

STATE LIBRARY OF MASSACHUSETTS

ANNUAL REPORT

FOR

FISCAL YEAR 1991

JULY 1990 - JUNE 1991

Annual Report of the Board of Trustees

To the Governor and to the Honorable Senate and House of Representatives in
General Court assembled:

The Trustees of the State Library make this their eighty-first annual report for the
fiscal year ending June 30, 1991, under provisions of Chapter 5, Section 37, of the
General Laws (Tercentenary Edition).

Trustees of the State Library
July 1, 1990-June 30, 1991

By Virtue of State Office Held:

William M. Bulger

President of the Senate

Designee: Patrick Horne

George Keverian;

Charles F. Flaherty (as of 1/2/91)

Speaker of the House of
Representatives

Designee: Representative Marie J. Parente

Michael Joseph Connolly

The State Secretary

Designee: Dr. Albert H. Whitaker, Jr.

Appointed by the Governor:

Date of Appointment

Frances Burke

January 14, 1982

87 Ardale Street, Roslindale, MA 02131

E. William Johnson

November 30, 1981

John F. Kennedy Library, Boston, MA 02125

Eleanor Adams Gustafson

December 7, 1990

30 Brook Street, Shrewsbury, MA 01545

Andrea Gordon

June 1, 1991

163 Gun Hill Street, Milton, MA 02186

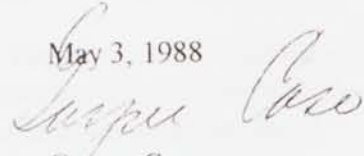
Robert H. McClain, Jr.

May 3, 1988

9 Walnut Street, Boston, MA 02108

E. William Johnson

Chairperson


Gasper Caso
State Librarian

ANNUAL REPORT OF THE STATE LIBRARIAN

July 1, 1990 - June 30, 1991

This has been a most difficult year for the State Library and its staff. The Library's budget, reduced by 14% from its fiscal year 1990 appropriation, was further reduced during this year to a final low of \$739,686. This brings the reduction to 31% over the past two years. The impact on the staff, services and collection of the Library has been horrendous. In the past two and a half years the Library has lost seven staff members through attrition; none has been able to be replaced, bringing the number of full-time employees to 19, the same staff level that the Library had in 1919. The part-time workforce in the Library, consisting mostly of student pages and interns, has had to be eliminated. However, the work done by these people continues and has been assumed by members of the full-time staff. All maintenance contracts for equipment in the Library have had to be cancelled. A furlough program for full-time employees earning more than \$20,000 was ordered by the Office for Administration and Finance and implemented on April 15, 1991, causing further difficulties for the Library staff.

As a result of these losses of money and staff, it was with great reluctance that the hours of public service of the Library had to be reduced. Starting on April 23, 1991, the Library is now open to the public from 11 a.m. to 5 p.m.; the hours between 9 a.m. and 11 a.m. are used by the staff for cataloging and other duties without which the Library cannot continue to function. This reduction in hours does not of course resolve the Library's continuing lack of staff. Major backlogs in cataloging remain, with those materials being inaccessible for use. Most staff members have taken on extra duties to help during this crisis; virtually all staff have willingly assumed tasks that are below and/or above their job descriptions. The fortitude of the staff during this trying time has been remarkable.

The Library's collection also has been seriously affected by the lack of money to purchase materials. A 60% reduction in the book account has led to an impossible situation. As the Library's revenues have declined, costs of books and serials have continued to rise; in 1988 the Library purchased 950 book titles; in 1991 this was reduced to 133 titles. Journal subscriptions have been reduced by 243 titles and all updates for law treatises have been cancelled. Unfortunately, rising subscription prices for journals have all but absorbed any savings resulting from cancellation of titles. In a less obvious way, the lack of revenue has also damaged the collection by leading to increased backlogs of state documents awaiting cataloging and to a backlog of material waiting to be shelved. Loss of the Library's student pages, who have always been responsible for paging and shelving, has led to increasingly disorderly library stacks.

