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The Board of Library Commissioners is the agency of state government with the statutory authority and responsibility to organize, develop, coordinate and improve library services throughout the Commonwealth. The Board advises municipalities and library trustees on the operation and maintenance of public libraries, including construction and renovation. It administers state and federal grant programs for libraries and promotes cooperation among all types of libraries through regional library systems and automated resource sharing. It also works to ensure that all residents of the Commonwealth, regardless of their geographic location, social or economic status, age, level of physical or intellectual ability or cultural background, have access to essential new electronic information technologies and significant electronic databases.

### Commissioners

John E. Arnold, *Westborough*  
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Dr. Em Claire Knowles, *Medford*  
Vice-Chairman

Deborah Hill Bornheimer, *Duxbury*  
Secretary

Edward L. Bertorelli, *Milford*  
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Joseph S. Hopkins, *Amherst*  
Michele M. Mann, *Beverly*

Elia D. Marnik, *Reading*  
Robert F. Mooney, *Nantucket*

Robert C. Maier  
Director

## Governor Signs \$1.4 Million Increase for Libraries in State Budget

On June 25, 2004, Governor **Mitt Romney** signed a \$1.4 million increase for libraries in the Massachusetts Board of Library Commissioner's (MBLC) budget for FY2005 that began on July 1, 2004. For FY2005, State Aid to Public Libraries was increased by \$1.2 million; Library Technology & Resource Sharing increased by \$200,000, and \$50,000 was added for *Newsline*, a newspaper service for the blind.

"This budget is very welcome news for libraries across the Commonwealth," said MBLC Director **Robert C. Maier**. "The increase in State Aid will help public libraries rebuild hours of service and put new materials on their shelves, while the increase in Technology & Resource Sharing begins the restoration of support for the nine automated resource sharing networks."

Newly-elected Board Chairman **John Arnold** recognized the efforts of the entire library community for informing the legislature and administration about the importance of library service. "I am gratified that Governor Romney has affirmed the importance of state funding for public libraries, library technology and services for the blind."

The state budget process began in January with the release of Governor Romney's FY2005 House One Budget that recommended the same level of funding as provided in the FY2004 Budget for most line items, with the exception of the Library Technology & Resource Sharing line item (7000-9506) that was zeroed out.

During April and May, the Massachusetts House and Senate each developed their own versions of the state budget. The House voted a \$1.2 million increase for State Aid for Public Libraries (7000-9401), but reduced the administrative account (7000-9401) of the MBLC by

*(continued on page 6)*

## LSTA Grants of \$1.3 Million Awarded to 64 Libraries & Networks

The Massachusetts Board of Library Commissioners has voted \$1,325,176 in grants to 64 public, academic, school and special libraries, regional library systems, and library networks across the Commonwealth under the Federal Library Services and Technology Act (LSTA). (See a complete list of Grant Awardees on page 7.)

- Preservation Survey
- School Library Incentive
- Small Libraries in Networks

Further information about the LSTA Program can be found on the Board's Web site: [mass.gov/mblc](http://mass.gov/mblc).

### Mann Joins Board



**Michele M. Mann** of Beverly was appointed a Commissioner by Governor **Mitt Romney** in June for a four-year term on the Board. She replaces **Walter Cameron** whose terms had expired.

No stranger to the needs of libraries, Commissioner Mann was the co-director of the \$4 million Capital Campaign for the Beverly Farms Branch Library that recently reopened following an extensive expansion project. She was also the Major Gifts Officer for the School of the Museum of Fine Arts in Boston, and a technical writer and trainer/course developer for the Oracle Corporation.

Mann has a BS degree from Russell Sage College in Troy, New York, and is the current director of a \$5 million Capital Campaign for St. John's Episcopal Church in Beverly Farms.

Grants were awarded in 15 categories:

- After School Reading
- Community Languages
- Customer Service and Marketing the Library
- Digitizing Historical Resources: Management of Special Collections
- Discovery Kits
- Information Literacy
- Manuscript Arrangement and Description: Management of Special Collections
- Mother Goose Asks "Why?"
- Network Connections and Servers
- On the Same Page
- Open Projects
- Preservation of Library and Archival Materials: Management of Special Collections

## Board Meeting Highlights



The **May 6<sup>th</sup>** board meeting of the Massachusetts Board of Library Commissioners (MBLC) was held at the Rowley Public Library where **Julie Bernier**, director, welcomed the Board and thanked them for the construction grant and assistance that made the newly-opened library possible.

Chairman **Joseph Hopkins** introduced newly-appointed Commissioner **George Comeau** and welcomed him to the Board. He announced that he had attended the dedication of the Sunderland Public Library and the Massachusetts Library Association (MLA) conference.

MBLC Director **Robert Maier** reported on the wonderful turnout at this year's MLA-sponsored Library Legislative Day that featured Lt. Governor **Kerry Healey** reading a Proclamation declaring April to be Library Awareness Month, as well as welcoming the librarians and their supporters to the State House. He also gave an update on the House FY2005 Budget, as well as ongoing discussions with leaders in the Senate who were preparing their FY2005 Budget.

Maier also reported on the Bill & Melinda Gates Foundation event that was held at the Central Square Branch of the Cambridge Public Library on April 14<sup>th</sup>. (A story on this event appeared in the May/June 2004 issue of *MBLC Notes*.) Lastly, Director Maier announced that he and Commissioner **Edward Bertorelli**, **Bernard Margolis**, President of the Boston Public Library, and **Lee Fogarty**, Assistant Director of the Springfield City Library, attended the American Library Association's Legislative Day in Washington, DC, where they visited nine legislative offices.

Commissioner Hopkins brought before the Board a recommendation to issue a Commendation to **Diane Norris**, the former chair of the Board of the Trustees for the Flint Memorial Library in North Reading, for her "outstanding contributions to library services". The Board voted to award the Commendation and Commissioner **Elia Marnik** agreed to present it to her at a reception in Norris' honor on June 12<sup>th</sup>.

