

Building Better
Libraries,
Building Better
Communities



Annual Report Fiscal Year 2001



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Elia D. Marnik, *Reading*

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Keith Michael Fiels
Director

The Massachusetts Board of Library Commissioners supports, improves and promotes library services throughout the Commonwealth. The Board also strives to provide every resident of the Commonwealth with full and equal access to library information resources regardless of their geographic location, social or economic status, age, level of physical or intellectual ability, or cultural background.

The goals of the Board are to

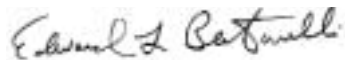
- maintain and strengthen the Commonwealth's free public libraries,
- to provide statewide and regional programs for the improvement of library services provided by libraries of all types,
- to support resource sharing and the utilization of electronic information technology by libraries and
- provide specialized library services to blind and physically handicapped residents.

The Board was established in 1890 under Chapter 78 of the Massachusetts General Laws. It consists of nine commissioners appointed by the Governor. A Director, appointed by the Board, is responsible for administration of agency programs and services.

Table of Contents

Chairman's Message	4
Director's Message	5
Highlights of Fiscal Year 2001	8
Programs & Services	
State Aid to Public Libraries	10
Library Technology/Massachusetts Library & Information Network	12
Regional Library Systems & Library of Last Recourse	14
Statewide Services to Libraries & Library Users	23
Public Library Construction	26
Library Services for the Blind & Physically Handicapped	31
Public Library Advisory & Technical Assistance	34
Library Reference/Research Services	36
Data Analysis & Coordination	37
Certification of Library Personnel	38
Continuing Education & Training	39
Library Services & Technology Act Federal Program	41
Preservation & Emergency Assistance Program	46
Library-Based Literacy	47
Communications & Public Relations	48
Financial Statement	49
Board Staff	50
Committees & Task Forces	52
Board Publications	55
Credits	58

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



Edward L. Bertorelli

Chairman

Massachusetts Board of Library Commissioners

Chairman of the Board's Message

Massachusetts's libraries are a vital local resource. "Building better libraries, building better communities" is not just a slogan in a media campaign; it is fact of life for all residents of the Commonwealth.

There have been massive changes and improvements to library service in Massachusetts in the last ten years. Indeed one could argue that more improvement has occurred during this period than during the previous 100 years.

Massachusetts has emerged as a national leader in providing quality services to library users. During this year, progress has occurred on many fronts: 1. Construction- 10 construction awards and 13 planning & design awards, 2. 92 LSTA (Library Service & Technology Act) Grants to public, academic, school and special libraries all across the state, 3. Trustee Handbook (revised and updated) issued, 4. Public Awareness Campaign launched with TV & Radio public service announcements, 5. *MBLC Notes* redesigned and its readership expanded by sending it to every library trustee, 6. Massachusetts Center for the Book established.

The Massachusetts Board of Library Commissioners has greatly expanded advocacy programs to help enact the Board's Legislative Agenda. Our goal has been to continue implementation of the Board's Strategic Plan, Public Library Initiative and the Construction Program.

Library advocacy takes many forms at the federal, state and local level. We are particularly grateful to the Mayors of Brockton, Newton, Quincy and Springfield for their support of library construction programs. These Mayors have been outstanding advocates for improved library services in Massachusetts' cities. I also want to recognize and thank Governors Paul Cellucci and Jane Swift, as well as members of the Massachusetts Senate and House of Representatives, for their strong financial support of our legislative initiatives involving library services and public library construction.

The Board is also very proud and honored to have had the assistance of noted author David McCullough, who served as the commentator in the video "Massachusetts Libraries: Telling Our Stories". Mr. McCullough's strong support for libraries is well documented and we thank him for his help and support.

On behalf of the Massachusetts Board of Library Commissioners I want to thank all of you in the library community for your hard work. It's a true labor of love that will result in stronger libraries and communities.

Without a library, a town is just a bunch of houses.

We all know that libraries are essential to our communities. We also know that they are essential to our educational success, our economic future and our democracy.

Massachusetts libraries have always been among the best, but thanks to the hard work of Commissioners, staff, librarians, trustees and friends, they're doing better than ever, serving communities, and community members, in a changing global economy and evolving information age.

Over the past decade, tremendous changes have occurred at the Board of Library Commissioners and in Massachusetts libraries. The accomplishments and changes are dramatic:

One of the most significant developments has been the adoption each year by the Board of a **legislative agenda**. This simple idea has helped the library community work together to more than double state funding for libraries during the last decade. These have included increases in state aid to public libraries, statewide technology and resource sharing programs, the regional library systems, public library construction and programs for the blind.

The development of the **strategic plan** in 1992, implemented by the legislature beginning in 1995, has resulted in the most significant statewide expansion and restructuring of library service in Massachusetts history. The result has been better service for every library user in every community.

A the key component of the plan has been an 'explosion' in **library technology**, the expansion of the automated networks, the implementation of the statewide virtual catalog and the small libraries in networks program. Through these programs, every library user now has home access to an electronic library of millions of periodical articles and e-books, and every library now offers a 'backup collection' of 35 million items — most of which can be delivered in a day or two!

Six new regions, also established as part of the strategic plan, now provide cooperative services to 1,691 academic, public, school and special libraries. Through the regions, libraries save millions of dollars each year and receive million of dollars worth of training, delivery and technical assistance. The result is better libraries for all.



Keith Michael Fiels
Director

Massachusetts Board of Library Commissioners

“We have dramatically reduced inequities and made every library, no matter how small, a true ‘gateway’ to a global world of information.”

The **public library construction program** was already underway a decade ago, but over the last 10 years, 170 projects have been completed or are in progress, providing nearly half of our Massachusetts communities with new or renovated libraries that will serve people for many decades to come. What’s more, the program is healthier than ever, with 41 communities waiting for state funding to begin more projects! Even more gratifyingly, these new buildings are being so heavily used that communities are regularly reporting that usage has doubled.

The **public library initiative**, completed in 2000, was a statewide planning effort that developed a blueprint for the ‘next generation’ of state programs for public libraries. A significant increase in state aid, the first component of the plan, has been secured, but programs to stimulate private giving to libraries, to address the need for more trained librarians, to provide new and innovative incentives for improved public library service, and to establish a permanent program of grants to public libraries all remain to be implemented.

Over the last decade, **outreach to public library trustees** has been a major focus of effort, and the Board now communicates regularly with all 2,500 trustees. A new trustee handbook, annual orientations for new trustees and an active program of trustee symposia, all provide opportunities for trustees to actively improve library services — and support — at the local level. The key to these new services has been the formation of a new **public library advisory unit**, which brought the talents and skills of agency staff members serving public libraries together to create a stronger, more coordinated program.

A **significant increase in grants** to libraries of all types has been the result of efforts to increase the number of libraries receiving federal funds, as well as the establishment of new state grant programs such as the small libraries in networks program. This last year, more than 140 libraries received grants from the Board of Library Commissioners, more than double the number receiving grants a decade ago! Beginning with a special federal grant in 1994, Board of Library Commissioners’ annual institutes have become a major forum for highlighting innovative technology and best practices.

Over the last five years, the Board has developed a growing **public relations campaign** to highlight reading and libraries and the wonderful new services they provide. Beginning with the outstanding video *Telling Our Stories: Massachusetts Public Libraries*, narrated by author David McCullough, the Board

Director's Message

has in succeeding years produced radio and television spots and media events such as the *Open Books*, *Find Heroes* and *Read Into It* student recognition programs and, in partnership with the Massachusetts Center for the Book, the *Letters about Literature* program and *Massachusetts Book Awards*.

Always a strength, the Board's **statistical data collection and analysis** program has grown by leaps and bounds. The Board now collects data from not only public but academic, school and special libraries, and issues dozens of printed reports, data files and other planning tools for local libraries. A transition to electronic data collection, along with software that allows local libraries to create instantaneous charts and graphs is currently underway, and annual benchmark studies have provided fresh new data to help address major statewide challenges.

Most significant, perhaps, is the emerging 'new' **Board of Library Commissioners**. A once quiet group of individuals has become active advocates and leaders in the struggle to improve libraries throughout the state. Within the agency, a 'can do' attitude and new, more effective, ways of doing business have allowed the 30 staff members at the Board to more than double responsibilities with only five new people. The Board of Library Commissioners really is the "little engine that could"!

Over the last decade, working together, we have been able to make some extraordinary improvements in library service for the people of Massachusetts. With the support of the legislature and Governor, we have dramatically reduced inequities and made every library, no matter how small, a true 'gateway' to a global world of information.

Currently, a major recession threatens library funding at both the state and local level. As we seek to avoid a repeat of the cataclysmic service reductions of 1982 and 1991, we face these challenges more well informed and organized than ever. The network of advocates we have built will need to "stick together" in the coming year. It is these individuals, working together to create the best possible library service for Massachusetts communities, that are our surest guarantee of future success.

**"Working together,
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Highlights of Fiscal Year 2001

July 1, 2000 to June 30, 2001

Construction Grant Rounds: Two Planning & Design Grant Rounds and one Construction Grant Round were announced. \$248,000 was awarded to 13 projects for Planning & Design and \$16,689,593 was awarded to 10 projects for Construction, with another \$70,223,595 to 36 projects on a waiting list.

LSTA – MBLC awarded mini-grants totaling \$1,795,046 to 92 public, academic, school and special libraries, as well as regional library networks, to implement projects. In addition, another 16 Business-Career Services mini-grants totaling \$271,864 was awarded.

Trustee Handbook issued, as well as Trustee Orientations and Symposia held.

Legislative Agenda

- Continue implementation of the Board of Library Commissioners' Strategic Plan
- Strengthen local public library services through supporting the Board's Public Library Initiative and Massachusetts Public Library Construction Program
- Continue to strengthen services for the Commonwealth's blind and physically handicapped library users

Public Awareness Campaign launched with TV and radio public service announcements, and *MBLC Notes* was redesigned and its readership expanded.

Commendations awarded to the Mayors of Brockton, Newton, Quincy and Springfield, as well as to Author David McCullough, Commissioner Robert Hall and long-time Middleboro Public Library Trustee Robert Anderson.

Massachusetts Center for the Book launched in Boston and Amherst.

Programs & Services



State Aid to Public Libraries

The State Aid to Public Libraries program consists of the Library Incentive Grant (LIG), the Municipal Equalization Grant (MEG) and the Nonresident Circulation Offset. To receive State Aid to Public Libraries, a municipality and its library, must meet a municipal appropriation requirement and certain minimum standards of public library service as set forth in Massachusetts General Laws and the Code of Massachusetts Regulations. Each municipality must annually apply for State Aid and be certified as meeting these requirements by the Board.

The purpose of State Aid to Public Libraries is to encourage municipalities to support and improve public library service, compensate for disparities among municipal funding capacities and to offset the cost of circulating public library materials to residents of other certified municipalities. This is reflected in the three disbursement formulas of state aid: Library Incentive Grant (a per capita disbursement), the Municipal Equalization Grant (a variation on the state lottery formula) and the Nonresident Offset (a per transaction amount based on activities reported by libraries).

In FY2001, 338 municipalities applied for State Aid to Public Libraries and were certified by the Board to receive funds.