During this year, several staff changes occurred. James Barrett, a Librarian I in the Cataloging Department, resigned to accept a position at the library of the Charles Stark Draper Laboratory in Cambridge. In March 1991 Christina Bellinger, Head Cataloger, resigned to accept a position in the library at the University of New Hampshire. Marc Widershien, assigned to the Technical Services Department, accepted a voluntary lay-off in April 1991. Due to budget difficulties, none of these staff members could be replaced. Since these resignations placed a particularly heavy burden on the Cataloging Department, Patricia Hewitt transferred in June 1991 from

the Reference Department to the position of Librarian I, Cataloger. In another staff change, Mary Micarelli of the Special Collections Department was upgraded from a Library Assistant to a Library Technician in recognition of her work in that department.

Changes occurred also in the Library's Board of Trustees. Eleanor Gustafson, recently retired as head of the Margaret Clapp Library at Wellesley College, was sworn in on December 7, 1990 for the remainder of a term which expired on June 1, 1991. At that time Andrea Gordon, librarian at the Thayer Academy in Braintree, was appointed to the Board. Robert McClain, Jr. was re-appointed to serve the term left vacant upon the death in June 1990 of I. Albert Matkov. This has been a trying time for the Board as well, with hard decisions having to be made about the Library's hours of operation and other policy matters. Their advice and support have been particularly valuable during this most difficult year.

Despite the Library's budget woes, work continued in the area of collection development. In October, 1990, two experienced librarians began to work in the Dewey 300's (social science), doing a book-by-book analysis of this part of the collection. This is one of the largest parts of the Library's holdings and it is hoped that analysis and de-selection here will give the Library a collection more appropriate to its research mission and also some much-needed room for collection growth. Two de-selection projects begun in the past year were finished this year, with the collections of appellate court decisions from other states and parts of the bound periodical collection sent to other libraries within the Boston Library Consortium. The State Library received microfilm copies of several important Boston newspapers from the Boston Public Library in exchange for some of the bound periodicals and newspapers transferred earlier to Boston Public. As 1990 marked the end of the current legislative session, letters were sent to all legislators leaving office, asking them to donate their materials to the Library. Several such collections were received by the Library. Also received were the files and working materials of the Legislative Research Bureau upon its closing in 1991.

Upon completion of Stage 1 of the renovations this year, a contract was issued by the Division of Capital Planning and Operations to clean the main library stacks, including vacuuming the books and cleaning the shelves and floors. Although the main part of the construction was finished, problems with water continued to plague the Library, especially in the areas where periodicals and Massachusetts state documents are housed. Again, the Disaster Prevention Team was able to move materials and stabilize areas to avoid serious damage to the collection, but many tense moments ensued during the year.

At the start of the new legislative year in 1991, the Library director and staff participated in the orientation sessions for new legislators, providing an introduction to the services and collections of the Library. Many tours were also conducted for new legislative staff members. The Library continued its discussions with the Pilgrim Society about the possible loan of the Bradford manuscript to the Society. Four items from the Library's collection were loaned to the Bostonian Society for inclusion in an exhibit at the Old State House entitled, "From Colony to Commonwealth." A grant was submitted to the Ford Foundation's program, "Innovations in State Government,"

seeking funds to increase access to state publications by mounting an on-line catalog of State Library holdings in one of the other consortium libraries. Unfortunately, this grant request was not funded.

The Library was especially honored to have its recipient of the Pride in Performance Award also receive the Commonwealth's Manuel Carballo Governor's Award for Excellence in Public Service. Tseng-wen Shen, Cataloger, was given this honor, awarded to only ten state employees each year, in recognition of her work during this difficult time. She has been the mainstay of the Cataloging Department and has exhibited exemplary leadership in reorganizing workflow, training employees, prioritizing cataloging functions and in overall library management. As the award nomination states, "Her initiative, unending patience, unfailing courtesy, and determination to do anything to expand the usefulness of the library have earned her everyone's respect. Her technical expertise and sincere dedication distinguish her as the consummate professional ..." Ms. Shen was honored for her contributions to the Library at a ceremony on October 10, 1991.

As this fiscal year ends, the state continues to experience great financial difficulties, making it apparent that another hard year is ahead for the Library. The Library's staff deserves a great deal of credit for their efforts to maintain the services and collections of the Library in the face of declining revenues. An awareness of the long history of the Library, its rich collections, and its tradition of service to its users has helped to maintain equilibrium during this most trying year.