Director Maier introduced Professor **David Rochefort**, Department of Political Science at Northeastern University, who, along with six graduate students, had recently completed a project on public libraries in the Commonwealth. He presented an overview of the report, *Massachusetts Public Libraries at Risk, Gauging the Impact of Budgetary Cuts: An Independent Policy Analysis by Northeastern University*. Among the findings were that "public libraries are vital local institutions and information resource centers; service reductions and other cuts ... are pervasive; technology is the area hit hardest by state budget cuts; and retrenchment of public library services in Massachusetts is a process still in motion."

Chairman Hopkins thanked Professor Rochefort for the report and said that the Board would be reviewing it and studying

its findings and recommendations over the next few months.

The final item before the Board was a discussion of waivers to State Aid in relation to the language proposed in House One versus the House Budget. Director Maier stated that the Senate was looking for direction from the Board prior to releasing their budget later in May. The Board concurred that the decision making process on granting waivers would best be served by the language in House One.



The **June 3<sup>rd</sup>** board meeting of the Massachusetts Board of Library Commissioners (MBLC) was opened at the newly-renovated and expanded Williamsburg Public Library by MBLC Chairman **Joseph Hopkins**, who introduced **Lisa Wenner**, the library director. Wenner said, "It is a great pleasure to welcome you to our new library that is the result of many, many hours of donated labor."

Following her remarks, Chairman Hopkins, said in reading the local papers, he had "never seen so much PR, as there was for the Williamsburg Public Library. You are to be commended," he said.

In his report to the Board, MBLC Director **Robert Maier** noted that the Board's new Web site was up and running. He also stated that it seemed "very likely" that the Board would be looking for a new location, due to the fact that its current landlord, Boston University, would, most likely, not be renewing its lease. He also stated he had attended a meeting with Governor **Mitt Romney** and Lt. Governor **Kerry Healey**, and other administrative officers, for heads of state agencies. "It was a very positive meeting," he said, and "the Governor wanted to thank them for managing through the state's financial crisis and that although not completely over, the state's financial picture seemed to be improving."

**Maureen Killoran**, MBLC Public Library Advisory & Government Liaison, in her Legislative Report, announced that a Conference Committee had been appointed, and that several of the Board's line items would be in conference. Among them, 7000-9101 the Administrative Account; 7000-9406 the Talking Book Library at Perkins; 7000-9501 State Aid to Public Libraries, and the new line item 7000-6503 for the Holbrook Public Library. In questions about several other amendments that had been proposed, Killoran reviewed them and said they were not adopted.

In the one action item, **John Ramsey**, Administrator of the Western Massachusetts Regional Library System, brought before the Board an end-of-the-year revision that would shift funds from unused salaries to fund databases, as well as take some steps to minimize the ongoing financial costs of their new headquarters building. The Board then approved "the FY2004 budget revision, ...with an unchanged bottom line of \$1,381,063."

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Public Library Construction  
Public Library Emergency Assistance  
Regional Library Systems and Library of Last Recourse  
State Aid to Public Libraries  
Statewide Services to Libraries and Library Users

### Publication Information

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## Spotlight on LSTA

### It's Happening @ your library

During 2003 members of the Metrowest Massachusetts Regional Library System identified 'Marketing the Library' as a Metrowest opportunity. Members wanted Metrowest to promote the value of libraries, advertise services available through regional membership, develop and promote the Metrowest Web Site ([www.mmrls.org](http://www.mmrls.org)) as a central source of information, and continually introduce new topics for continuing education. The award of the LSTA grant *It's Happening @ Your Library* provided Metrowest the opportunity to address some of these needs.



Metrowest advertised for a marketing/ graphics consultant to work with Metrowest staff, and an advisory committee, to develop promotional print and Web page materials. After reviewing 13 proposals, the design firm of McLaughlin Dodge Design was selected.

The challenge presented to principle designer **Susan Dodge**, and her team, was 'Marketing library services to patrons of all types of libraries.' Through discussion common services available at every type of library were recognized: knowledgeable staff, access to the Internet, interlibrary loan, library collections, online databases, and home access to databases.

The theme *Your Library: A Resource for Life* was selected for the marketing material with the committee deciding to use the American Library Association (ALA) trademark "at your library" to promote awareness of libraries of all types. In addition, an "It's Happening @ your library" logo was designed to be used on all marketing materials.

Materials produced include four bookmarks for different library populations - "I played with dinosaurs today," "I aced my test today," "I researched company histories today," and "I got connected today," that contain information about home access to databases. A flip book was developed to emphasize the "Your Library: A Resource for Life" theme, that highlights "Reading for Life," "Your Center of Information" and "Accessible Technology." Finally, static clings with the "It's Happening @ your library" logo were also designed.

"One goal of It's Happening @ your library is to improve the use of our libraries valuable resources by promoting their availability in the library and at home," says Metrowest Administrator **Sunny Vandermark**. "Marketing the library is necessary to promote services and resources, and to reinforce the library's role as the place to find information either electronically or in person."

## Attorney General Announces CD Settlement

Attorney General **Tom Reilly** and Massachusetts Board of Library Commissioners (MBLC) Director **Robert C. Maier** were at the Worcester Public Library and the Talking Book Library at the Perkins School for the Blind in Watertown on Wednesday and Thursday, June 9 and 10, to announce the arrival of 124,000 new music compact discs (CDs) to libraries across the state.

"I am pleased to be able to make this contribution to both the Worcester Public Library and the Talking Book Library, and hope that these CDs will be played and enjoyed by those who visit and use these libraries," AG Reilly said. "Libraries are a tremendous resource to us all and they are facing real challenges in this difficult economy."