The FY2001 State Aid Forms included a survey on the use of State Aid. Of the 356 libraries responding, their data revealed the wide ranging and significant benefit state aid has on public libraries throughout the Commonwealth.

Sixty-one percent of the libraries surveyed used state aid funds to purchase materials. Several used funds to create new collections in new buildings.

- “We have experienced an increase in cir[culation] and in-house use since opening our new building in March 1999. Patrons are more vocal in expressing their needs and wishes.”
- “Due to the increased expense for books..., state aid funds helped us with this expenditure.”

Forty-four percent of the libraries surveyed noted that they used state aid funds for automation or technology.

- “We would have been unable to purchase current technology (Internet and database access) for

staff use as well as public workstations [without state aid funds].”

- “It is anticipated that it [state aid] may be used to purchase additional computers needed as the CLAMS network upgrades from a system using dumb terminals to one requiring personal computers.”

Twenty-six percent of the libraries surveyed used state aid funds in the personnel budget.

- “State aid allows us to increase staffing or at least maintain staffing levels.”
- “We use state aid to supplement salary appropriations by allowing us to provide sick and vacation leave.”

Twenty-five percent of the libraries surveyed stated that the funds were being saved for large projects including renovations and new building construction, and 24 percent used state aid for capital expenditures including new furnishings, architectural fees, consultation for repairs, new roofs and a Title V Septic System..

State Aid to Public Libraries monies have also been used to help libraries deal with potential fiscal crises.

- “We use state aid to supplement our operating expenses in June when we exhaust the regular budget.”
- “When the city imposed across the board cuts of 2.5 percent, ... state aid saved the library from sustaining the budgetary cuts.”



Library Technology/Massachusetts Library and Information Network

The Massachusetts Library and Information Network (MLIN) provides all libraries and library users with direct electronic access to an Internet Web site (www.mlin.lib.ma.us or www.mlin.org) with links to:

- catalogs of more than 75 million library holdings in the Commonwealth
- a statewide virtual catalog
- a core set of reference databases, indexes and electronic documents, including more than 5 million articles for instant downloading
- a collection of 7,000 electronic books
- a directory of special collections in Massachusetts libraries and repositories.

MLIN Usage

In FY2001 visits to the MLIN Web site use grew at a slower pace than in the past, with a 17 percent increase in hits (1.2 million to 1.4 million per month), but with the overall number of visitors staying fairly stable at about 20,000 visitors per month. The number of returning visitors, as measured by visitor sessions per visitor, rose from about 2.2 visits to 3.2 visits. This indicates that more users who find MLIN are returning to it.

Virtual Catalog Project

During FY2001 the Massachusetts Virtual Catalog became a reality. For the first time, a single Web-based search interface, to identify and locate books and other materials in multiple catalogs, and allow participating libraries to quickly and easily request materials found in other libraries' catalogs, was up and running. Some of the initial participants began to allow their users to place reserve requests directly, without the need for mediation by library staff. The initial participants, including the Minuteman Library Network, Metro Boston Library Network, University of Massachusetts-Boston, the Marine Biological Laboratory/Wood's Hole Oceanographic Institute, Wellesley College and Brown University¹, all came online.

A second grant was awarded in July 2000 to add an additional four Boston Library Consortium member libraries and two networks. By the end of June 2001, University of Massachusetts- Dartmouth, Lowell and Worcester were fully participating, and University of Massachusetts- Amherst and Boston University were in process, as was the SAILS network in Southeastern Massachusetts. The NOBLE and FLO networks could be searched, but without the ability to place or receive interlibrary loan requests on the system.

MassCat

At their November 2, 2000 meeting, the Board made a grant of \$140,000 providing startup funds for a five-region effort to implement a union catalog for smaller libraries. The Central, Metrowest, Northeast, Southeastern and Western regions will add 50 libraries per year for three years. Many school and special libraries that do not have the membership in one of the nine automated resource sharing networks will find a home in MassCat.

Participating libraries will have a shared, Web-based catalog accessible from home or office, an automated interlibrary loan system, as well as a source of high quality bibliographic records. Students, and other residents throughout the Commonwealth, will be able to identify, locate and request materials much more quickly and easily. Once mature, MassCat will become part of the statewide virtual catalog. Masscat can be found at www.masscat.org

MassMail

Involvement in planning for the Board's migration to the Commonwealth of Massachusetts MassMail program began in earnest.



¹ *Brown University was not supported with state grant funds.*

Regional Library Systems & Library of Last Recourse

The Board administers a program of regional services that allows libraries of all types to provide users with materials and information otherwise unavailable locally. The six regional library systems provide services to, and support resource sharing among, almost 1,700 public, academic, school and special libraries in the Commonwealth.

Boston Region

Resource sharing and relationship building are two hallmarks of multitype library cooperation. The spirit of cooperation that is fundamental to the regional programs brings libraries and librarians together. The regions enable many different types of libraries that serve the same clients in different ways – public library branches, school libraries, museums and specialized agencies that focus on different groups and needs – to work together cooperatively, to share resources and to deliver better library services to all our users.

The value of regional services is evident in their ever-increasing use. Membership in the Boston Massachusetts Regional Library System was stable in FY2001 at 112 members: 3 public, 28 school, 28 academic and 53 special libraries. In all other ways FY2001 was a year of expansion for the Boston Region, as both the range of services offered and the use of services by member libraries increased across the board.

Twenty-nine libraries participated in delivery, a 16 percent increase, as they exchanged 76,492 items, a 20 percent increase over the previous year. Other libraries are approaching the threshold for delivery service and may be added to the service in future years.

Databases continued to be the most popular regional service, with 1,113,418 searches by Boston Region members, and end users, during FY2001. A Member Satisfaction Survey rated database access as the most important regional service for member libraries of all types.

The online database, Help Desk, was a brand new regional service in FY2001, starting up in the last quarter of the year, due to the ending of statewide help support from Ciber. Staff in the regional office

fielded 260 calls and e-mails for help on the three regional databases, Infotrac, Electric Library and Books in Print with Reviews.

Other highly rated and heavily used services were interlibrary loan and continuing education. Members rated the document delivery service as “invaluable” and cited the “growing number and nice selection of workshops.” The number of workshops offered by the region grew in FY2001 and attendance increased by 65 percent.

The Metro Boston Library Network is an important component of the Boston Region. The Network was in the process of upgrading to an integrated library system in FY2001. When that process is completed in 2002, regional members will be able to access important new bibliographic and cataloging services that will enhance the resource sharing and library services in the region even further.

Many member libraries share a focus on service to youth. Through the region they work together to deliver a vibrant, exciting program of services to children. The summer reading program in FY2001 was hugely popular; 32 libraries participated, an increase of 23 percent, and 4,188 children participated, an increase of 55 percent. The addition of a young adult component was welcomed by all libraries.

The Boston Region is unique in its geographic homogeneity and its diversity of libraries. Many member libraries serve the same users, but in very different ways. This makes for a special closeness among libraries that enriches and strengthens the services libraries are able to deliver to users.

Central Region

The Central Massachusetts Regional Library System (CMRLS) welcomed 13 new members in FY2001, bringing the total to 252 libraries. Membership included 134 school library media centers, 72 public, 15 academic and 31 special libraries.

CMRLS built better libraries by multiplying the value of the Commonwealth’s investment. For every dollar budgeted in FY 2001, CMRLS provided \$3.5 dollars of value. With mediated interlibrary loan increasing by 14 percent and delivery soaring by 43 percent, Regional services supported brisk increases in resource sharing by residents. A whopping increase in the numbers of books loaned by libraries to



residents of other communities confirmed the boom, increasing by 78 percent over FY 2000.

By training their staff, CMRLS strengthened libraries. More than 1,350 people attended continuing education programs responding to an annual survey of members' professional development needs. Notable among the offerings were the graduate level Special Topics in Library Media Studies, Cataloging Basic Library Techniques (offered online and in class), a young adult literature course and an advocacy-training program.

Seeking ways to support all libraries, the Region added the Gale Biography Resource Center database to its offerings and the CMRLS AV Center at the Fitchburg Public Library added DVD deposits to its circulating collection. Seeking new ways to support the need of small community libraries for enriched book collections, CMRLS initiated a pilot project to provide McNaughton rental collections to 10 libraries. This program allowed librarians to select hundreds of books for their collections. The outcome of the McNaughton pilot, and the demise of bookmobile service in FY 2000, resulted in a decrease of book circulation of 13 percent.

During 2001, 15,432 families, children and young adults participated in the statewide summer reading program, strengthening families and literacy. CMRLS led the way on a statewide library youth leadership development program called YSLead Massachusetts, penning the Library Services and Technology Act federal grant and preparing to administer it.

Seven libraries joined MassCat with more to follow. Eighteen libraries received MARC Conversion grants in the second round of continuing funding from the Massachusetts Board of Library Commissioners.

Last but not least, CMRLS had a transitional year for its own staff, with the departure of "founding" administrator Anne Parent, and changing faces in many positions.

Metrowest Region

The Metrowest Massachusetts Regional Library System (MWRLS) experienced nearly a 13 percent increase in membership during FY2001 for a total of 323 libraries in 36 communities.

Additional academic libraries were added to the daily delivery service. Delivery provides a way for library

patrons to receive materials from other libraries through network transfers or interlibrary loan requests and to return materials at other than their own library. Based on survey results an estimated 1.2 million items were delivered.

One of Metrowest's most popular services is the continuing education program with more than 1,300 librarians attending a program. Continuing education helps librarians learn new skills or build on current skills to better serve their local patrons. Topics included E-Books, Web Page Design, Search Engines, Customer Service, School/Public Library Cooperation and Curriculum Frameworks.

Electronic database use continues to increase. In cooperation with the Massachusetts Board of Library Commissioners and the Regional Library Systems, InfoTrac Web, Boston Globe, and Electric Library are provided to all members. In addition, Metrowest subscribes to FirstSearch, Dialog News Collection, Student Resource Center, Junior Reference Collection and World Book Online. Metrowest member libraries have access to netLibrary, provided through the Boston Public Library as the Library of Last Recourse. Most of these databases are available remotely. Remote access allows library patrons to use materials at the time most convenient for their schedule, including times when a library might be closed.

Other services that provide access to information of benefit to library users are the ongoing development of MassCat, a Web accessible catalog; reference and Interlibrary Loan support through contracted services with Wellesley Free Library; maintenance of the Union List of Serials, and net lender reimburse for 53,022 items, a 17 percent increase from FY2000.

Metrowest staff also responded to 496 telephone/e-mail requests for information on topics such as electronic databases, MassCat and personnel issues, a 40 percent increase from the previous year.

Northeast Region

The Northeast Massachusetts Regional Library System (NMRLS) has continued to develop its governance, staffing and services to meet member needs. NMRLS implemented the first part of its Strategic Direction for staffing by redefining positions and adding one staff member, an administrative assistant, to bring total staffing up to six. A staffing back-up plan was implemented for key NMRLS tasks to ensure the provision of services is uninterrupted to our ever-growing number of member libraries.



With 336 members at year end, NMRLS strong focus on customer service was illustrated by 83 percent of members stating a high level of satisfaction. One public library said that what she likes best about NMRLS is, "Very effective in areas of cooperative purchasing, continuing education and delivery. The staff is tremendous - professional and very helpful. I don't know how we got along before NMRLS!"

