	31,308	13	345	Yes	Yes	2,784	4	NC	20	Yes	
Stoughton	26,951	32,378	1,768	5	321	Yes	Yes	614	0	NC	2	Yes	
Tewksbury	29,607	37,426	22,224	24	477	Yes	Yes	1,009	0	116,719	12	Yes	

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Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Watertown	32,521	51,044	46,285	60	1,674	Yes	Yes	3,325	2	11,723,946	25	Yes	
Wellesley	26,985	62,998	21,550	50	2,268	Yes	Yes	2,658	3	294,076	15	Yes	
West Springfield	27,603	31,367	1,299	17	416	Yes		334	0	63,520	2	Yes	
Westfield	40,160	30,830	1,335	20	1,000	Yes		2,670	0	1,073,178	10	Yes	
Woburn	37,042	14,333	4,468	12	1,450	Yes		2,569	1	657,966	5	Yes	

FY2008 Electronic Services Report

Library	2007 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'l's in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						

Library Population Group 7 (50,000 - 99,999)

Brockton	93,092	0	6,127	51	898	Yes	Yes	807	2	NC	6	Yes	
Brookline	54,809	78,268	14,035	77	2,600	Yes		6,418	6	3,579,330	14	Yes	
Chicopee	53,876	43,989	21,998	72	1,314	Yes	Yes	2,349	0	66,698	14	Yes	Yes
Fall River	90,905	43,468	2,686	32	910	Yes		1,791	2	517,327	1	Yes	
Framingham	64,786	68,017	5,602	22	515	Yes		545	5	2,433,473	3	Yes	
Haverhill	59,902	53,666	18,862	46	1,963	Yes		1,126	0	2,793,889	10	Yes	
Lawrence	70,066	0	16,647	32	769	Yes	Yes	68	0	328,208	3	Yes	Yes
Lynn	87,122	41,555	26,755	17	4,084	Yes	Yes	437	0	686,549	7	Yes	
Malden	55,712	24,296	6,000	17	1,291			211	0	1,560,303	3	Yes	Yes
Medford	55,565	34,513	1,957	9	4,800	Yes	Yes	132	4	41,607	10	Yes	
New Bedford	91,849	38,267	12,994	43	767		Yes	2,616	4,731	61,506	3	Yes	Yes
Newton	83,271	91,573	60,244	52	2,700	Yes	Yes	3,033	28	486,842	47	Yes	
Peabody	51,441	60,013	4,642	30	847	Yes	Yes	214	3	1,138,761	6	Yes	
Plymouth	55,188	51,111	12,197	26	1,728	Yes	Yes	1,101	31	105,982	12	Yes	
Quincy	91,622	76,965	39,016	95	9,044	Yes	Yes	740	0	12,819,538	7	Yes	
Revere	55,341	39,233	3,660	36	NC	Yes		124	1	848,210	1	Yes	Yes
Somerville	74,405	58,289	8,461	36	1,145	Yes		2,823	1	3,048,989	8	Yes	
Taunton	55,783	35,777	5,903	22	1,719	Yes		2,682	6	191,723	4	Yes	
Waltham	59,758	51,523	0	23	2,016	Yes	Yes	5,829	1	3,812,845	16	Yes	
Weymouth	53,272	30,418	7,525	28	587	Yes	Yes	561	0	NC	7	Yes	Yes

Library Population Group 8 (100,000+)

Boston	599,351	380,672	416,043	513	14,071	Yes	Yes	70,088	0	155,945,645	46	Yes	
Cambridge	101,388	77,774	30,492	51	1,842	Yes	Yes	3,209	24	552,091	16	Yes	
Lowell	103,512	45,432	8,104	53	2,186	Yes	Yes	984	0	1,932,929	6	Yes	
Springfield	149,938	134,510	52,699	125	NC	Yes	Yes	6,253	2	13,857,288	11	Yes	
Worcester	173,966	132,277	38,422	120	10,467	Yes		30,848	1,074	14,555,819	31	Yes	

Appendix - Definitions Electronic Services, FY2008

Column Heading	Definition
Library	Name of the municipality in which the library is located, followed by a shortened library name when the library is in a municipality with more than one independent library. In the case of a joint library, the name of the library is shown. The library data includes branch and bookmobile data.
2007 Population	For libraries in municipalities with one independent public library this is the population of the municipality from the 2007 population estimate for the municipality in which the library is located. For multiple independent public libraries in the following municipalities, this is a percentage of the municipality's 2007 population estimate (these percentages may add up to more than 100% of the municipality's total population, due to overlapping populations served): Acton, Barnstable, Chatham, Dennis, Falmouth, Hardwick, Harwich, Natick, Northampton, Northfield, Shelburne, South Hadley, Warren. For the Hamilton-Wenham Public Library, a joint library, this is the total of the 2007 population estimate for Hamilton and Wenham.
Network Membership Expenditures	FY2008 operating expenditures reported for membership in an automated resource sharing network, excluding that part of the fee, if any, that covers online access.
Database Expenditures	FY2008 operating expenditures for subscription or database connection charges paid for commercial data services either directly or through a network; excludes the cost of communication line installation.
Internet PC's	Number of Internet terminals for patron use as of June 30, 2008.
Users of Public Internet Computers	Average weekly number of in-library users, regardless of length of time, of public Internet computers during FY2008. If the computers were used for multiple purposes (Internet access, word processing, OPAC, etc.) and Internet use could not be isolated, all usage was reported. Not included is staff use of these resources. NC = Not counted.
Wireless Available	Whether wireless Internet access was available for public use within the library as of 6/30/08 or not.
Training Sessions	Whether the library held formal training sessions in the use of the Internet for library users during FY2008.