Approximately 124,000 CDs were shipped to libraries across the Commonwealth as part of a national settlement. The multi-state lawsuit alleged a complex conspiracy to prevent non-traditional music retailers, like Best Buy, Circuit City and Target, from selling CDs to consumers at discounted prices. The Attorneys General alleged that to stem the tide of price competition, traditional retailers pressured the defendant music distributors to impose minimum advertised price policies - which prevented discounters from advertising CDs for sale at prices below set levels. As a result, CD prices nationwide began to rise, causing consumers to pay more for music CDs than they otherwise would have.



Massachusetts Attorney General Tom Reilly, center, at the Worcester Public Library, announcing the arrival of 124,000 CDs to libraries in the Commonwealth. Standing to his left is Jesse Caplan, Consumer Protection & Antitrust Division, Office of the Attorney General, and to his right Tim Murray, Mayor of Worcester.

The antitrust lawsuit alleged that five music distributors and three large music retailers entered into illegal conspiracies to raise the prices of prerecorded music to consumers. Named in the lawsuit were music distributors Bertelsmann Music Group, Inc., EMI Music Distribution, Warner-Elektra-Atlantic Corporation, Sony Music Entertainment, Inc., Universal Music Group, and national retail chains Transworld Entertainment Corporation, Tower Records, and Musicland Stores Corporation. While the defendants denied these allegations, they entered into an agreement settling the case by providing consumer cash refunds and CDs totaling approximately \$142 million.

Each participating library received a minimum of 25 CDs from 11 different music genres, including Rock, Country, Blues, Jazz, Roots, Classical, Latin, Soundtrack, Children and Christmas music based on the 2000 U.S. Census. "Although lawyers



Students at the Perkins School for the Blind reviewing with Steven Rothstein, President of the Perkins School for the Blind, second from right, and Massachusetts Attorney General Tom Reilly, far right, some of the CDs that were distributed to libraries across the Commonwealth.

worked closely with the record companies, and there was a good amount of give and take, there was still a fair amount of duplication within a library's allotment," said **Marlene Sue Heroux**, MBLC Reference Information Systems Specialist.

## ARIS Q&A

**Q** Is it possible to provide estimates for any items on the Annual Report Information Survey (ARIS)?

**A** Yes. Estimates may be provided for the following items:

- attendance to the library
- number of reference transactions
- total attendance at all children's programs
- total attendance at all adult and YA programs
- hits on the library's Web site homepage
- number of users of electronic resources in the library in a typical week
- number of gross square feet of the main library building
- number of dedicated parking spaces at the main library
- seating capacity of the largest meeting room

An annual estimate for attendance and number of reference transactions may be determined by counting all visits and reference transactions during one week in the months of July, October, January and April. Avoid weeks that are unusually busy or slow, or that include holidays, staff vacation periods, or days when unusual events are taking place in the community or in the library. Choose a week in which the library is open its regular hours.

To calculate an estimate for the fiscal year, either:

- multiply each quarterly one-week sample by 13 and total the estimates, or
- add the four quarterly one-week samples together and multiply by 13.

This procedure was developed several years ago with input from public library directors who were concerned that the use of a variety of sampling methods was making it difficult to compare library statistics.

An adaptation of the procedure may be used in order to estimate the total number of users of electronic resources during a typical week. Since this question asks for not an annual but a weekly number, add each quarterly one-week sample then divide by four to calculate an estimate for a typical week.

## Boylston Celebrates 100<sup>th</sup> Anniversary at Groundbreaking



Boylston Public Library Trustee Chairperson Mary Beth Litofsky welcomed the crowd to the 100<sup>th</sup> Anniversary and Groundbreaking of the Boylston Public Library on Sunday, May 31<sup>st</sup>.

One hundred years to the day of laying the cornerstone to the current library building, townsfolk and dignitaries came together on Memorial Day to break ground for a new addition to the Boylston Public Library.

Leading off the program was **Mary Beth Litofsky**, Chairperson of the Library Trustees, who said "our library epitomizes the values of our great country and a place

where we can access the world. This library is a testament to the men and women who have fought and died in the defense of these freedoms."

Following brief remarks by **James Stanton**, Chairperson of the Boylston Selectman, State Senator **Harriette Chandler** (D-Worcester) presented the library with an official "Resolution" from the Senate that outlined in brief the past 100 years of library history in the town. "We have waited long for this occasion to occur," she said, "Congratulations!"



Local and state dignitaries dig where the new addition to the Boylston Public Library will be built.

Others taking part included MBLC Commissioner **John Arnold** who said, "Building a library is America looking forward to its future, even as we celebrate its past," and Library Director **Nicholas Langhart** who thanked everyone who had worked so hard to make this day possible. "This day belongs to all of you," he said.

## Sunlight and Guests Stream into East Longmeadow



Library Trustee Cheryl Sheils, MBLC Commissioner John Arnold, Trustee Chair Diane Tiago, State Rep. Gale Candaras, Library Director Gloria Carver, State Sen. Brian Lees, Chair of the East Longmeadow Board of Selectmen Gary DeLisle, Selectman John Claffey, and Pastor David Chase, New Life Baptist Church cut the ribbon to open the new East Longmeadow Public Library.

"The little Library looked tired and sad," said **Cynthia MacNaught**, East Longmeadow Public Library Children's Librarian. "It was crowded and cramped, the floor was buckled, the lighting bad. The staff knew something must be done. But what?" she continued in reading her story, *The Little Library That Could or How the New Library Came to be*, during opening day ceremonies for the library on Saturday, June 8, 2004.

Led by **Diane Tiago**, Chair of the Board of Trustees, the opening saw sun streaming down through

the two-story atrium onto the hundreds of guests as they listened to local and state dignitaries thank the many individuals responsible. State Senator **Brian Lees** (R-Indian Orchard) said, "I am so proud of this town. This is a dream come true. This took some doing to convince some that a library is for everyone." State Representative **Gale Candaras** (D-Wilbraham) also thanked the many volunteers "who were able to pull together to achieve this for the citizens of East Longmeadow."