Electronic databases and continuing education were among the most popular member' services with members searching these resources more than one million times. The Grolier Online encyclopedia, OCLC NetFirst, and netLibrary were added to regional/statewide database offerings. Member surveys provided information for planning continuing education programs. Programs covered a range of topics ranging from curriculum frameworks to database training and youth services topics. A new training room equipped with nine computers was set up at the NMRLS office. More than 2,000 members attended 179 sessions at various locations in the region.

The NMRLS Web site logged more than 125,000 user sessions this year. Members access electronic databases, check job postings and register for workshops. NMRLS staff provided more than 650 hours of consulting and site visits to members.

The NMRLS delivery service served 76 libraries making 331 stops per week and delivering more than 900,000 items to serve patrons' interlibrary loan requests.

MassCat, a shared Web-based library catalog designed to encourage resource sharing, was launched in cooperation with other regions with six initial regional members and 38,000 online holdings. The NMRLS mediated interlibrary loan centers at Memorial Hall Library in Andover and North of Boston Library Exchange filled 6,000 requests.

Reference services were provided to residents and libraries by Memorial Hall Library, Reading Public Library, and the Lawrence Law Library in person, by telephone and via e-mail totaling 22,000 information requests.

Southeastern Region

In its fourth year of service to its members, the Southeastern Massachusetts Regional Library System (SMRLS) undertook a strategic planning process. Member input came from committees, focus groups and surveys. The FY2003 plan of service and budget began incorporating the plan, and the plan will continue to guide regional services through 2006. Marketing, public relations, continuing education and resource sharing programs are areas that will be addressed over this time.

SEMLS staff concentrated on reaching member libraries on their home turf. In-house staff development workshops were offered on customer relations, organizational planning, Internet access, reference databases, technology issues, grant writing, staff development, collection development and working with problem patrons.

Continuing Education workshops addressed Library Advocacy, Reader's Advisory Skills, Long-Range Planning, Intellectual Freedom and 'Train the Trainers'. Once again, SEMLS offered computer-training programs and provided networking forums for library administrators, webmasters, youth service and technical services librarians.

Southeastern libraries are resource sharers. Almost 2 million items traveled through our delivery service; this is a 24 percent increase over FY2000. Twenty-two school and special library members participated in MassCat, a joint union catalog project of five regions.

SEMLS also brought an emerging technological resource to members through the purchase of e-book readers. More than 100 regional member libraries received e-book readers and help in downloading books.

Summer Reading participation was at an all time high in FY2001. 19,988 people, representing 133 libraries, participated in the program.

Electronic Reference Databases is the service most highly valued by our members. In FY2001, SEMLS consultants went to member libraries to train staff on their use. The effort was a success as database searches increased 80 percent.



Although membership grew by six percent to 365 members, outreach to potential members is still needed. Staff changes at the end of FY2001 left some strong holes that need to be filled in FY2002.

FY2001 was an exciting time as the regional office was successful in its outreach. Members became more aware of what the region is and how it can assist members in serving the communities in southeastern Massachusetts.

Western Region

The number of Western Massachusetts Regional Library System (WMRLS) members grew to 303 libraries by the end of June 2001 with 103 public, 18 academic, 31 special and 151 schools. Use of most services reached all-time highs during the year. However, FY2001 also saw a budget reduction of \$16,786 for WMRLS, due to the effect of new population figures used to calculate Regional budgets.

Libraries placed 31,332 Interlibrary Loan requests with WMRLS, 24 percent more than the previous year's all-time record. The fill rate was a very high 92 percent. The unprecedented increase was due, in large part, to the implementation in November 2000 of "systemwide holds" functionality by the C/W MARS automated resource-sharing system. WMRLS provided \$40,000 in Net Lender Offsets to compensate those libraries that loaned substantially more materials than they borrowed from other WMRLS members.

To handle the number of materials traveling between libraries, the number of weekly stops in the delivery system increased by 30 in the spring of 2001, bringing the total to 245 stops to 137 individual libraries. Another 48 libraries receive materials that are actually delivered to a neighboring library. The number of items moving through the system totaled 421,956, an increase of 53 percent over FY2000.

WMRLS continued to license electronic reference databases from the Gale Group for member libraries and users statewide. WMRLS also negotiated an extension of the statewide electric library contract. Searches by WMRLS libraries and patrons totaled 762,933. WMRLS, along with the other Regions, assumed the "Help Desk" function after an MBLC contract with an outside vendor failed to provide acceptable levels of assistance to libraries with their database access issues. WMRLS staff provided 605

hours of advisory service to member libraries on a wide range of library topics and technology assistance. In addition, they spent 211 hours conducting on-site visits to member libraries in an advisory capacity.

Another growth area was continuing education, with 111 sessions offered (up 11 percent over FY2000), with attendance totaling 1,423 (up 9.5 percent over FY2000).

The statewide summer reading program drew participation by 115 member libraries, the highest number ever, with 14,218 individuals completing at least one of the program requirements.

WMRLS coordinated the statewide Cooperative Purchasing Program that provides large discounts to libraries. 192 WMRLS libraries participated in the materials program and 154 used the supplies program. This year WMRLS staff was successful in streamlining the process and broadening the choice of vendors.

A study of the feasibility and costs to renovate the headquarters building in Hatfield was conducted by Reinhardt Associates Architects. The finding was that the expense is prohibitive, especially since the 1914 building will need additional repairs over time, and ownership of the building would remain with the Town of Hatfield, not with WMRLS. As a result, WMRLS has entered into a lease with Hatfield through June of 2003 to allow time for WMRLS to locate or construct a new headquarters facility.

Library of Last Recourse

As the Library of Last Recourse (LLR), the Boston Public Library (BPL) receives Board support for the maintenance of a public Research Library, distinct from the General Library, that offers a wide array of specialized, in depth collections and services to all Massachusetts residents.

LLR services are primarily provided through the main branch of the BPL, but also include the Kirsten Branch Library, a specialized business library in downtown Boston. All LLR services are available to residents throughout the Commonwealth on-site or by telephone, fax or e-mail. Currently, research materials do not circulate, and are available for on-site use only, but can be loaned to other Massachusetts libraries for on-site use.



During FY2001, the LLR Subject and Format Departments responded to 137,489 telephone reference queries, handled 311,113 in-person reference questions and replied to 6,868 written research reference questions. Sampling surveys show that approximately 75 percent of research use is by Boston residents, and 25 percent is by residents of communities other than Boston. Use of research materials at the BPL totaled 384,912, with 51 percent by residents of communities other than Boston.

The BPL Research Library collection consists of 6.8 million print and nonprint items, with more than 1.5 million of those holdings accessible electronically via the Internet and the statewide virtual catalog. During FY2001 the Research Library purchased an additional 39,000 items.

Statewide Services to Libraries & Library Users

The Board provides statewide services for Massachusetts residents who seek current or in-depth informational resources from specialized reference services and databases. Working with the Massachusetts Regional Library Systems, libraries, and their patrons, have access to human, print, online and financial resources to respond efficiently and thoroughly to their patron's reference and resource requests.

Statewide Reference & Referral Center

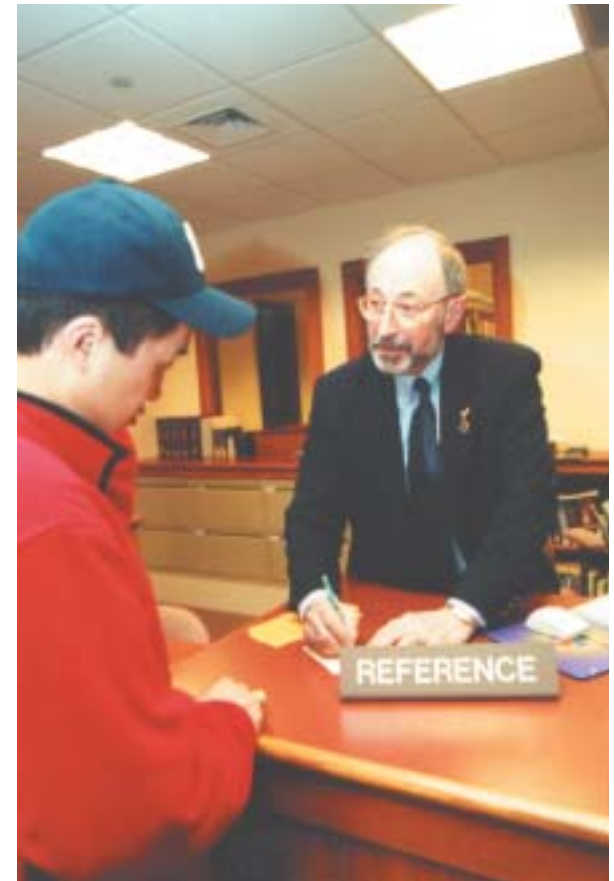
The Boston Public Library (BPL) is designated as the Statewide Reference & Referral Center (SRRC) under M.G.L. Chapter 78 Section 19 (E). Individual regional member libraries and Regional Reference & Research Centers are only a toll-free phone call, fax or e-mail away from the BPL's general and specialized reference librarians who are dedicated to providing timely supplemental reference and information services. During FY2001 the BPL also licensed statewide access to e-books through NetLibrary in their role as the SRRC.

Consumer Health, Legal and Business Information

Guided by the MBLC's Strategic Plan, the Board supports ongoing mediated reference services for consumer health, legal, business and economic development information.

The *Consumer Health Reference Center* (CHRC), managed by the Treadwell Library at Massachusetts General Hospital in Boston, was awarded a second three-year contract in FY2001 to continue its evolution as a popular and dependable resource for regional member libraries to better serve their patrons' consumer health-related reference needs. Beside the questions CHRC receives from librarians, the CHRC News and Web site (www.mgh.harvard.edu/library/chrcindex.html) also offers reference librarians consumer health resources for their patrons.

The *Statewide Legal Reference Service* (SLRS) taps into the resources of all the Trial Court Law Libraries in the Commonwealth. Legal reference librarians offer evening and weekend reference support via a toll-free number, as well as via fax or e-mail. A SLRS Web site



(www.lawlib.state.ma.us/SLRS) addresses many common reference legal queries, and serves as a valuable tool to guide non-law librarians in assisting their patrons with legal research needs.

MassBedrock, a business Web site designed for end users and librarians alike, is the heart of the Statewide Business and Economic Development Program. Its Web site (www.MassBedrock.org), developed and managed by librarians at the University of Massachusetts-Amherst, offers extensive Internet access to thousands of business resources that are useful to anyone interested in global or Massachusetts' business and economic development. During FY2001 MassBedrock staff, in partnership with the Board and the Small Business Administration, initiated a public awareness campaign to thousands of businesses across the state using both a traditional and electronic postcard campaign.

Access to Licensed Databases

In Massachusetts, a "library without walls" has become a reality. During FY2001 residents throughout the Commonwealth spent more than 2.3 million minutes (or 4.4 years) searching statewide licensed commercial electronic fulltext periodical and reference databases from their personal computers. Whether in the library, on campus or at home, any Massachusetts resident with a library card could use these Gale Group databases, 24-hours a day via the Internet: *Contemporary Authors*, *Contemporary Literary Criticism Select*, *Expanded Academic Index ASAP*, *Health Reference Center Academic*, *General BusinessFile ASAP*, *General Reference Center*, *OneFile* and *PROMT*.