Column Heading	Definition
Materials in Electronic Format	Number of e-books, downloadable audio and video, and library-owned or leased reference and circulating library materials designed to be processed by a computer such as CD-ROMs, floppy disks, magnetic tapes and magnetic disks, as of 6/30/08. Excludes bibliographic records used to manage the collection, library system software, and microcomputer software used only by the library staff.
Electronic Subscriptions	Number of subscriptions, as of 6/30/08, for periodicals, newspapers and monographic series in electronic format (CD-ROM and online), including those received through an automated network. Excludes regional and statewide MBLC subscriptions available through the library's regional membership.
Website Hits	Number of retrievals of any item, such as a page or a graphic, from the library's website during FY2008. For example, when a visitor accesses the library's homepage which has four graphics, that's 5 hits, one for the page and four for the graphics. NA = not applicable, library does not have a web page. NC = Not counted.
Databases	Number of database licenses (including locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired. Does not include regional or statewide database licenses.
Acceptable Use Policy	An Internet acceptable use policy is a written policy outlining the terms and conditions of Internet use in the library.
Technological Measures (Filters)	Technological measures include the use of filtering software on the library's Internet server, on computer hard drives, by the Internet service provider, or through Internet search engine blocks.

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Barnstable - Marstons Mills	6	Douglas	6	Hopkinton	8
Barnstable - Osterville	4	Dover	6	Hubbardston	5
Barnstable - Sturgis	4	Dracut	11	Hudson	10
Barnstable - Whelden	4	Dudley	8	Hull	8
Barre	6	Dunstable	4	Huntington	5
Becket	2	Duxbury	8	Ipswich	8
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Belchertown	8	East Brookfield	4	Lakeville	8
Bellingham	9	East Longmeadow	8	Lancaster	6
Belmont	9	Eastham	6	Lanesborough	5
Berkley	6	Easthampton	10	Lawrence	13
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Bernardston	4	Edgartown	4	Leicester	8
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Massachusetts Public Library Data Reports

- **Children's Services, xxxx Data** (available in February)
Selected statistics related to children's services including staffing, programming, holdings and circulation.
- **Circulation and Holdings Report, FYxxxx** (available in January)
Various public library circulation and holdings raw data. Also includes circulation per FTE, per hour open and per capita and holdings per capita data.
- **Education & Staffing Report, 7-1-xxxx** (available in January)
Public library staffing levels and distribution of the staff's highest educational level. Staffing level data includes: total full-time equivalencies (FTE), number full time and part time, and FTE for MLS, librarian, children's librarian and non-custodian positions as well as total hours open per non-custodian FTE. Director's education level and length of work week are displayed.
- **Electronic Services, FYxxxx Data** (available in May)
Selected statistics related to electronic services including: website hits, number of users of public Internet computers, electronic subscriptions and materials in electronic format.
- **Featured Reports, FYxxxx Data** (available in the spring)
Reports on changing topics present public library data not displayed in other reports.
- **Financial Statistics Report, FYxxxx Data** (available in February)
Raw and per capita figures for each reporting public library's (including branches) total municipal appropriation, operating income, and salary, materials, other and total operating expenditures. Also included are percent of total operating expenditures spent for salaries, materials and other expenditures.
- **The FYxxxx Municipal Pie...What's Your Share?** (available in January)
Relates the amount expended from the general fund by each city and town on public library service, to the amount expended to operate the entire municipality.
- **Public Library Outlets, FYxxxx Data** (available in May)
Selected statistics relating to public library outlets including: staffing, holdings and circulation.
- **Rankings Report, xxxx Data** (available in March)
Each municipality's rank within its population group and within the entire state based on its library's per capita values for certain income and expenditure data. For services, the indicators are: FTE per 10,000 population, MLS FTE per 10,000, hours open per week, direct and total circulation per capita and holdings per capita.
- **Salaries Report, 7-1-xxxx** (available in January)
Hourly minimum and maximum salaries for up to 17 public library position classifications from Library Director to Custodian. Annual salary for the Library Director is also displayed.
- **Services Report, FYxxxx** (available in January)
Services data includes number of terminals with Internet, average weekly visits, reference questions and hours open. Counts are provided for weekend days open, branches, adult and children's programs and attendance. Average hours open on weekends is also shown.
- **Summary Tables and Graphs, xxxx Data** (available in March)
Statewide, population group and regional totals of various incomes, expenditures, holdings, circulation, services and staffing data. Subject index provided.

Massachusetts Academic Library Data, Fall xxxx, Selected Statistics (available biennially)

The reports are available in PDF format and the related spreadsheet and database files are available for downloading from the Board's web site (<http://mblc.state.ma.us/advisory/statistics/index.php>)