The new East Longmeadow Public Library was dedicated on Saturday, June 8, 2004.

MBLC Commissioner **John Arnold** said, "This dedication today is a belief in your community. Children, teens, college students, parents and grandparents can come to this place to pursue their life long learning. This is a place dedicated to reading."

Following the official ribbon cutting, guests poured through the sun-filled children's room with its three-dimensional sculptural book, the open stacks, garden reading nook and community room filled with artwork and refreshments.



MBLC Commissioner John Arnold, Boylston Public Library Director Nicholas Langhart, and MBLC Associate Library Building Consultant Anne Larsen, are all smiles at the Groundbreaking Ceremony for the Boylston Public Library

## LIBRARY HAPPENINGS

### Groundbreaking Celebrates New Western Region Headquarters

Friday, May 14, 2004 was a day for celebrating the start of construction for the new headquarters of the Western Massachusetts Regional Library System (WMRLS) in Whately.

WMRLS President **Connie Clancy** welcomed the crowd, noting the many changes WMRLS has undergone since 1961 when it came into existence. **John Ramsay**, WMRLS Administrator, presented background on the project and appreciation to those that have helped WMRLS get to this point.

Other speakers included MBLC Commissioner **Deborah Hill Bornheimer**, State Director of the U.S. Department of Agriculture Rural Development **David Tuttle**, Fleet Bank's Regional President **Rick Zilewicz**, the Community Foundation of Western Massachusetts' **Elaine Anderson**, State Representatives **Stephen Kulik** and **Ellen Story**, and **Rebecca Frank**, President of the Friends of WMRLS.



WMRLS Administrator John Ramsey, State Rep. Stephen Kulik, State Rep. Ellen Story, State Director of USDA Rural Development David Tuttle, Fleet Bank Regional President Rick Zilewicz, and MBLC Commissioner Deborah Hill Bornheimer kicked up some sand at the WMRLS Groundbreaking in Whately.

### Blackstone Goes from Basement to Main Street



Blackstone Public Library Director Joann Archetto welcomed the overflow crowd to the Dedication of the new library on Sunday, June 13<sup>th</sup>.

Sunday, June 13, was a grand day in Blackstone when the Grand Opening and Dedication of the new Blackstone Public Library took place.

Built of stone and brick reminiscent of mills, the many guests marveled at the light pouring into the building and its expansiveness following the ribbon cutting.

After a rousing rendition of the 'Star Spangled Banner' by **James McDermott**, library trustee and Vice-Chair of the Building Committee, Library Director **Joann Archetto** welcomed the overflow crowd.



The new Blackstone Public Library used stone, brick & architectural elements reminiscent of the former mills in the area.



The Blackstone-Millville Regional School music department provided entertainment in the soaring main section of the new Blackstone Public Library during the Grand Opening Celebration.

### Lt. Governor Helps Open Chicopee



Lt. Gov. Kerry Healey Speaking at the dedication of the Chicopee Public Library

Saying she was a sucker for library openings, Lt. Governor **Kerry Healey** headed a long list of dignitaries who took part in the dedication of the new Chicopee Public Library on Friday, May 21, 2004. "Libraries are the new community centers," she said, "and libraries such as this beautiful new building will continue to provide a life-long learning experience. Our Administration is committed to keeping our Commonwealth's libraries funded, not only for their construction, but for the technological infrastructure that keeps them connected," she continued.

**Marie Laflamme**, vice chair of the Library Building Commission, welcomed the large crowd to the new building that will be known as the **Emily L. Partyka Central Branch**. In introducing **Nancy Contois**, library director, Laflamme acknowledged the wonderful library staff that work so hard to "provide a volume of opportunities for all." Other speakers included both the current and former mayors, **Richard Goyette** and **Richard Kos**; State Representatives **Stephen Buoniconti** (D-West Springfield) and **John Wagner** (D-Chicopee); MBLC Commissioner **Deborah Hill Bornheimer**, and **Henry Bazan**, chair of the Chicopee Public Library Board of Trustees, among others.

In referring to the major fundraising campaign for the building, State Rep. Buoniconti said, "The roof has been raised. The beauty of the old library has been transferred to the beauty of the new. Congratulations!" And Commissioner Bornheimer called the new \$9.3 million state-of-the-art facility, "awesome!"



The new \$9.3 million Emily L. Partyka Central Branch of the Chicopee Public Library.

## Libraries Picnic, Sing, Juggle and Perform Magic to Kickoff Explore Other Worlds @ your library®

With promotional ads hitting movie theaters, Governor **Mitt Romney** offering a proclamation, and thousands of kids across the state signing up, the 2004 Summer Library Adventure kicked off during the month of June.

"Libraries across the state through the support of local communities, the Massachusetts Regional Library Systems, the Massachusetts Board of Library Commissioners (MBLC), and sponsorship of the Museum of Fine Arts, will "Explore other worlds @ your library®" this summer," said **Mary Ann Tourjee**, Youth Services Consultant for the Central Massachusetts Regional Library System. "Promotion for summer reading in 2004 will reach unprecedented numbers of young people thanks to the advertising provided by the MBLC."



Dr. Stardust turned dinner plates turned into orbiting planets at the Worcester Public Library's Summer Reading Kickoff event.



So many kids came to the Holmes Public Library in Halifax to sign up for summer reading and to see the magic show that they spilled out into the whole library.

"One of the most effective ways to improve reading skills is to read regularly and often," said Governor Romney in issuing his proclamation declaring the week of June 16 to 23 as 'Summer Library Adventure Kick-off Week in Massachusetts.' "Children, teenagers and adults will find fun as they pursue their individual summer reading adventures in libraries across the Commonwealth," he continued.

### Lakeville to Move Across the Street

A clear April day provided the perfect backdrop for the crowd who gathered across the street from the small Lakeville Free Public Library to break ground for their new 16,000 square foot building.

Library director **Donna Tibbetts** welcomed everyone and thanked the many supporters as well as town, state and library officials who had worked so hard to make the project a reality.