By using these databases residents could look up an investment report, study the collapse of the dot.coms, check on drug interactions for their latest prescription, delve into scholarly analysis of the 2000 United States presidential election, or read a literary review of their favorite author, at the click of their mouse-button. Residents could also look up articles back to 1980 from *The Boston Globe* online through the Library Corporation's commercial interface, or find out where the best collections of letters by *Gone With the Wind* author Margaret Mitchell Marsh are in Proquest Information and Learning's *Archives USA*.

Statewide Interlibrary Loan (ILL) Net Lender Offset Program

The Interlibrary Loan Net Lender Offset Program encourages regional library members to freely share their extensive collections in exchange for a financial offset, and compliments the Statewide Delivery Service that moves materials between the borrowing and lending libraries. All regional library system members who self-certify that they lend, at no charge, a greater amount of library materials to regional member libraries outside of their region than they borrow, are eligible to receive a net lender offset. These offsets are credited to an individual library's NELINET, Inc. or automated resource sharing network account.

Journal Article Document Delivery

Another statewide service to libraries and library users is the speedy receipt of journal articles from the copyright-compliant journal article document delivery service provided by the BPL. Articles not readily available through statewide licensed databases or regional resources are provided via fax, e-mail and statewide delivery or mail services.

Statewide Delivery

Libraries in Massachusetts own more than 100 million books, microforms and audiovisual materials not available in online form. The Board has a contractual arrangement with the BPL to implement and manage a statewide delivery service that connects the regional library systems' delivery services, thus ensuring access to Massachusetts library materials regardless of where a patron borrowed the material. The close of FY2001 saw the signing of a landmark delivery contract that guarantees 24-hour delivery service between the regions beginning in FY2002.

Statewide Reference and Referral Center *The Story in Numbers*

Reference questions	535
Journal articles	11,764
Number of items delivered across Regions	297,140

Specialized Reference Centers

Consumer Health Reference Center reference questions	702
Number of libraries using service	288
"Hits" on Web site	7,549
Statewide Legal Reference Service reference questions	419
Business and Economic Development "Hits" on Web site	16,437
Number of Web sites meta-tagged	545

Online Database Access

InfoTrac-Number of times users accessed databases	1,380,364
InfoTrac-Number of searches	4,277,887
Infotrac-Number of articles accessed. . .	4,141,620
<i>Boston Globe</i> -Number of searches	200,012

Interlibrary Loan Statewide Net Lender Offset Program

Number of net loans	31,383
Number of libraries receiving net lender reimbursements	86

Public Library Construction

Fiscal Year 2001 was a year of progress for many library buildings that had received previous awards in the Massachusetts Public Library Construction Program. During FY2001 dedications were held for a renovation at the Vineyard Haven Public Library, a two-story renovation and addition to the Gleason Public Library of Carlisle, an extensive addition and renovation of the Millbury Public Library, a brand-new Newbury Town Library in the Village of Byfield, and a renovation of the venerable Princeton Public Library. In addition, a renovation of the historic Newburyport Public Library, which was visited by both Lafayette and Washington, was enhanced by a large new addition, and the Morrill Memorial Library of Norwood hosted a dedication of its renovated facility. The Thomas Crane Public Library of Quincy held an open house to unveil the renovated Coletti Building and a major new addition in February 2001. Significant renovations to the original building by Henry Hobson Richardson were also begun in the spring of 2001. The Rutland Free Public Library opened its new building in June, three days after the project's placement on the 2001 Waiting List was announced. All projects funded by the Massachusetts Public Library Construction Program are completely accessible and have included accommodations for technology in their planning.

Groundbreaking ceremonies were also held for addition/renovations at the following public library buildings that had received awards in October 1999:

- Somerset Public Library
- John Curtis Free Library of Hanover
- Brockton Public Library and
- Cary Memorial Library of Lexington.

At the close of Fiscal Year 2001, addition/renovation projects were also under way for public library buildings in Agawam and Methuen, while antique library buildings in Brookline, Fall River and Lowell were being extensively renovated for the 21st century. A new building was also under construction for a joint library to serve Hamilton and Wenham, and in the final stages of design were projects for East Longmeadow Public Library, Lenox Library Association, Forbes Library in Northampton, Springfield City Library and the Meekins Public Library of Williamsburg.

Grants and Awards for Construction

The close of Fiscal Year 2000 was also the deadline for acceptance of the 22 provisional construction awards voted by the Board in October 1999. Ultimately, the following 18 municipalities were able to accept awards for the improvement of their public library buildings:

City/Town	Library	Award
Agawam	Agawam Public Library	\$1,870,407
Brockton	Brockton Public Library	\$3,101,148
Brookline	Public Library of Brookline	\$3,564,779
East Longmeadow	East Longmeadow Public Library	\$1,473,177
Fall River	Fall River Public Library	\$621,903
Hanover	John Curtis Free Library	\$1,539,125
Ipswich	Ipswich Public Library	\$1,025,135
Lenox	Lenox Library Association	\$531,037
Lexington	Cary Memorial Library	\$3,011,541
Lowell	Samuel S. Pollard Memorial Library	\$2,340,754
Medway	Medway Public Library	\$797,589
Newburyport	Newburyport Public Library	\$2,202,096
Northampton	Forbes Library	\$575,974
Norwood	Morrill Memorial Library	\$1,088,696
Somerset	Somerset Public Library	\$546,822
Springfield	Springfield City Library	\$1,367,237
Tisbury	Vineyard Haven Public Library	\$572,617
Williamsburg	Meekins Library	\$590,423
		TOTAL: \$26,820,460



Grant Application Rounds

In August 2001, the 2000-2001 Construction Grant and Planning and Design Application Rounds were announced with a mailing to public library directors and trustee chairs throughout the Commonwealth, as well as all municipalities. Sixty-two Letters of Intent for Construction, and 14 Letters of Intent for Planning and Design, were received by the October deadline. Following six Application Workshops throughout the State, applications were received from 56 municipalities for Construction and 14 for Planning and Design. During the winter and spring of 2001, Board staff worked with teams of outside and out-of-state librarians, trustees, building committee members and architects to evaluate, review and rank the applications. The teams' recommendations for Planning and Design awards were considered by the Board at its April 2001 meeting, with Planning and Design awards voted to the following 13 communities:

City/Town	Library	Award
Auburn	Auburn Public Library	\$20,000
Belchertown	Clapp Memorial Library	\$20,000
Bolton	Bolton Public Library	\$20,000
Dudley	Pearle L. Crawford Memorial Library	\$20,000
Everett	Shute Memorial Library	\$20,000
Freetown	James White Memorial Library	\$15,000
Heath	Heath Free Public Library	\$15,000
Holyoke	Holyoke Public Library	\$18,000
Hull	Hull Public Library	\$20,000
Millis	Millis Public Library	\$20,000
North Attleboro	Richards Memorial Library	\$20,000
Warren	Warren Public Library	\$20,000
Worthington	Frederick Sargent Huntington Library	\$20,000
		Total: \$248,000

Recommendations for Construction Awards were considered by the Board at its June 2001 meeting. Provisional Awards were voted to 10 municipalities, with a deadline to accept by December 7, 2001. Another 36 proposals were accepted and placed on a new Waiting List. A final 10 communities were invited to submit a modified application within six months, following feedback from the first review.

Provisional Awards for Construction were made to the following libraries:

City/Town	Library	Award
Acushnet	Russell Memorial Library	\$1,694,590
Blackstone	Blackstone Public Library	\$1,918,676
Chicopee	Chicopee Public Library	\$2,779,341
Chilmark	Chilmark Public Library	\$1,101,880
Gardner	Levi Heywood Memorial Library	\$2,586,043
Leverett	Bradford M. Field Memorial Library	\$694,647
Palmer	Palmer Public Library	\$1,663,800
Provincetown	Provincetown Public Library	\$1,878,456
Rowley	Rowley Public Library	\$1,292,888
Sunderland	Graves Memorial Library	\$1,079,272
		Total: \$16,689,593

The 2001 Waiting List projects are listed in ranked order:

Rank	City/Town	Library	Award
1	Cohasset	Paul Pratt Memorial Library	\$1,529,552
2	Lunenburg	Ritter Memorial Library	\$1,782,563
3	Norfolk	Norfolk Public Library	\$2,048,218
4	Uxbridge	Uxbridge Free Public Library	\$1,962,334
5	Canton	Canton Public Library	\$2,585,569
6	Watertown	Watertown Free Public Library	\$2,972,408
7	Berlin	Berlin Public Library	\$964,291
8	Rochester	Joseph H. Plumb Memorial Library	\$1,724,914
9	Merrimac	Merrimac Public Library	\$1,673,741
10	Lakeville	Lakeville Public Library	\$1,692,489
11	Mendon-Upton	Upton Town Library, Taft Public Library	\$4,763,010
12	North Adams	North Adams Public Library	\$1,691,370
13	Dracut	Moses Greeley Parker Memorial Library	\$2,490,245



Rank	City/Town	Library	Award
14	Leominster	Leominster Public Library	\$3,021,441
15	Ashby	Ashby Free Public Library	\$1,404,117
16	Boylston	Boylston Public Library	\$1,646,139
17	Rutland	Rutland Free Public Library	\$200,000
18	Orange	Wheeler Memorial Library	\$1,720,653
19	Maynard	Maynard Public Library	\$2,098,004
20	Ashland	Ashland Public Library	\$2,020,277
21	Wellesley	Wellesley Free Library	\$3,182,773
22	New Salem	New Salem Public Library	\$286,530
23	North Brookfield	Haston Free Public Library	\$1,257,173
24	Middleton	Flint Public Library	\$2,390,053
25	Great Barrington	Mason Public Library	\$1,407,052
26	Amesbury	Amesbury Public Library	\$2,494,352
27	Needham	Needham Free Public Library	\$3,043,503
28	Oak Bluffs	Oak Bluffs Public Library	\$1,590,646
29	Mattapoisett	Mattapoisett Free Public Library	\$1,575,662
30	Georgetown	Georgetown Peabody Library	\$1,644,694
31	Northborough	Northborough Free Library	\$2,171,949
32	Montague	Carnegie Public Library	\$1,810,018
33	Seekonk	Seekonk Public Library	\$3,031,130
34	Harvard	Harvard Public Library	\$2,492,232
35	Braintree	Thayer Public Library	\$200,000
36	Framingham	Framingham Public Library (McAuliffe Branch)	\$1,654,493
Total 2001 Waiting List (36 projects)			\$70,223,595

Library Services for the Blind & Physically Handicapped

Access to library materials for the blind/visually impaired or those certified as unable to read normal print is provided by the Braille and Talking Book Library at the Perkins School for the Blind in Watertown, which serves patrons in eastern and western Massachusetts, and the Talking Book Library at the Worcester Public Library, which provides services for patrons in central Massachusetts. In addition, a number of public libraries throughout the Commonwealth are designated as Access Centers, and offer special assistive aids. The Board also offers federal grant support to other public libraries seeking to expand services to disabled residents.

