

STATE LIBRARY OF MASSACHUSETTS

ANNUAL REPORT

FOR

FISCAL YEAR 2002

JULY 2001 – JUNE 2002

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 ninety-second annual report for the fiscal year ending June 30, 2002, under provisions of Chapter 6, Section 37, of the General Laws.

Trustees of the State Library
July 1, 2001-June 30, 2002

By Virtue of State Office Held:

Robert E. Travaglini
President of the Senate
Designee: Robert Cawley

Thomas M. Finneran
Speaker of the House of Representatives
Designee: Representative Marie J. Parente

William Francis Galvin
Secretary of the Commonwealth

Appointed by the Governor:

Date of Appointment

Frances Burke
2 Hubbard Street, Canton MA 02021

January 14, 1982
(expired May 13, 2002)

Robert D. Hall, Jr.
51 Ware Road, Needham MA 02492

May 13, 2002

Sally M. Hoyt
221 West Street, Reading MA 01867

April 8, 1998

Hugh Williams, Jr.
61 Wright Street, Stoneham MA 02180

March 11, 1998

S. Andrew Efstathiou
3 Red Tail Run, Canton MA 02021

June 7, 2000

ANNUAL REPORT OF THE STATE LIBRARIAN

July 1, 2001-June 30, 2002

FY2002 was a year of transition. The staff at the state Library was approximately 30% lower than in FY2001, and the materials budget was approximately 16% lower.

Yet the staff was able to keep the Library functioning with little drop off in service. Some modifications were necessary. The Library halved the hours that Special Collections was open to the public and put on hold most projects to increase its usefulness. Yet, the Library continued to function.

Here are some specifics:

FY2001 Budget	\$1,331,658
FY2002 Budget	\$1,209,436
Change	9.2%
FY2001 Materials Budget	\$ 303,874
FY2002 Materials Budget	\$ 252,736
Change	16.8%
Staff June 2001	21.0 FTEs
Staff June 2002	14.8 FTEs
Change	29.5%

The fact that the collapse in revenue, which began in the fall of 2001, was unanticipated at the beginning of the fiscal year made the problem worse. The fact that the FY2002 budget was not passed until early December ameliorated the problem somewhat – but not fully. Unfortunately, the budget, although made with lower revenue estimates in mind, did not go low enough. The Governor was forced to make further reductions in mid-year.

The Library began the year with a staff of 21.0 FTEs. By the time a hiring freeze went into effect in October, three staff members had left, and the Library had replaced only one of them. In addition, a staff member who was on pregnancy leave came back but only at four days a week. During the rest of FY2002, four more staff members left. This meant that the Library ended the fiscal year down 6.2 FTEs for a total of 14.8.

The reduction in staff caused many difficulties, but it had some positive results. Without it, the Trustees and the Administration would have had to either lay off staff or decimate the materials budget. Even so, the materials budget sank 16.8%.

The Library, therefore, made a substantial reduction in its material expenditures during the course of the year. No longer does the Library receive the statutes of 36 of the 50 states in paper. Users can now access them through the online service Loislaw. The

Book Ordering Committee also developed a list of little-used but expensive materials that the Library eliminated.

The addition of Loislaw had an added benefit: it is available to state employees in their offices through the web site of the Library. With the dispersal of state offices from the area around the State House, this has become more important. The Library also added remote access to the Index to Legal Periodicals during the year. In FY2001, the Library had begun this program by making available online the full-text of the archives of the following newspapers: the Globe, the Herald, the Telegram, the Patriot-Ledger, the New York Times, and the Wall Street Journal. (See the FY2001 Annual Report for more information.)

The smaller staff meant more difficulty staffing public desks, especially in Special Collections. At the beginning of the year, the Special Collections Department was scheduled to have two regular employees – The Chief of Special Collections and an entry-level Librarian (A/B) – and, on contract, a three-day-a-week Preservation Assistant. One of the unfilled positions in the Library was the Librarian (A/B). Eventually, it became obvious that the reduced staff could not keep the area open eight hours a day, five days a week. Thus, in November 2001, the Special Collections Department reduced its hours to 9 a.m. to 1 p.m. daily.