Special Collections

The Special Collections Department saw a 9% increase in its users and an 8.6% increase in the number of materials used during this fiscal year. While this was indeed good news, it also put a strain on the Department's two person staff. The Library's budget problems continued to have an impact on this department as well as on all other departments in the Library. The public service hours of the department had already been reduced in the previous year; they were changed during this year to reflect the reduction in hours in the other areas of the Library. Discussions within the Library during the year about ways to save money sometimes focussed on additional reduction of the hours of Special Collections, causing staff morale to sink each time the subject was raised. It has been a very trying year.

Amid the difficulties however the work of the Department continued. Several significant collections were received during the year. Additional materials from the Gender Bias Study Committee of the Supreme Judicial Court were given to the Department to complete the collection which had been received last year. The files of the Legislative Research Bureau, amounting to some 40 file cabinets, were transferred to the Library when that office was closed during the year. A group of materials concerning Massachusetts politics, especially political corruption in the state, was given to the Library by political columnist Loring Swaim. Many lists of residents of various Massachusetts communities were transferred to the Library from the Elections Division of the Office of the Secretary of State. Several large framed photo collages of various legislative committees were found on the fifth floor of the State House during the renovations and were given to the Special Collections Department. Over 100 maps of various Massachusetts communities were given to the Library by the Free Library of Philadelphia and a selection of federal maps for Massachusetts was received from the Fort Lewis College Library in Durango, Colorado.

As the 1990 legislative session ended, legislators who were leaving office were asked to deposit their papers and working files with the Library. Several significant collections were received, including those of Representatives Patricia Fiero, Robert Ambler and Lawrence Alexander, and Senators Richard Kraus and Salvatore Albano. Many of these collections contain large amounts of material and the Special Collections staff will be working throughout the next few months to sort, arrange and process these items. As the fiscal year ended, the Department learned that it would be receiving the papers of Senator John Olver, who has been elected to the United States Congress.

Finding aids were written and collections processed during the year for the papers of Senators John Parker and Carol Amick and for those of Representative Marie Howe. The collection of materials of the Massachusetts Special Commission on the Development of Boston Harbor was also finished during the year. A collection of some 80 Massachusetts atlases, received both from the Metropolitan District Commission and the State Archives, was evaluated and added to the existing atlas collection; many were duplicates but those which were new to the collection were cataloged for inclusion. The Library's collection of atlases from other countries, primarily English late-19th century, was also evaluated and those thought appropriate for the collection were cataloged and added during the year.

In an effort to replace local history titles which had been found to be missing in an inventory done a few years ago, various public libraries were contacted to see if these volumes could be acquired by the Library. Results were good, with many libraries either sending a copy of the item or loaning a copy from which a photocopy replacement could be made. An inventory of the Dewey 000's through 200's in the Vault was completed during the year, with most materials being accounted for. Staff shortages will unfortunately make it impossible to continue this inventory at the moment.

As part of the Department's continuing preservation effort, a project was begun to humidify and flatten a collection of 19th century wall maps which have been stored rolled up for many years. Most of these maps are very large and brittle so their preservation presents a real challenge. In addition to these maps, a total of 389 items received some sort of conservation treatment during the year. The Massachusetts legislative documents published before 1900 were moved to Special Collections during the year; it is hoped that removing them from open access will help to preserve them. Special Collections staff will also handle the photocopying of these materials in another effort to protect them from further damage.

As the staff at the Library continued to decrease throughout the year, it became necessary for the Special Collections staff to work in other departments within the Library. At the resignation of the Head Cataloger, the Special Collections Librarian assumed responsibility for proofreading all of the workforms for items being cataloged each week. She also began to file the subject cards into the card catalog and shared responsibility with the Head of Reference Services for revising all card filing in the catalog. The Library Technician in Special Collections began to input all of the Special Collections materials cataloged and also worked several shifts at the Control Desk as needed. Throughout this time, the staff of the Cataloging Department continued to be very helpful in overseeing the cataloging effort in Special Collections and in sharing their knowledge and expertise. This is much appreciated as it allowed the Department to continue to work to provide access to unique items within the collection. Among the materials cataloged this year were a large group of photo collages of Massachusetts legislative committees from the 1920's and 1930's and many maps of various Massachusetts communities.

As this difficult year ends, the Department continues to try to maintain its standard of service to its users, pursue new collections for the Library, and catalog items in the collection for which there has not been previous access. The growth in both users and materials used points to the importance of this effort.