Braille and Talking Book Library - Watertown

Fiscal Year 2001 marked the first year of a five-year service improvement plan for the Braille and Talking Book Library in Watertown. The year's activities focused on expanding outreach activities to unserved and underserved potentially eligible library users, completing the renovation of the library's heating and cooling system, assisting in the conversion of the subregional Talking Book Library at the Worcester Public Library to the Keystone Library Automation System, implementing an automated address verification system linked to the United States Postal Service database, upgrading of the library's automated circulation capacity to provide more customized service frequency options for borrowers, and increasing the number of available recorded and braille titles in the collection.

The Library's Public Education Plan for FY2000 called for increased outreach to potential users and targeted efforts to minority communities and individuals with physical and/or learning disabilities. Awareness activities also focused on school and public libraries across the Commonwealth to inform them of the range of services available from the library. The Library continued to provide speakers to groups upon request, exhibited at consumer meetings and produced two issues of its newsletter, *Dots & Decibels*.

During FY2001, the Library provided services to the 1,700 borrowers in the central Massachusetts area while the Worcester Talking Book Library converted to the Keystone Library Automation System. Staff also provided training and backup support to Worcester during the initial implementation. With this conversion, both libraries are now on the same automated system that enables shared cataloging,



automatic patron transfers, instant address updates in both libraries and collection resource sharing, all of which offer tremendous benefits to our borrowers.

The Library also upgraded its automation system to include an address verification link to the United States Postal Service database. Any patron address change automatically verifies the street, and city name, and adds the 4-digit extended zip code. This improves our service by speeding delivery and reducing human error when entering patron information.

In its automation upgrade, the Library created new service frequency options that provide patrons with a broader range of book shipment plans. Patrons can now receive shipments weekly, biweekly, monthly, bimonthly, quarterly, semi-quarterly or annually. This is in addition to our standard “turnaround” or “on demand” services.

Collection development activities continued with the addition of new braille and cassette titles to the collection. In-house efforts focused on the library’s state-of-the-art recording studio and its conversion to digital recording.

In conjunction with the Board, a Talking Book Program Legislative Breakfast was held at the State House to support improve funding for services for the Blind & Physically Handicapped. The result for FY2001 was an increase of \$246,000 for the library.

All of these initiatives help bring the library closer to meeting its mission of effectively helping patrons pursue lifelong learning, knowledge through self-education, and the joy of reading.

Talking Book Library - Worcester Public Library

The Talking Book Library’s (TBL) automated circulation system was converted to KLAS (Keystone Library Automated Systems) in December 2000. The outsourced database, shared with the Braille and Talking Book Library, was made possible through an appropriation increase of \$117,572 from the State Legislature. Access to and delivery of materials for patrons were greatly improved by an upgrade that allows customers to receive books on a weekly, biweekly, monthly, bimonthly, quarterly, semiannual or annual basis according to their needs. The new, shared database also permits mutual cataloging of

materials, electronic update and transfer of patron records between the two libraries, as well as reciprocal borrowing of collection resources. An enhanced array of statistical and report functions for administrative purposes was also made possible through the database conversion. Moreover, through the OPAC (online public access catalog) functionality, customers are able to browse from home the combined resources of the Talking Book Library, and the Braille and Talking Book Library, and place orders electronically for the recorded books they wanted.

A pilot large type book collection, made possible with the FY2001 appropriation increase, was also begun to provide vision impaired or physically disabled TBL customers with delivery of books by mail. The embryonic collection consists of more than 2,100 titles, including a collection of 35 large print/audiocassette kits for juvenile and young adult readers with disabilities to enable them to participate in library and school reading programs.

An additional 200 described videos, designed for people who have trouble seeing the screen, were added to the Talking Book Library collection for use by more than 2,100 registered patrons. Moreover, the Talking Book Library's Web site was enhanced with an online listing of the described video collection and large type magazines available at the Worcester Public Library. Links to other accessible Web sites that provide information on disabilities for library customers, librarians and community service agencies were modified and updated.

Additional staff was also hired, including a professional librarian who serves as a Reader Advisor and Outreach Coordinator, and two part-time clerical staff to assist with daily operations.

The Talking Book Library together with members of its Consumer Advisory Council conducted the fifth annual Braille Literacy Awareness Day in April 2001 to emphasize the importance of Braille in the daily activities of people who are blind.

Nineteen TBL volunteers, who assist with inspection, shelving and clerical routines or serve as TBL Advisory Council members, generously contributed 774 hours of their time during the year. These volunteers were honored at the annual Volunteer Recognition Event held at the Worcester Historical Society on June 4, 2001.



Public Library Advisory & Technical Assistance

One of the highlights of the Public Library Advisory Unit was the publication of the *Massachusetts Public Library Trustees Handbook* that was published in October 2000 and given to every trustee in the Commonwealth. The Handbook is a major revision of the 1988 edition and includes new chapters on Construction and Technology. User friendly, the Handbook has separate chapters on topics for trustees such as Policy Making, Library Personnel, Fundraising, Advocacy, etc. A joint project of the Massachusetts Board of Library Commissioners and the Massachusetts Library Trustees Association, the Trustee Handbook Committee met diligently over a two-year period to research and write the Handbook. Chaired by Commissioner Joseph Hopkins, the Committee consisted of Mary Lou Branchaud, Trustee, Blackstone; Sylvia G. Buck, Director, Warren; Janice Charbonneau, Branch Librarian, Worcester; Robert J. Frishman, Trustee, Lawrence; Karen Klopfer, Regional Librarian, WMRLS; Marilyn Munn, Trustee, Sunderland; Ellen Rauch, Director, Carlisle; Irving H. Zangwill, Massachusetts Library Trustees Association and Elizabeth Marcus Wolfe, principal contributing editor.

The Public Library Advisory Unit and members of the Trustee Handbook Committee also developed a series of Trustee Handbook Orientations to introduce trustees to the new handbook. These orientations were presented in 10 different libraries around the Commonwealth with over 400 trustees attending.

The Public Library Advisory Unit also provides direct assistance and advice on issues related to the administration of the public library. Throughout the year directors, trustees, library staff members and government officials request information on a variety of topics ranging from legal issues to personnel matters. Among the most frequently are:

- **Personnel:** Of concern to both administration and staff, questions regarding performance evaluations for library staff, evaluating the library director, sample job descriptions and the procedure for hiring a library director were the most frequent.

- **Trusteeship:** Issues that concern library trustees most often are the Open Meeting Law, powers of library trustees vis-à-vis municipal officials and other municipal boards, Conflict of Interest law, role of library trustees and the library director, and the composition of the library board.
- **Policy development:** Among the many policies needed to administer a public library, the most requested included collection development, meeting room, facility and personnel policies.
- **Friends of the Library:** How to organize and incorporate a Friends of the Library organization, obtain tax-exempt status, and the role of the Friends in relation to the Library Trustees are questions of greatest concern to those interested in Friends programs.
- **Legal Issues:** A large percentage of requests concern legal issues that impact public libraries. Confidentiality of library records, Open Meeting law, Uniform Procurement Act, theft of library materials statute, control of municipal trust funds, conflict of interest laws and the Criminal Offender Record Information (CORI) requirements are all areas in which we are frequently asked for advice.

The Public Library Advisory Unit once again coordinated the Massachusetts Board of Library Commissioners exhibit at the annual Massachusetts Municipal Association Trade Show held at the Copley Marriott in Boston on January 12-13, 2001. This was the sixth year in a row that the Board has exhibited at the Trade Show. Commissioners and Board staff provided information and answered questions on library construction grants, state aid to public libraries and federal grants to libraries to municipal officials from all over the Commonwealth.



Library Reference/Research Services

The Library of the Massachusetts Board of Library Commissioners participated in a project developed by the Regional Library Systems in FY2001. This project made available sample library policies through the Web sites of the Regional Systems. The Board's Library contributed a collection of sample Meeting Room Policies to this online policy collection.

This was another active year for Library Reference/Research Services. Materials circulation statistics increased this year and were the highest they have been in several years. An extensive project was conducted to remove outdated material from the book and periodical collections, that resulted in the removal of more than 500 books and periodical volumes from the collection. Reference questions and inter-library loan requests continued at their normally brisk pace.

Data Analysis and Coordination

The Board has collected and published public library data since the 1890's. The *Annual Report Information Survey (ARIS)* and the *Financial Report* (part of the State Aid to Public Libraries application) are the instruments used to collect data from public libraries. Workshops are held throughout the state each fall and spring to assist public librarians in collecting and using statistics.

In FY2001 data was collected, using surveys developed by the staff, that resulted in the production of 14 printed data reports covering public, school, academic and special libraries. In addition, these reports are put into PDF format, and along with the raw data, are posted on the Board's Web site, for librarians and others to download and analyze.

In response to the new public library *Outlets Report*, produced by the Board in FY2001, this comment was received, "This report will be invaluable in helping to generate local support for... [our] branch library construction project. It also confirms what we've thought for years about our branch circulation."

Another comment from the field, "I thought you'd be pleased to know that your wonderful reports are going to good use out here in the field. I prepared [a] report ...I already shared it with the Town Accountant who thinks it will be extremely useful to Town Officials. Of course it doesn't hurt for them to see that their library does a heck of a lot of service for a small piece of change."

During FY2001 Board staff continued to issue data reports on demand for both the public library community and others interested in Massachusetts public libraries. The bimonthly print newsletter, *Public Library Facts*, (and available in electronic form on MLIN), covered topics outside of the annual data reports such as *Circulation Trends*, *How Massachusetts Ranks*, and early release of operating income and expenditure summary statistics.

The Head of the State Aid and Data Coordination Unit serves as the Massachusetts State Data Coordinator for the Federal-State Cooperative System (FSCS) for Public Library Data. This project began in 1988, and annually compiles data for all 9,000 public libraries in the United States. In addition, the Head of the Unit serves as the coordinator of the national Academic Library Survey (conducted by the National Center for Education Statistics) for Massachusetts.



FY2001 Librarian certification Revenue
As of June 30, 2001

Fees:

Professional Certification	\$18.00
Subprofessional Certification	\$18.00
Replacement Certification	\$ 6.00

Professional Certificates

Certificates Issued 42
Checks Received 42
@\$18.00each= \$756.00

Subprofessional Certificates

Certificates Issued 42
Checks Received 42
@\$18.00each= \$756.00

Replacement Certificates

Issued 1
Checks Received 1
@\$6.00each= \$6.00

Total certificates issued	85
Total fees collected	\$1,518.00

Certification of Library Personnel

In order to ensure that communities are served by qualified library personnel, the Board grants Certificates of Librarianship to applicants based on work experience or education level as set forth in statute and regulation. Certification is required of public library directors for participation in the State Aid to Public Libraries program.

Certification fees have been increased over the last two years to more closely align certification fees with the actual cost of administering the program. Fees for professional and subprofessional certificates are now \$24 and fees for replacement certificates are \$12.

Continuing Education and Training

Board staff members work in conjunction with the six Regional Library Systems and other library groups such as the Massachusetts Library Association, Massachusetts Library Trustees Association and Massachusetts Friends of Libraries to provide a wide range of continuing education and training programs for library trustees, staff and friends of library organizations. Programs related to library technology and fundraising are Board priorities. A series of workshops are held throughout the state every spring and fall relating to state aid and statistical data collection. Each year, Board workshops and training sessions are attended by hundreds of librarians, trustees and library friends.