Even to keep up these reduced hours required help from the rest of the staff. Fortunately, the staff itself had come up with the solution as part of the Managing for Results Initiative (MRI). The Executive Office of Administration and Finance instituted this program for all state agencies. Staff members met to discuss ways to make their agencies run more efficiently and effectively.

One of the recommendations of the Library staff was to begin cross-training. This widens the knowledge base of staff members by exposing them to the way different departments within the Library work. It also trains them to be backups for the various public desks.

Thus, three members of the Reference Department and one from the Systems Department trained to work in Special Collections. This allowed Special Collections to remain open when the head of the department had time off.

Other cross-training has added flexibility to the scheduling of the Periodicals, Circulation, and Reference Desks.

Another MRI suggestion was to increase the public relations efforts of the Library. Even with the reduced staff, the Library has been able to achieve this.

Among the highlights of FY2002 was an Open House on December 4, 2001, to celebrate the 175th Anniversary of the Library. Members of the executive and legislative branches examined treasures from the Library vault and partook of refreshments.

The Library continued its participation in OSD's STAR event. STAR is an opportunity for agencies to meet vendors. Since, in a sense, the State Library is a vendor to other state agencies (although one whose services do not directly cost anything), this was the third year in a row that the Library had a booth. This allowed Library staff to meet other state workers and to tell them the services that are available. Spencer Clough, Assistant Director/Head of Reference, Susan Edmonds, Head of Systems, and Jennifer Soutter, Systems Librarian/Librarian (c), participated in this event.

Reference liaisons, Eva Murphy and Pamela Schofield, also continued to meet with staff from the executive and legislative branches. They talk about the services the Library provides and listen to needs of these users.

As the year drew to a close, the Reference and Systems Departments cooperated with the Senate's Education Office to produce web pages for the Senate interns. It included material on the Senate, state government in general, and the Library. Leading this effort were Pamela Schofield and Jennifer Soutter.

The final MRI recommendation concerned preserving the Library collection by handling the materials more carefully. Betsy Lowenstein, Chief of Special Collections, and Amy Bosworth, a Library Technician who supervised the pages, produced a revised version of the handling guidelines for Library materials.

One of the issues that has become a problem for the State Library is the issuance of state publications only in electronic format. The rise of availability of the Internet combined with the dramatic mid-year budget reductions led agencies to look for ways to save money. One "painless" way that many agencies have chosen is to end the paper publication of reports, newsletters, decisions, *etc.* However, most of these agencies made no provision for the permanent archiving of these publications.

Since statutes require every agency to send eight copies of all its publications to the State Library, electronic-only publications present a challenge. While they remain on the web sites of the agencies, they remain available for use by the public. However, if an agency decides to take one off its web site, it disappears – certainly from public view but perhaps even completely.

Therefore, as the State Librarian, I sent out to every agency head an Advisory that if the agency was about to remove an electronic-only publication from its web site, it should send an electronic copy to the State Library. Many agency heads passed the Advisory on to their records managers, and the Library received a number of inquiries from them.

Two construction projects affected the Library during FY2002. Through D-CAMM, construction began and finished on a project to climate-control the vault and to upgrade the fire detection and suppression systems in both the vault and Room 55 of Special Collections. The project also upgraded the vault under the control of the Bureau of State Office Buildings. Planning for and study of the project had begun in FY1999, but it was only in this year that it went to construction. By April 2002, the climate-control was on

and the fire suppression system was available. This was only a month after schedule. However, as we enter FY2003, the system still needs to be fine-tuned.

Meanwhile, as the exterior work on the State House began winding down, planning began for the renovation/restoration of the State Library. An architectural firm had completed a study in 1996, but the state had never certified the study. One reason for this was that it made no sense to work on the inside of the building until the porous outside was taken care of.

The advertisement for an architectural firm to perform the new study and probably to design the renovation will likely appear in early FY2003.

Besides the previous mentioned activities, the Reference Department undertook a number of projects, especially in its government documents area. Government Documents Librarian Bette Siegel attended the 10th Annual Conference of the Federal Library Depository Program in Alexandria, Virginia, while her assistant, Mark Scott, was named Vice-Chair/Chair-Elect of the Government Publications Librarians of New England.