Among those offering their congratulations were State Senator **Joan Menard** (D-1<sup>st</sup> Bristol & Plymouth), State Representative **John Quinn** (D-9<sup>th</sup> Bristol), MBLC Commissioner **Deborah Hill Bornheimer**, Lakeville Selectman **Richard LaCamera**, Library Trustee **Nancy LaFave** and Building Committee Co-Chair **James Marot**.

Following the brief ceremony, the Friends of the Library hosted a reception in the historic Lakeville Town Hall, situated next to the site of the new building.

"This year's summer reading program's theme, 'Explore Other Worlds @ your library,' takes readers beyond their own world," says **Robert C. Maier**, MBLC



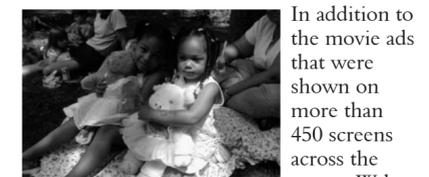
MBLC Commissioner Dr. Em Claire Knowles reading the Governor's Proclamation at the Malden Public Library, while children's librarian Julie Roach looks on, prior to their Pajama Storytime.

Director. "Librarians across the state will be customizing this program in their own libraries to encourage participants to read about exploring other lands close and far, ancient times, outer space, and future



The weather was perfect for the 9<sup>th</sup> annual Library Day in the Park, sponsored by the Amesbury, Newbury, Newburyport and West Newbury public libraries, to hear Fran Friedman perform at Maudslay State Park in Newburyport.

There are no limits to the worlds you can explore, right at your local library."



Mariah and Kianna Wilson with 'Bunny' and 'Miss Piggy' at the Springfield Library's Teddy Bear Picnic.

Last summer saw 106,477 residents participate in the statewide summer reading program in 397 Massachusetts libraries, and it is anticipated that even more will this year.

In addition to the movie ads that were shown on more than 450 screens across the state, a Web site for kids and their parents is being



Jeddie, the totally interactive magic clown, tells enraptured kids at the South End Branch of the Boston Public Library to use their imaginations while reading and discovering the library.

Board Highlights (continued from page 2)

**David Gray**, MBLC Director of Communications & Public Information, and **Mary Ann Tourjee**, Youth Services Consultant for the Central Massachusetts Regional Library System, reported on the promotion of the 2004 Statewide Summer Library Adventure. Tourjee gave an overview of the history of the summer reading program. "In 2003, Massachusetts saw 106,477 residents celebrate the statewide summer reading program in 397 Massachusetts libraries: 88,814 of the participants were children from the age of birth to 12 years 13,526 were teens from the age of 12 to 18 years; and 4,137 adults," she said.

Gray thanked the promotion committee for their input into the campaign: **Connie Dudgeon** from the Boston Regional Library System; **Susan Babb** from the Northeast Massachusetts Regional Library System; **Janet Eckert** from the Western Massachusetts Regional Library System; Mary Ann Tourjee from the Central Massachusetts Regional Library System and **Kate Zannino** from the Boston Public Library. "We are targeting families with children, and have produced three slides to use in 'movie previews' in more than 450 theaters across the Commonwealth," he said. Designed by **Sean Walley**, MBLC Print & Operations Specialist, the ads will run in June and early July. In addition to the movie ads, a Web site ([mass.gov/mblc/reading](http://mass.gov/mblc/reading)) for kids and their parents that highlights the summer reading program has also been launched.

MBLC Director Maier gave an initial presentation of the Library Services and Technology Act (LSTA) Special Priorities and Projects for FY2005. These projects total \$791,000, a reduction of \$150,000 from FY2004. Among the items on the list were the Massachusetts Center for the Book; Emergency Assistance; Leadership Institute; Public Awareness Campaign; Direct Grant Training Program; Trustee and Friends Education; Statewide Licensed Databases; Web site Support, and the Virtual Catalog. The Board will vote on these priorities at their July Board Meeting.

## MassAnswers Takes Off

MassAnswers, a cooperative, statewide virtual reference project, is now in its second year of a two-year grant using federal Library Services and Technology Act (LSTA) funds administered through the Massachusetts Board of Library Commissioners. The Boston Public Library and the regional reference centers teamed up to provide Internet reference service to citizens of the Commonwealth, and beyond, seven days a week, twenty-four hours a day.

Individuals communicate with librarians using chat reference software and Internet browsers by typing in questions that are read and answered by participating librarians in real time. Each library in the program contributes a certain amount of coverage each week answering reference questions that come in through the Internet to the 24/7 Reference service. What this means in reality is that while questions coming into MassAnswers through a common URL ([www.massanswers.org](http://www.massanswers.org)) may very well be picked up and answered by a Massachusetts

librarian monitoring the system, the questioner may also be communicating with a librarian from California, New Jersey, Ohio or Florida. In addition, contract librarians monitor the system during the hours that libraries are closed - overnight or on weekends.

Patrons receive an e-mail transcript of the entire virtual reference encounter including hyperlinks to resources at the conclusion of the session. If the question is too complex to answer using online resources or very local in nature, a transcript is sent to the Question Referral Center for pick-up by a Massachusetts librarian who will follow-up with the patron.

A quick review of questions from one day found the following questions. "Where can I find science projects on chewing gum or bubblegum?" "Where can I read *Dante's Inferno* online?" "I need statistics on unemployment between 1920-1935?" Why is freezing and melting of ice considered exothermic and endothermic reactions?" "I need articles on Hatshepsut." "How do I get a PIN?" "How do I reserve a book?" "Do you know how much the city of Boston spends on lighting its parks?" "I need a Spanish word that starts with y."

In the first full year of service, an incredible 14,527 questions were answered by MassAnswers librarians or other librarians in the project. Comments derived from the online survey range from "it was totally awesome!" to "excellent use of tax dollars!!!!!!" "a truly wonderful service" and "great asset to your online features." Eighty-five percent of the users responded that they were satisfied and 96 percent responded that they would consider using the service again.