Data Analysis

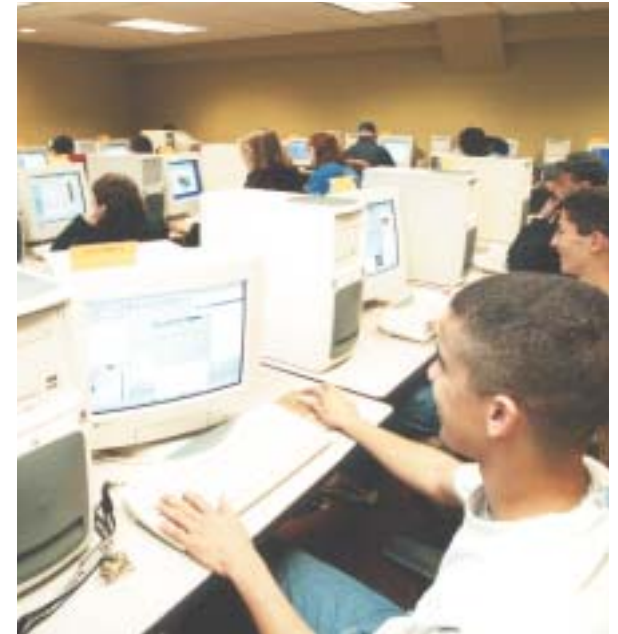
In June 2001, six Annual Report Information Survey Workshops were held throughout the state. The Head of State Aid and Data Coordination and the Planning and Research Specialist reviewed the Annual Report Information Survey and responded to questions and concerns about public library data collection. One hundred and seven people attended including library directors, staff, trustees and Board staff. In addition, one workshop was held for 40 libraries that are pretesting software for public library data collection via the Internet. The implementation of this software will take several years as the Board moves from paper surveys to electronic surveys.

Library Technology

In FY2001 the Board conducted 56 workshops throughout the Commonwealth on computer software and hardware reaching more than 1,000 librarians. These workshops, conducted by the Technology Training Specialist at the request of the Regional Library Systems, covered such topics as Microsoft Access, Word, Excel, PowerPoint, File Management and Troubleshooting Computers.

State Aid

In September 2000, six State Aid Workshops were held throughout the Commonwealth with the purpose of clarifying the FY2001 State Aid forms. The Head of State Aid and Data Coordination and the State Aid Specialist reviewed the State Aid forms, answered relevant questions and discussed current



developments in the State Aid Program. Sixty-one individuals attended including library directors, staff, trustees and Board staff.

Preservation

Preservation education focused primarily on disaster preparedness, although other preservation issues were addressed as well. Eight one-day workshops, "Leaky Pipes and Broken Windows: Disaster Preparedness and Recovery for Libraries and Archives," were presented by Board staff to a wide variety of participants. One of the workshops was presented at the Massachusetts Town Clerks' Association Annual Meeting. Thirty town clerks participated in this particular workshop. These workshops focused on the need to understand what one would face in the event of a disaster and on the development and implementation of a disaster preparedness plan for the institution. In addition, several workshops were offered dealing with basic archival issues and how institutions could begin to establish or enhance archival programs. Basic repair workshops are always popular and needed. These continued to be offered by Board staff.

Trustee Symposium

The Public Library Advisory Unit held the second Trustee Symposium on March 31, 2001, at the Inn at Northampton. More than 125 trustees from all over the Commonwealth came and participated in a seminar or symposium on topics especially geared for trustees in their ever demanding and changing role as library trustees. Speakers included attorneys from the Public Records Division of the Secretary of State's Office, and the Attorney General's Office, updating trustees on some of the legal issues that they need to be aware of as a trustee.

Library Services & Technology Act Federal Program

The federal government, under the Library Services and Technology Act (LSTA), annually appropriates funds to the Massachusetts Board of Library Commissioners to help implement the goals and objectives of the Massachusetts Long-Range Plan, 1998 - 2002. The Institute of Museum and Library Services (IMLS) is the federal agency that distributes and administers the LSTA funds to the Commonwealth. The priorities of the LSTA federal programs are to improve electronic linkages for libraries and to target services to persons having difficulty using libraries.

The Board's role in the LSTA program, as articulated in its Long-Range Plan, is to satisfy the requirements set forth in the federal grant program while meeting the needs of libraries in Massachusetts. To ensure that there is representative input from all types of libraries in Massachusetts, the LSTA program is reviewed by a State Advisory Council on Libraries (SACL). SACL is made up of 16 members, both library users and librarians, from public, academic, school and special libraries, as well as libraries serving the blind and physically handicapped (See Committees & Task Forces, page 52).

In FY2001 the Board made 107 LSTA grant awards, compared to 92 awards in FY2000. To best meet the goals identified in its Long-Range Plan, the Board announced 12 LSTA-funded competitive grant programs for libraries in FY2001. To apply for most grants under LSTA, libraries must have a long-range plan on file at the Board offices, be a member of a Regional Library System, and for public libraries, be eligible for the State Aid to Public Libraries program. In FY2001 the Board received 161 letters from libraries intending to apply.

This was a 15 percent increase over the number received in FY2000. Subsequently, 112 full applications were submitted and evaluated. The Board awarded 107 federal LSTA grants for a total of \$1,875,968. The projects, which began in the fall of 2000, are listed on pages 42-45.

Business and Career Resources Mini-Grant Program

As a follow up to the successful Business and Career Institute "Libraries Mean Business!" held at Babson College in June 2000, the Board offered a special mini-grant round for libraries that had



attended the institute. A total of 14 libraries received grants and implemented programs designed to promote the resources libraries use to serve the business community and to assist individuals who seek job and career information.

The Newton Public Library developed one of the more successful projects, where they decided to focus on a program that would respond to the need for information on jobs and careers. They provided hands-on classes in the library's Information Technology Training Center that highlighted career Web sites and print resources. The library purchased two new computers that were used for career exploration. In addition, the library added a Career Center Homepage as a link off the library's webpage that provided easy access for people searching for career information. A series of six-monthly programs on career exploration, how to negotiate the job search network, interviewing and mid career transitions was offered by a local community agency, Jewish Vocational Service Center, and Mt. Ida College.

By the end of the project year, at least 428 patrons had used the workstations and another 421 people attended programs. The project director did an outstanding job of working with community agencies to promote this project and provided opportunities for feedback on usefulness of topics and materials through self-administered questionnaires. The Information Technology Training Center is one of the busiest places in the library and has proved a valuable asset to many local residents who found themselves in need of resources to research new jobs as a result of the recent economic downturn.

FY2001 LSTA Grants

City/Town	Library	Program Name	Amount
Acton	Acton Memorial Library	Digitizing Historical Resources	\$17,014.00
Amherst	Jones Library Inc	Digitizing Historical Resources	\$12,500.00
Andover	MVLC Headquarteres	Network System Upgrade	\$430,688.00
Andover	Memorial Hall Library	Information Literacy	\$17,686.00
Andover	Memorial Hall Library	Preservation Survey	\$1,000.00
Arlington	Robbins Library	Preservation of Library and Archival Materials	\$7,000.00
Belchertown	Clapp Memorial Library	Early Childhood	\$10,000.00
Berlin	Berlin Public Library	Early Childhood	\$10,000.00
Boston	Cardinal Cushing Library	Business-Career Services	\$11,586.00
Boston	Medical Library	Serving People with Disabilities	\$20,000.00
Braintree	OCLN Headquarters	Network System Upgrade	\$400,071.00
Bridgewater	Library	Serving People with Disabilities	\$20,000.00

Programs & Services

City/Town	Library	Program Name	Amount
Bridgewater	Bridgewater Public Library	Early Childhood	\$10,000.00
Burlington	Burlington Public Library	Customer Service	\$7,500.00
Canton	Canton Public Library	Information Literacy	\$9,285.00
Chelmsford	Chelmsford Public Library	Early Childhood	\$10,000.00
Chicopee	Chicopee Public Library	Early Childhood	\$10,000.00
Chicopee	Chicopee Public Library	Customer Service	\$7,500.00
Concord	Concord Free Public Library	Serving People with Disabilities	\$20,000.00
Dudley	Pearle L. Crawford Mem. Library	Information Literacy	\$15,564.00
Easthampton	Emily Williston Memorial Library	Business-Career Services	\$20,000.00
Everett	Library	School Library Incentive	\$5,000.00
Everett	Parlin Memorial Library	Serving People with Disabilities	\$20,000.00
Fairhaven	Millicent Library	Preservation Survey	\$1,000.00
Fitchburg	Fitchburg Public Library	Serving People with Disabilities	\$20,000.00
Foxborough	Boyden Library	Business-Career Services	\$15,000.00
Franklin	Franklin Public Library	Business-Career Services	\$18,000.00
Franklin	Franklin Public Library	Preservation of Library and Archival Materials	\$17,252.00
Halifax	Holmes Public Library	Information Literacy	\$10,000.00
Hamilton	Hamilton-Wenham Public Library	Information Literacy	\$12,095.00
Hanson	Hanson Public Library	Information Literacy	\$10,000.00
Harvard	Harvard Public Library	Preservation of Library and Archival Materials	\$3,500.00
Hull	Hull Public Library	Preservation Survey	\$1,000.00
Ipswich	Ipswich Public Library	Customer Service	\$7,500.00
Kingston	Kingston Public Library	Information Literacy	\$20,000.00
Leicester	Leicester Public Library	Homework Center	\$10,000.00
Leominster	Leominster Public Library	Business-Career Services	\$11,000.00
Lowell	Lowell Public Library	Information Literacy	\$19,285.00
Malden	Malden Public Library	Information Literacy	\$19,976.00
Manchester-by-the-Sea	Manchester-by-the-Sea Library	Early Childhood	\$10,000.00
Manchester-by-the-Sea	Manchester-by-the-Sea Library	Homework Center	\$10,000.00
Manchester-by-the-Sea	Manchester-by-the-Sea Library	Customer Service	\$5,000.00
Mashpee	Mashpee Public Library	Connecting Cultures	\$8,000.00
Maynard	Maynard Public Library	Connecting Cultures	\$8,000.00
Monson	Monson Free Library	Business-Career Services	\$14,000.00
Monson	Monson Free Library	Homework Center	\$10,000.00
Monson	Monson Free Library	Connecting Cultures	\$8,000.00
Natick	Morse Institute Library	Customer Service	\$7,500.00
New Bedford	New Bedford Free Public Library	Information Literacy	\$20,000.00