Technical Services

This has been a year of crisis for the Technical Services Department, which has been particularly hard hit by staff resignations and the lack of funds to replace those who have resigned. Over the past three years, eight of thirteen Technical Services positions have been lost; these include the head of Technical Services, the head cataloger, one staff cataloger, two library technicians, two library assistants, and one full-time clerical person. With this greatly reduced staff, the department is still responsible for acquisition, processing and cataloging of all materials entering the Library in a wide variety of formats. In addition, members of the department also staff the periodical reference desk. Loss of staff has also led to an increase in the amount of routine clerical work which must be shared by all staff members.

With the loss of the head cataloger on March 1, steps were taken to try to minimize the effect of her departure and to re-assign various duties to those staff members who remain. A Librarian I cataloger will now take over much of the supervision of cataloging as well as continuing with the cataloging of Massachusetts official publications. She will also act as the liaison to NELINET and will resolve problems with OCLC and install new software. A Library Technician who is attending the Simmons College Graduate School of Library and Information Science will do much of the serials cataloging and processing in addition to her existing duties. All members of the Department will share increasing numbers of shifts at the Periodical Desk. In addition, the heads of the Reference and Special Collections departments will lend a hand with proofreading records and filing into and revising the card catalog filing.

During the year OCLC, the Library's bibliographic utility, introduced a new telecommunications network and new software to access and work with the system. Called the PRISM service, this software provides significant improvement in daily workflow, with improved access to records in the OCLC database and more effective processing of those records. Improvements in editing capabilities and changes in authority record display are additional benefits. The members of the Cataloging Department spent time during this year installing the new software, learning to use it and instructing others in the Library in its use. One of the difficulties now facing the department is the lack of anyone with the diverse computer experience necessary for planning for new applications, installing new programs or trouble-shooting equipment currently in use. Planning for a library local area network and conversion to an on-line catalog must be deferred not only due to lack of funds but also because existing staff has neither the time nor the technical expertise to carry these projects forward.

During the year the entire serials check-in file has been weeded of titles no longer relevant to the collection. Many other titles had their retention period reduced to help relieve crowding in the stacks. A large withdrawal project of other states' appellate court decisions was completed previously; these records too needed to be dealt with. These projects are of great value to the Library's collection but initially have created a great deal of paperwork for both the cataloging and serials departments. Due to budget cuts, many periodical and newspaper titles have been cut from the collection; their records too must be dealt with by the Technical Services staff. In an effort to reduce work at the State Library, the exchange program with other states was

evaluated this year and it was decided that legislative journals will no longer be sent to or received from other libraries. Letters have been sent to see which libraries want to continue the exchange in any form.

With the reduction in hours of public service which began in April, a small amount of relief was given to the staff, freeing them from some shifts at the Periodical Desk. A decision has been reached to reduce the amount and kind of reference assistance provided by telephone; callers are now being asked to come directly to the Library if possible or to submit their request in writing. A reduction in the number of people served at the Periodical Desk has been seen this year, with 23% fewer people served and 11% fewer phone calls received.

Among the positive occurrences during the year was the presentation of the Carballo award to cataloger Tseng-Wen Shen in recognition of her service to the Library, especially during this difficult time. Also as the fiscal year ends, Patricia Hewitt has transferred from the Reference Department to assume the position of Librarian I, Cataloger in the Technical Services Department. This added position will allow all members of the Department more time for their job duties and will help to reduce some of the backlog of materials which has grown during this year.

Statistical Report

Use Statistics

Number of information/reference requests/all departments	36,579
Number of materials used	15,339
Number of materials circulated	3,076
Number of database searches	121

Interlibrary loan

Materials loaned by State Library	301
Photocopied pages supplied by State Library	3,162
Materials borrowed by State Library	272

Technical Services/Cataloging

Number of items cataloged	1,114
Number of serial titles purchased	940
Number of serial titles received but not purchased	1,725
Total number of serial titles received	2,665

Library Collections

Volumes added during year	13,274
Volumes withdrawn during year	8,000
Total of increase to collection	5,274
Number of monographs purchased	467
Number of federal documents received	15,747
Number of state documents received	1,715

Conservation of Library Materials

Number of items receiving in-house treatment	389
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Total number of materials in Library as of June 30, 1991 (All formats)	1,212,044
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