The success of this project results from three factors: skilled reference librarians interacting with patrons through the Internet, the collaborative nature of 24/7 Reference, and the commitment of libraries throughout Massachusetts to continuing to improve reference services in innovative and creative ways. Even though the grant period concludes in September 2004, MassAnswers will continue as a statewide virtual reference service providing citizens of the Commonwealth the means of accessing a reference librarian 24-hours a day, seven days a week. Finally, libraries in Massachusetts are invited to place the MassAnswers logo with a link to [www.massanswers.org](http://www.massanswers.org) on their Web sites to provide easy access for their local patrons to this cooperative service.

*Susan Glover Godlewski,  
Acting Assistant Regional Administrator  
Boston Regional Library System*

## State Budget (continued from page 1)

\$29,881. Following the release of House One, the Massachusetts library community advocated strongly for the reinstatement of the Library Technology and Resource Sharing (7000-9506) line item, and the House restored it to the FY2004 level and then passed an amendment for an additional \$200,000 for a total of \$541,881. The House also approved funding of \$150,000 for a handicapped accessibility project at the Holbrook Public Library (7000-6503).

In the Senate's budget most items were also level funded to the FY2004 level, with the exception of the Talking Book & Machine Lending (7000-9406) at the Perkins School for the Blind Library where they added an additional \$50,000 to administer the National Federation of the Blind *Newsline* program. The Senate also included the higher figure, as passed in the House, for the Library Technology and Resource Sharing (7000-9506) line item.

During June, a joint House and Senate Conference Committee met to resolve their differences. The conferees agreed to the higher figures in both the House & Senate versions of the MBLC budget. The Conference Committee also provided a compromise of the various differences in the budget language of the State Aid to Public Library (7000-9501) regarding waivers of the Municipal Appropriation Requirement (MAR). In their final report they authorized the MBLC the ability to award a total of 65 waivers of the MAR for FY2005. They also included the House appropriation of \$150,000 (7000-6503) for the handicapped accessibility project at the Holbrook Public Library.

On June 16, 2004, the full House and Senate approved the Conference Committee Report and sent it to the Governor who signed the budget into law on June 25<sup>th</sup> without any vetoes to the Board's line items.

For a five-year history of MBLC budgets, go to [mass.gov/mblc/legislative/index](http://mass.gov/mblc/legislative/index).

## Preservation Inquirer

**Q** How can I deal with a mold outbreak?

**A** Unfortunately, mold spores are always in the air. A type of fungi that depends on other organisms to survive, when environmental conditions are favorable, mold spores germinate, and the mold/mildew smell becomes detectable and visible mold growth occurs. Moisture is the most important factor in mold growth, particularly in the air but also on/in the object upon which it grows. The higher the moisture content of the air, as measured by relative humidity (RH), the greater the possibility that mold will grow. Most mold species do not germinate below 60 percent RH, so if the RH remains above 70 percent for any length of time, mold will almost certainly grow. Mold also prefers dark, stagnant air and warm temperatures (above 70° F.) therefore, if collections are housed where the RH is high, air is not circulating, and it is warm and dark; there is a good possibility that mold will germinate.

What can be done to salvage materials affected by mold growth? If there is a significant mold outbreak, professionals need to be called in. Before handling materials, certain steps need to be taken. First, lower the RH quickly to at least 50 percent, if not lower. Since mold needs moisture to grow, this will stop growth. At the same time, DO NOT turn up the heat. Warm air holds more moisture, so instead of drying out the area, it increases the RH and exacerbates the situation. Turn down the heat, open the windows (if it is cooler and drier outside), or turn on the air-conditioner. If the materials are actually wet, they need to be dried or frozen as soon as possible, since mold can grow within

48 hours. If they cannot be dried within that time, freezing them will at least stop further growth until you can completely dry and clean them.

Also, many people are allergic to mold, so precautions should be taken to protect them by using HEPA (high efficiency particulate) filter masks, gloves, and suits in some cases. Finally avoid quick cures, as you may actually create more problems in the long run.

For a small mold outbreak, there are some steps that you can take. First, determine the cause. Since moisture is the prime culprit, check for any undetected sources of moisture. If it is impossible to determine, monitor the area to see if the RH is elevated. If the affected materials are against an outside wall, moisture can often seep through. Next clean up any standing water, dehumidify the area, circulate the air with fans and lower the RH and temperature. If the number of affected materials is small, move them in sealed plastic bags to an area where the RH is at least below 50 percent before removing them from the bags.

In dealing with mold, the goal is to make it go dormant. This is best done in a cool, dry location with good air circulation. If air conditioning is not available, then fans should be used, but they should not be aimed directly at the materials for fear of spreading mold spores. Sometimes conditions outside are good for doing this, but remember that light does cause fading and damage to materials if they are left outside for too long. In any case, collections need to be monitored continually to make sure that no other problems develop. If you cannot dry the materials immediately, freeze them so that you can work on them in the future.

Often staff wants to clean affected materials immediately. Do not do so with active/fuzzy mold. If necessary, let professionals undertake that process. Before you attempt anything, make sure that the materials are not ones with artifactual value and that the mold is dry and powdery. It is best to work outside with protective clothing, and if that is not possible, then in a fume hood. Vacuum the dry and powdery mold off the materials with a HEPA filter. If they are fragile, place a plastic screen on them and vacuum through the screen so that you will not damage them. Sometimes, if the mold outbreak is quite small, you can brush the mold off the collections. Use protective clothing, and brush the mold away from you with a soft brush that does not rub the spores into the material.

After removing the materials and addressing the cause(s) of the outbreak, dry and clean the area thoroughly. Vacuum the shelves and floor with a wet-dry vacuum filled with a fungicide, and wipe the shelves with Lysol or a similar solution. Allow to dry completely before returning any materials, and then monitor, monitor and monitor!