The two of them with the assistance of the Administration also prepared the Self-Study for the General Printing Office, which runs the federal depository system.

FY2002 was a year of redistricting for the General Court. To help out members and the public, the Library stored the 2000 Census maps in a new map case in the Legislative Room and installed a computer to access the Census CDs.

Legislative Liaison Pamela Schofield talked to the retiring Head of Engrossing in the House, Anne Sweetnam. She allowed the Library to copy her manuals for engrossing and also sat down to tape an oral history of the department.

Special Collections completed a number of projects in FY2002. Betsy Lowenstein, the new Chief of Special Collections, wrote a Preservation Plan. Unfortunately, some of the recommendations would cost noticeable amounts of money, a commodity in short supply at present. Those that are free or inexpensive the Library will implement in FY2003.

Special Collections and the Massachusetts Highway Department combined to produce an exhibit on stone bridges in the state. The Highway Department had hired Lola Bennett of McGinley Hart & Associates to compile histories of the bridges, and she did some of her research at the State Library. The exhibit highlighted bridges in East Bridgewater, Springfield, and Canton.

Special Collections also renumbered some of the manuscript collections to make them easier to find and cataloged those items that did not have records in the PAC.

The Systems Department made a major overhaul of the Library web site. Besides adding new content constantly, Systems and the Web Committee reorganized information on the home page and worked to harmonize its structure with that of Mass.gov. The Web

Committee consisted of the Susan Edmonds and Jennifer Soutter from the Systems Department, Lisa Henderson from Technical Services, and Betsy Lowenstein from Special Collections

The Technical Services Department, despite a radically diminished staff, continued to add serials holdings records to the catalog. By the end of the year, almost all active serials were in the system.

Also, worthy of mention is the publicity two our Library Technicians, Lisa Henderson with the help of Amy Bosworth, came up with to inform people that we had tax forms and where they were in the Library. Of particular note were the path they laid out on to the forms themselves: cartoonish blocks of bills and coins. It made it easy for staff to give directions and brought a smile to many a user's face.

Organized by Library Technician Amy Bosworth, the staff cleaned and reorganized the fifth floor stack area, which contains most of the federal documents.

With the imposition of a hiring freeze in October 2001, this was more a year of leave-taking than hiring.

Kathaleen Brearly, a Library Technician in Reference, who was attending library school at Simmons, left to take a cataloging position at the Irish library at Boston College. Karen Adler-Abramson, a Special Collections Librarian, eventually ended up at the Mary Baker Eddy Library. Anne Meringolo, Serials Librarian, went to the Board of Library Commissioners. Kathleen McNamara, a Cataloger, left for personal reasons. Janice Allman, another Cataloger, did not come back from a maternity leave. Finally, Amy Bosworth, a Library Technician, left to enter the doctoral program in history at Purdue University.

Kate Elizabeth "Betsy" Lowenstein began work in September 2001 as the new Chief of Special Collections. She has a bachelor's degree from Connecticut College, a master's degree in Medieval History from the University of Edinburgh, and a library master's from Simmons. Before coming to the State Library, she was Library Director at the Nantucket Historical Association.

Caitlyn Cullinane became a Library Technician in Technical Services in October. Caitlyn has a bachelor's degree from Boston College and studied at the University of Pittsburgh library school.

As we enter FY2003, the financial condition of the Commonwealth shows no signs of improving, making the outlook for this coming year and FY2004 challenging for the Library. The Trustees, the Administration, and the staff, however, remain committed to providing the highest level of service they can with resources available.

Statistical Report

Use Statistics

Number of information/reference requests, all departments	13,122
Number of materials used	16,278
Number of materials circulated	489
E-mail reference questions	749
Library cards handed out	731

Interlibrary Loan

Materials loaned by State Library	566
Materials borrowed by State Library	344

Technical Services/Cataloging

Number of items cataloged	674
Total number of serial items checked in	8,130

Library Collections

Number of federal documents received	7,605
Number of state documents received	1,545

Conservation of Library Materials

Number of items receiving in-house treatment	731
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Web Site

Total Hits	245,925
Homepage hits	40,239
Database hits	15,311
“Ask a Librarian” hits	2,338