City/Town	Library	Program Name	Amount
New Marlborough	New Marlborough Town Library	Early Childhood	\$10,000.00
Newburyport	Newburyport Public Library	Preservation of Library and Archival Materials	\$20,000.00
Newton	Newton Free Library	Business-Career Services	\$20,000.00
Newton	Brennan Library	Information Literacy	\$20,000.00
North Adams	North Adams Public Library	Information Literacy	\$10,500.00
North Adams	North Adams Public Library	Preservation of Library and Archival Materials	\$8,100.00
North Andover	McQuade Library	Information Literacy	\$20,000.00
Palmer	Palmer Public Library	Homework Center	\$10,000.00
Palmer	Library Media Center	School Library Incentive	\$5,000.00
Palmer	Palmer Public Library	Information Literacy	\$15,670.00
Peabody	Peabody Institute Library	Business-Career Services	\$20,000.00
Plainville	Plainville Public Library	Business-Career Services	\$20,000.00
Plymouth	Plymouth Public Library	Serving People with Disabilities	\$20,000.00
Quincy	Thomas Crane Public Library	Serving People with Disabilities	\$20,000.00
Quincy	Thomas Crane Public Library	Business-Career Services	\$20,000.00
Quincy	Thomas Crane Public Library	Digitizing Historical Resources	\$20,000.00
Reading	Reading Public Library	Business-Career Services	\$14,878.00
Rochester	Joseph H. Plumb Mem. Library	Preservation Survey	\$1,000.00
Salem	Salem Public Library	Preservation Survey	\$1,000.00
Shirley	Hazen Memorial Library	Business-Career Services	\$20,000.00
Shirley	Hazen Memorial Library	Serving People with Disabilities	\$20,000.00
Shrewsbury	Shrewsbury Public Library	Business-Career Services	\$16,000.00
Somerset	Somerset Public Library	Serving People with Disabilities	\$20,000.00
Somerville	Somerville Public Library	Preservation of Library and Archival Materials	\$11,460.00
Springfield	Springfield Library	Homework Center	\$10,000.00
Springfield	Springfield Library	Serving People with Disabilities	\$20,000.00
Sudbury	Goodnow Public Library	Digitizing Historical Resources	\$23,036.00
Sunderland	Graves Memorial Library	Customer Service	\$5,000.00
Townsend	Townsend Public Library	Preservation Survey	\$1,000.00
Truro	Truro Public Library	Homework Center	\$10,000.00
Walpole	Walpole Public Library	Business-Career Services	\$12,000.00
Waltham	Headquarters	Innovative Program	\$31,950.00
Ware	Young Men's Library Association	Homework Center	\$10,000.00
Wareham	Wareham Free Library	Preservation Survey	\$1,000.00
Watertown	Watertown Free Public Library	Customer Service	\$7,500.00
Wayland	Wayland Free Public Library	Customer Service	\$7,500.00

Programs & Services

City/Town	Library	Program Name	Amount
Wellesley	Wellesley Free Library	Early Childhood	\$10,000.00
West Boylston	Beaman Memorial Public Library	Early Childhood	\$10,000.00
West Boylston	Beaman Memorial Public Library	Preservation of Library and Archival Materials	5,467.00
Westborough	Westborough Public Library	Customer Service	\$7,500.00
Weston	Library	Information Literacy	\$10,123.00
Whitman	Library	School Library Incentive-Deferred 2002	\$5,000.00
Whitman	Library	Information Literacy	\$20,000.00
Wilbraham	Wilbraham Public Library	Preservation Survey	\$1,000.00
Wilbraham	Wilbraham Public Library	Customer Service	\$7,500.00
Williamsburg	Meekins Public Library	Serving People with Disabilities	\$20,000.00
Williamsburg	Meekins Public Library	Preservation of Library and Archival Materials	\$10,124.00
Winchester	Winchester Public Library	Customer Service	\$7,500.00
Worcester	Worcester Public Library	School Library Incentive	\$5,000.00
Worcester	Worcester Public Library	Connecting Cultures	\$8,000.00
Worcester	Worcester Public Library	Customer Service	\$7,500.00
Worcester	Worcester Public Library	Business-Career Services	\$19,400.00
Yarmouth	Yarmouth Town Libraries	Business-Career Services	\$20,000.00



Preservation & Emergency Assistance Program

The aim of the Preservation Program is to undertake activities that will assist library staff in extending the lives of library and archival materials throughout the Commonwealth. This year the emphasis was on the Environmental Monitoring Program, Emergency Assistance Program, Grants and Education.

The Environmental Monitoring Program continues to generate interest and results. Temperature and relative humidity (RH) digital recording dataloggers were installed in 30 public, academic and school libraries, archives, and a town clerk's office during this year. What has been particularly gratifying is the number of institutions that have already been able to use the reports and recommendations to implement changes in their current institution or incorporate the recommendations into their building renovation or construction plans. Because it is usually more difficult to control the relative humidity in these buildings, most of the improvements made so far have focused on reducing light and ultra-violet radiation levels, and lowering/making more constant the temperature settings within the buildings.

Fortunately, in the Emergency Assistance Program, little activity occurred. On several occasions, notifications were sent to libraries throughout the Commonwealth about impending weather concerns such as hurricanes, heavy rains or snowfalls. In one instance, the warning about heavy rains prompted one library to clean its gutters and remove all materials from their basement floor. And although they still sustained some flooding, no materials were affected.

The Board continued to make grant funds available for preservation through the Library Services and Technology Act. Eight libraries were funded to conduct preservation surveys to determine the current condition of their buildings and collections, as well as to receive recommendations for the amelioration of conditions to prolong the life of their collections. In addition, eight libraries received a Preservation of Library and Archival Materials grant to address the specific recommendations in the survey reports that apply specifically to the collections, and four grants were awarded for the Digitization of Historical Resources.

Finally, the Board staff visited a number of institutions to provide specific advice on preservation and archival issues. These visits provided an opportunity to not only address specific issues but to also examine the entire situation and make recommendations that would result in the betterment of their collections.

Library-Based Literacy

Public libraries have become increasingly involved in the coordination and delivery of literacy services by providing outreach programs to people with low-level reading skills and to those with limited English-speaking ability. Library-based literacy programs include developing adult new reader and curriculum collections, providing literacy support services for the community and offering one-on-one or small group instruction. The Board is part of a statewide consortium that works to promote family literacy programs that offer adult basic literacy education for the parent and basic skills education for the child. Board staff members provide consultation and technical assistance to public libraries in program development, selection of materials, proposal writing and identification of outside funding sources.

Currently, some 30 libraries across the Commonwealth provide basic literacy instruction, English as a Second or Other Language (ESOL), and GED preparation, utilizing trained volunteers or small group instruction. Since these programs are often voluntary in nature, their source of support often depends on fundraising or revenue sources outside the library. In a year characterized by cuts in state spending, programs that have been successful in receiving Massachusetts Department of Education funding are threatened with a loss of some funds. Literacy programs that have continued successfully year after year, have done so, because the service has become integrated into the fabric of the library such as in Quincy, Haverhill and Plymouth.

During FY2001 the Thomas Crane Public Library in Quincy completed its innovative project, Literacy Students on the Web, that provided basic skills instruction to adult new readers and introduced them to the Internet. This project was funded as an innovative project using Library Services and Technology Act (LSTA) funds. Part of the project included the development of an exciting new webpage that adult learners can find on the library's Web site. <http://ci.quincy.ma.us/tcpl/lvaquincy/files/tplinks.html>

This webpage offers tutors, volunteers, programs, software and links to other resources. This project is an example that can be used by other library-based programs as a starting point for training adults in learning how to search the Internet. The library developed an instruction manual for using a computer, Microsoft works and the Internet. This easy to use manual, written in plain English, takes the user through the steps of turning on a computer, logging on and basic searches. An unexpected result of this project was the distribution of the manual to other libraries for their Information Literacy classes that extended the value of the manual beyond its original audience.



Communications and Public Relations

The Board continues to increase public awareness of the value of libraries as community resources and the role that it serves as an advocate for libraries and improved library services to the residents of the Commonwealth. As part of its Communications and Public Relations Program, the Board in FY2001 hired a Director of Communications and Public Information to oversee this expanded role of the Board.

As part of its public awareness, the Board also kicked off a public awareness campaign in June that included three television and radio public service announcements. In publicizing this campaign, two kick off events were held in Newton and Springfield, as well as setting up a special section about the campaign on the Board's Web site.

Another area of change, was the redesign and expansion of the mailing list of the Board's bimonthly newsletter, *MBLC Notes*. Previously geared primarily to public library directors, *MBLC Notes* now contains news and information of interest to all different types of libraries to increase awareness on the part of librarians, trustees, friends of libraries, government officials, as well as the general public, to the ongoing programs, grants and work of the Board.

Increased attention in working with the media was also a focus during FY2001, with more news releases to both the daily and weekly newspapers throughout the Commonwealth, as well as several *Letters to the Editor* by the Chairman of the Board.

Financial Statement for State Fiscal Year 2001

July 1, 2000 to June 30, 2001

State appropriations for Board administration	\$ 1,229,472
State aid for Regional Library Systems and Library of Last Recourse	16,930,454
State aid to public libraries	9,949,804
Talking Book Library (Worcester Public Library)	342,550
Talking Book Library (Perkins School for the Blind)	1,750,000
Library telecommunications and resource sharing	4,420,235
State funds total	\$33,047,515
Library construction (Bond)	6,671,827
Library construction (1998)	1,463,604
McKim Library restoration (1999, supplemental)	7,500,000
Library construction (1999, supplemental)	3,371,193
Network technology (1999, supplemental)	444,756
Capital funds total	\$19,451,380
Federal funds allotment for LSTA	3,027,809
Federal funds total	\$3,027,809



Board Staff

Management Team

Keith Michael Fiels
Dianne L. Carty
Barbara Glazerman
Maureen J. Killoran
Robert C. Maier

Director
Head, State Aid & Data Coordination
Head, Operations & Budget
Head, Public Library Advisory & Government Liaison
Deputy Director & Head, Library Development

Professional Staff

Deshala Dixon *to 8/01*
Brian Donoghue
Ann Downey
David L. Gray
Marlene S. Heroux
Patience K. Jackson
Louise A. Kanus
Christopher Kennedy
Paul J. Kissman
Anne M. Larsen
Mary A. Litterst
Anne Meringolo *from 10/01*
William Morton
Shelley Quezada
Angela Reddin *to 8/01*
Pat Stornaiuolo *to 2/01*
Richard Taplin
Gregor Trinkaus-Randall
Viju Vaidya *from 3/01*
Beth Wade *from 11/01*
Elizabeth Marcus Wolfe *to 11/01*

State Aid Specialist
Reference and Research Librarian
EDP Systems Analyst
Director, Communications & Public Information
Reference Information Systems Specialist
Library Building Consultant
Continuing Education Specialist/Publications
Contracts Specialist
Library Information Systems Specialist
Associate Library Building Consultant
Planning and Research Specialist
State Aid Specialist
Assistant to the Director
Consultant to the Underserved
Grants Manager
Supervisor, Accounting & Payroll
Technology Training Specialist
Preservation Specialist
Supervisor, Accounting & Payroll
Grants Manager
Public Library/Trustee Liaison

Support Staff

Myles Brown

Amy Clayton

Terry D'Angelo

Rachel Devin

Holly LaBrode *to 5/01*

Ann Mary Meile *to 12/01*

Marjorie Hamel

Uechi Ng *from 7/01*

Sudhi Sreedharan *to 7/01*

Monica Vega

Sean Walley *from 8/01*

Sharon Zitser

Supervisor, Delivery and Copy Service

Receptionist

Administrative Assistant, Business Office

Administrative Assistant, Library Development

Administrative Assistant, State Aid

Administrative Assistant, Library Development

Administrative Assistant, Business Office

Administrative Assistant, State Aid

Print & Operations Specialist–DTP

Administrative Assistant, Business Office

Print & Operations Specialist – DTP

Administrative Assistant, Public Library Advisory Unit



Committees & Task Forces

Representatives of all types of libraries and user groups serve on various standing committees, ad hoc committees and task forces established by the Board of Library Commissioners. They provide insight and assistance with matters concerning the improvement of library services in the Commonwealth. Their efforts deserve recognition and appreciation.