Remember, if you have a mold outbreak that threatens your collections, I am available to help you take the right steps toward recovery.

*Gregor Trinkaus-Randall*  
*Preservation Specialist*

## LSTA Grants for FY 2005

City/Town	Library/Network/Program Name	Amount
Amesbury	Amesbury Middle School / School Library Incentive	\$5,000.00
Andover	Memorial Hall Library / Mother Goose Asks Why	\$10,000.00
Andover	Merrimack Valley Library Consortium / Small Libraries in Networks	\$12,500.00
Andover	Merrimack Valley Library Consortium / Network Connections and Servers	\$96,982.00
Arlington	Robbins Library / On the Same Page	\$7,500.00
Barnstable	Sturgis Library / Manuscript Arrangement & Description	\$34,900.00
Bedford	Bedford Free Public Library / Community Languages	\$15,000.00
Bolton	Bolton Public Library / Customer Service	\$8,877.00
Boston	Boston Public Library / Open Projects: Adult Literacy Program	\$29,659.00
Boston	New England College of Optometry / Preservation Survey	\$2,500.00
Bourne	Bourne Middle School Media Center / Information Literacy	\$10,000.00
Braintree	Old Colony Library Network / Network Connections and Servers	\$13,322.00
Bridgewater	Bridgewater Public Library / Mother Goose Asks Why	\$10,000.00
Cambridge	Cambridge Public Schools / School Library Incentive	\$5,000.00
Carlisle	Gleason Public Library / Open Projects: Babies and Books	\$7,461.00
Cohasset	Paul Pratt Memorial Library / Discovery Kits	\$7,500.00
Concord	Concord Free Public Library / On the Same Page	\$7,500.00
Dalton	Dalton Free Public Library / Open Projects: Early Childhood and Children's Services	\$10,000.00
Danvers	Northeast Mass. Regional Library System / Open Projects	\$44,600.00
Danvers	Northeast Mass. Regional Library System / Open Projects	\$10,000.00
Danvers	North of Boston Library Exchange, Inc. / Network Connections and Servers	\$61,703.00
Dartmouth	Dartmouth Public Libraries / On the Same Page	\$7,500.00
Dover	Dover Town Library / Preservation Survey	\$2,500.00
Erving	Erving Elementary School / Discovery Kits	\$7,500.00
Everett	Madeline English School / After School/Before School Reading	\$10,000.00
Everett	Parlin Memorial Library / Customer Service	\$10,000.00
Fitchburg	Fitchburg Public Library / Customer Service	\$9,260.00
Gardner	Gardner High School, Gearan Library / School Library Incentive	\$5,000.00
Georgetown	Georgetown Peabody Library / Discovery Kits	\$7,500.00
Georgetown	Georgetown Peabody Library / Preservation Survey	\$2,500.00
Groton	Groton Public Library / Preservation Survey	\$2,500.00
Hanson	Hanson Public Library / On the Same Page	\$5,700.00
Hatfield	Western Mass. Regional Library System / Open Projects	\$14,206.00
Hingham	Hingham Public Library / Customer Service	\$10,000.00
Hinsdale	Hinsdale Public Library / On the Same Page	\$7,500.00
Hudson	St. Michael's Parish Schools / School Library Incentive	\$5,000.00
Ipswich	Ipswich Public Library / On the Same Page	\$7,500.00
Lakeville	Southeastern Mass. Regional Library System / Open Projects	\$50,000.00
Leverett	Leverett Library / On the Same Page	\$5,525.00
Mansfield	Mansfield Public Library / Customer Service	\$9,013.00
Marblehead	Marblehead Public Schools / School Library Incentive	\$5,000.00
Marlborough	Marlborough Public Library / Community Languages	\$15,000.00
Middleborough	SAILS, Inc. / Network Connections and Servers	\$88,058.00
Milford	Milford Town Library / Community Languages	\$20,000.00
Natick	Minuteman Library Network / Network Connections and Servers	\$85,069.00
Newton	Newton Free Library / Preservation of Library & Archival Materials	\$28,000.00
North Attleborough	Richards Memorial Library / On the Same Page	\$2,250.00
Northfield	Dickinson Memorial Library / Preservation Survey	\$2,500.00
Paxton	C/W MARS / Network Connections and Servers	\$102,019.00
Paxton	C/W MARS / Small Libraries in Networks	\$115,328.00
Pepperell	Peter Fitzpatrick School Library / Discovery Kits	\$7,500.00
Pittsfield	Pittsfield Public Schools- Herberg & Reed Middle Schools / Community Languages	\$20,000.00
Pittsfield	The Berkshire Athenaeum / Preservation of Library & Archival Materials	\$40,000.00
Plainville	Plainville Public Library / On the Same Page	\$7,000.00
Provincetown	Provincetown Public Library / Digitizing Historical Resources	\$40,000.00
Quincy	Thomas Crane Public Library / Customer Service	\$10,000.00
Reading	Reading Public Library / Community Languages	\$20,000.00
Sharon	Sharon School Department / School Library Incentive	\$5,000.00
South Hadley	Gaylord Memorial Library / Preservation Survey	\$2,500.00
South Hadley	Gaylord Memorial Library / Open Projects	\$5,522.00
Southampton	Edwards Public Library / Customer Service	\$9,344.00
Springfield	Springfield City Library / On the Same Page	\$7,500.00
Springfield	Springfield City Library / Open Projects	\$27,878.00
Sunderland	Sunderland Public Library / Preservation Survey	\$2,500.00
Sutton	Sutton Free Public Library / Open Projects: Early Childhood	\$10,000.00
Swampscott	Swampscott Public Library / Community Languages	\$18,000.00
West Boylston	Beaman Memorial Public Library / Discovery Kits	\$7,500.00
West Springfield	West Springfield Public Library / Preservation Survey	\$2,500.00
West Springfield	West Springfield Public Library / Community Languages	\$18,000.00
Westfield	Westfield Public Schools / On the Same Page	\$7,500.00
Wilmington	Wilmington Public Schools / School Library Incentive	\$5,000.00
	<b>Total</b>	<b>\$1,325,176.00</b>

## Calendar of Events

### Board Meetings

#### MBLC Board Meeting

Thursday, August 12, 2004, 10 am  
MassAudubon Visual Arts Center,  
963 Washington Street, Canton

#### MBLC Board Meeting

Thursday September 9, 2004, 10 am  
MBLC, 648 Beacon Street, Boston

### Conferences

#### Friends Sharing with Friends 2004

Saturday, September 18, 2004, 10 am – 1 pm  
Clarion Hotel & Conference Center  
1 Atwood Drive, Northampton  
Sponsored by the MBLC and  
Massachusetts Friends of Libraries  
Registration by September 10, 2004:  
Contact Maureen Killoran or Brian  
Donoghue at [maureen.killoran@state.ma.us](mailto:maureen.killoran@state.ma.us) or  
[brian.donoghue@state.ma.us](mailto:brian.donoghue@state.ma.us)  
or fax 1-617-267-6273

#### New England Library Conference

Sunday – Tuesday, September 26 – 28, 2004  
Center of New Hampshire  
Radisson Hotel, Manchester, NH  
Contact: [www.nelibraries.org/events/nela\\_conference.htm](http://www.nelibraries.org/events/nela_conference.htm)

#### 19th Annual David McCord Children's Literature Festival

Thursday, November 4, 2004, 3 – 9 pm  
Framingham State College  
Program: Children's Literature – What's New?  
Dinner Speaker: Katherine Paterson  
Registration by October 22, 2004  
Contact Joan Claflin at 1-508-529-3367

### Special Event

#### 4th Annual National Book Festival

Saturday, October 9, 2004, 10 am – 5 pm  
National Mall, between 7th & 14th Streets  
Washington, DC  
Free & Open to the Public  
For more information: [www.loc.gov/bookfest](http://www.loc.gov/bookfest)

### Workshops

#### State Aid to Public Libraries

Wednesday, September 8, 2004, 9 – 11 am  
Southeast Regional headquarters, Lakeville  
Friday, September 10, 2004, 9 – 11 am  
Metrowest Regional headquarters,  
Waltham

Monday, September 13, 2004, 10 am – 12 pm  
Holyoke Public Library

Tuesday, September 14, 2004, 9 – 11 am  
Northeast Regional headquarters, Danvers

Thursday, September 16, 9 – 11 am  
Central Regional headquarters, Shrewsbury

Friday, September 17, 10 am – 12 pm  
Brewster Ladies' Library, Brewster

Registration: Uechi Ng at  
[uechi.ng@state.ma.us](mailto:uechi.ng@state.ma.us)

### Board Elects New Officers

At their regularly-scheduled Board Meeting on July 8, 2004, the Massachusetts Board of Library Commissioners elected new officers to serve for FY2005.

Elected Chairman was **John E. Arnold** of Westborough; Vice Chairman, **Dr. Em Claire Knowles** of Medford, and Secretary, **Deborah Hill Bornheimer** of Duxbury.

Following his election, Chairman Arnold said, "Libraries transform people at every stage of their lives. Programs and services provided by today's libraries provide important contributions to a community's literacy, education, economic development and citizenship. Through the combined efforts of the library community in Massachusetts, libraries offer and share their resources at a remarkably affordable price - typically pennies on the tax dollar. As Chairman of the Massachusetts Board of Library Commissioners, I look forward to continuing the efforts that have transformed today's public library into a community center - a community center for self-improvement and life-long learning."

### Fast Facts

#### Funding @ Your Library™

Massachusetts public libraries spent - from all revenue sources — an average of \$32.38 per resident of the Commonwealth to operate in FY2003. For that amount, public library users had access to over 33 million print and non-print (e.g., video, audio, electronic) materials and 83,509 programs during the fiscal year.

Source: 2003 Summary Tables and Graphs



### State Aid Q&A

**Q** Our library will meet the FY2005 Municipal Appropriation Requirement (MAR), and we were open the required hours for FY2004. However, we spent 5 percent less than our required percentage for library materials. I know we can request a waiver of the MAR, but are there waivers for the materials expenditure or hours open requirements?

**A** There are no waivers for the materials expenditure or hours open requirements. However, given the continuing financial difficulties that many libraries in the Commonwealth are experiencing, the Massachusetts Board of Library Commissioners voted to continue the policy of accommodation of some of the State Aid to Public Libraries program standards for the FY2005 State Aid to Public Libraries program.

A municipality will receive certification for the FY2005 State Aid to Public Libraries program as long as it either meets or receives a waiver of the FY2005 MAR, meets at least 80 percent of either the materials expenditure or the hours open requirement, or both, and meets the other statutory and regulatory requirements.

Awards will be reduced according to the level of compliance with the reduced standard(s), and will not be less than 50 percent of the full award for meeting the minimum (80 percent) for both standards. Each standard that is met at a lower level will result in a 12.5 percent reduction to the full award for each level of reduction. Awards may be made in amounts of 100, 87.5, 75, 62.5 or 50 percent.

For example, a library in a municipality with a population of 17,000 is meeting its MAR. It is required to be open 50 hours each week and to expend 15 percent of its budget on library materials. It was only open 45 hours and spent 14 percent on library materials, mid-level (90 percent) compliance for both standards. This library's FY2005 State Aid award will be reduced to 75 percent of its potential award.

Further information on the accommodation policy is available on the Board's Web site at: ([http://mblc.state.ma.us/grants/state\\_aid/policies/2005\\_accommodation\\_policy.pdf](http://mblc.state.ma.us/grants/state_aid/policies/2005_accommodation_policy.pdf))



MASSACHUSETTS BOARD OF  
**Library Commissioners**

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