State Advisory Council on Libraries

Madeline Amorosi, 1997-2003	Public Libraries	Allston Branch, Boston Public Library
Peter Blatchford, 2000-2003	Users	Carver
Mary Braney, 2000-2003	School Libraries	Knox Trail Reg. Jr. High, Spencer
David H. Carlson, 1997-2001	Academic Libraries	Bridgewater State College
Joseph Dionne, 2000-2003	Public Libraries	Haverhill Public Library
Kathryn Erat, 2000-2003	Users	Cambridge
Sema M. Faigen, 1995-2001	Users	Wayland
James Izatt, 1996-2002	Libraries – handicapped	Talking Book Library, Worcester
Leslie R. Jacobs, 1996-2002	Special Libraries	Outsell, Inc., Wakefield
Marie Kascus, 2000-2003	Academic Libraries	Newbury College, Brookline
Mary N. Kronholm, 1998-2004	Users	Blandford
Shirley Raynard, 1998-2004	Users	Middleton
James E. Sutton, 1999-2002	Public Libraries	Memorial Hall Library, Andover
Mary Mills Swerling, 1997-2002	School Libraries	Mason-Rice Elementary, Newton
Elizabeth Wade, 1998-2001	Public Libraries	Hazen Memorial Library, Shirley

Preservation Advisory Committee

Lorna Condon, 2001-2003	Society for the Preservation of New England Antiquities, Boston
Mark Contois, 2000-2003	Palmer Public Library
Gerald Davis, 1999-2002	Springfield College
Ellen Dolan, 1999-2002	Beaman Memorial Library, West Boylston
Dr. Kristen P. Farmelant, 2001-2004	Bay State Historical League, Waltham
Bessie Hahn, 2001-2004	Brandeis University, Waltham
Hilding Hedberg, 2000-2003	Richards Memorial Library, North Attleboro
James Hogan, 2000-2003	College of the Holy Cross, Worcester
Joan Krizack, 1998-2001	Northeastern University, Boston
Theresa Rini Percy, 2000-2003	Monson Free Library & Reading Room Association
Paige Roberts, 2001-2004	Beverly Historical Society
Ann Russell, 1999-2002	Northeast Document Conservation Center, Andover
Kenneth Turino, 2000-2001	Lynn Historical Society
Stuart Walker, 2000-2003	Boston Public Library
John Warner, 1999-2002	Massachusetts Archives, Boston
Nanci Young, 2001-2005	Smith College, Amherst

Reference Advisory Committee Members

Barbara Andrews	Metrowest Massachusetts Regional Library System
Susan Babb	Northeast Massachusetts Regional Library System
Sally Beecher	Boston Public Library
Linda Beeler	Thomas Crane Public Library, Quincy
Kerry Cronin	Boston Massachusetts Regional Library System
Margaret Cardello	Central Massachusetts Regional Library System
John Clark	Springfield City Library
Karen Demers	Wilbraham Public Library
Katherine Dibble	Boston Public Library
Mary Durda	Wellesley Free Public Library
Jill Erickson	Falmouth Public Library
Kathy French	Fitchburg Public Library
Susan Godlewski	Boston Public Library



Martine Hargreaves
Marlene Heroux
Chris Kardokas
Dorothy Keller
Mary King
Jeffrey Klapes
Mary O'Connell
Eleanor Sathan
Cynthia Svoboda
Christine Turner
Paula Wallace
Marnie Warner
Julia Whelan

New Bedford Public Library
Massachusetts Board of Library Commissioners
Worcester Free Public Library
Boston Public Library
Western Massachusetts Regional Library System
Lucius Beebe Memorial Library, Wakefield
Bridgewater Public Library
Memorial Hall Library, Andover
Bridgewater State College Library
W.E.B. DuBois Library, UMass-Amherst
Southeastern Massachusetts Regional Library System
Massachusetts Trial Court Law Libraries, Boston
Treadwell Library, Massachusetts General Hospital, Boston

Board Publications

Annual Report* The 112th Annual Report of the Massachusetts Board of Library Commissioners. *April 2002.*

Architects Who Have Served Massachusetts Libraries: Grant Application Rounds 1995-2000 A summary of library construction projects and the architects who worked on them. Provides size, cost, population and status for each project as of August 2000. *September 2000.*

Board Brochure* A concise description of the goals, programs and services of the Massachusetts Board of Library Commissioners. *December 2001.*

Directory of Massachusetts Public Libraries* Listing of all Massachusetts public libraries, their directors and hours. *November 2001.*

Emergency Assistance Program Brochure* A concise description of the components of the program, important contacts and telephone numbers. *Revised 2000.*

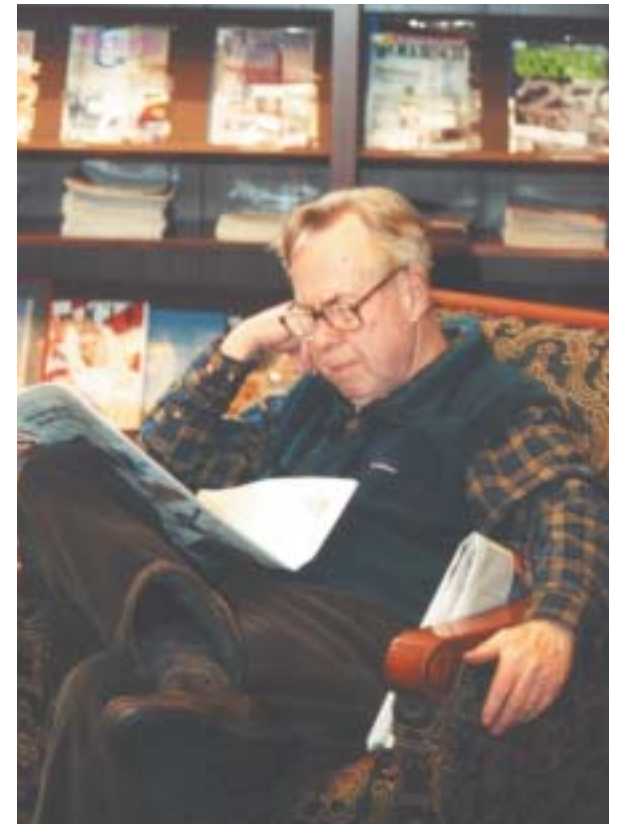
Fact Sheets* A collection of fact sheets describing current agency programs, their purposes, funding source and authorization for each. *Updated annually.*

The FY2000 Municipal Pie . . . What's Your Share?* Report prepared by the State Aid and Data Coordination Unit using Department of Revenue data and showing the amount each city and town spends on public library service as compared to total municipal expenditures. *February 2002.*

Grants Management Manual: Managing Your LSTA Grant, or How Did I Get Myself Into This? Practical manual for grant recipients on managing project details and reporting requirements, FY2000.

Library Services and Technology Act (LSTA) Massachusetts Long-Range Plan, 1982-2002* Five-year plan for administering the Library Services and Technology Act (LSTA) federal program in the Commonwealth. *August 1997.*

Massachusetts Academic Library Data: Fall 2000 - Selected Statistics* Contains selected statistics reported by Massachusetts academic libraries on the 2000 Academic Library Survey from the National Center for Education Statistics (NCES). *July 2001.*



Massachusetts Public Library Data: Circulation and Holdings Report, FY2001* Report on the circulation and holdings of public libraries in Massachusetts. *December 2001.*

Massachusetts Public Library Data: Education & Staffing Report FY2001* Educational level and staffing information as submitted by libraries in Massachusetts. *December 2001.*

Massachusetts Public Library Data: Featured Report - Children's Services FY2000 Data collected from public libraries in Massachusetts on the Annual Report Information Survey (ARIS). *May 2001.*

Massachusetts Public Library Data: Featured Report – Electronic Services FY2000 Data Data collected from public libraries on the Annual Report Information Survey (ARIS). *May 2001.*

Massachusetts Public Library Data: Featured Report – Public Library Outlets FY2000 Data Data collected from public libraries on the Annual Report Information Survey (ARIS). *May 2001.*

Massachusetts Public Library Data: Financial Statistics Report, FY2001* Report on public library income and expenditure data. *February 2002.*

Massachusetts Public Library Data: FY2001 Rankings Report* Each municipality's rank, based on its libraries' per capita values for certain income, expenditure and services data. *March 2002.*

Massachusetts Public Library Data: FY2001 Summary Tables and Graphs* Summary of financial, personnel and public library use data based on the detailed statistical reports published by the State Aid and Data Coordination Unit. *April 2002.*

Massachusetts Public Library Data: Salaries Report, FY2001* Salary information as submitted by libraries in Massachusetts. *December 2001.*

Massachusetts Public Library Data: Services Report, FY2001* Report on the hours and services of public libraries in Massachusetts. *December 2001.*

Massachusetts Public Library Trustees Handbook A comprehensive guide for public library trustees prepared by the Public Library Advisory Unit. *October 2000.*

Massachusetts School Library Media Center Report: School Year 2001 Data* Report of the holdings, staffing, and expenditures, from the 1999 survey to school media centers. *April 2002.*

Massachusetts Special Collections Directory* A listing by town and institution of special collection holdings in Massachusetts repositories; includes 654 institutions, and is indexed by institution, personal and corporate names, collection description and subject. *December 1999.*

Massachusetts Special Library Statistics Report: FY2001 Data* Report on the circulation, holdings and services from the 2001 survey. *November 2001.*

MBLC Notes* Bi-monthly newsletter reviewing actions taken at meetings of the Massachusetts Board of Library Commissioners, announcements and articles of interest to the Massachusetts library community.

Preserved to Serve: The Massachusetts Preservation Agenda The statewide preservation document produced by the Task Force on Preservation and Access. *February 1992.*

Preservation Program Brochure* A concise description of the agency's role in the development and implementation of a statewide preservation program for libraries and archives. *Revised 2000.*

Public Library Emergency Checklist* A list of steps to follow in the event of an emergency affecting the building and/or its collections; includes contacts and telephone numbers. *Revised 2000.*

Public Library Facts Newsletter Newsletter of public library information and data published every other month.

Summary of Findings: Survey of Internet Access in Massachusetts Public Libraries* A report based on June 2000 Survey of Massachusetts Public Library Internet Access with a comparison of a national study. *August 2000.*

Your Library Construction Project: A Checklist for Success* A brief outline of steps involved in planning and implementing a library building project. *February 2000.*

Your Library Construction Project: Some Print Resources at the MBLC Library* A subject bibliography of books related to library construction and renovation. *July 2000.*

White Paper on Massachusetts Statewide and Regional Library System Reference Services (online only) *December 2001.*

* Also found on the MLIN Web site: www.mlin.lib.ma.us or www.mlin.org





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