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Annual Report 2018



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Commissioners

FY2018

APPOINTED			
MARY ANN CLUGGISH	of Wellesley	Chair	2011
ROLAND OCHSENBEIN	of Bolton	Vice Chair	2014
MARY KRONHOLM	of Blandford	Secretary	2011
GREGORY SHESKO	of Needham		2009
CAROL CARO	of Brookline		2008
GEORGE COMEAU	of Canton		2013
N. JANEEN RESNICK	of South Hadley		2012
FRANCIS R. MURPHY	of Arlington		2007
ALICE WELCH	of Leominster		2010

Reappointments:
Mary Kronholm of Blandford and N. Janeen Resnick of South Hadley were both reappointed to five-year terms by Governor Charlie Baker.

At the July 13, 2017 board meeting in Needham, the Massachusetts Board of Library Commissioners awarded nine communities Provisional Construction Grants through the state-funded **Massachusetts Public Library Construction Program (MPLCP)**. Twenty-four other communities have been placed on a waitlist and will receive grants as funding becomes available. “The Commonwealth’s local public libraries provide individuals of all ages with invaluable resources that they otherwise might not be able to access,” said Governor Charlie Baker. “Our administration is pleased to once again support this important grant program that invests in cities and towns across the Commonwealth.”

MPLCP

The average grant award is forty-five to fifty percent of the eligible costs with the remaining cost incurred by the municipality.

Communities receiving grants are as follows:

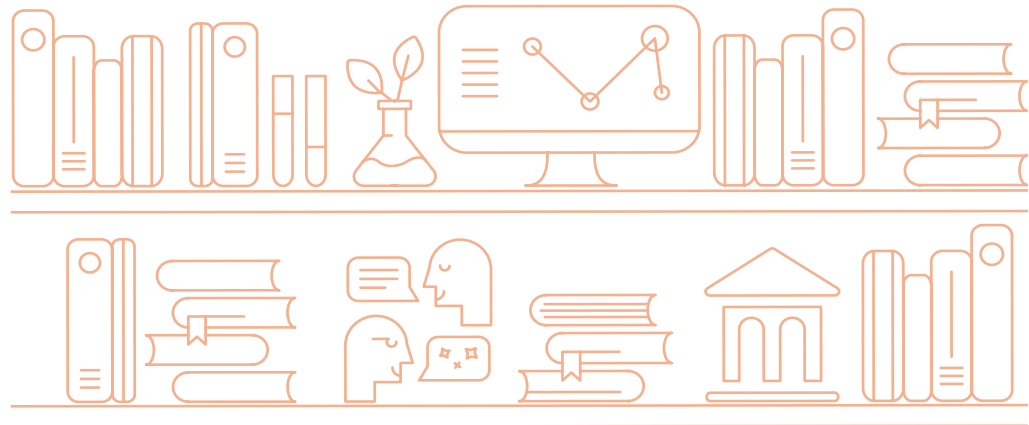
Municipality	Library	Grant Award
Dartmouth	Dartmouth Public Libraries - North Dartmouth Branch	\$5,346,004
Hadley	Goodwin Memorial Library	\$3,905,625
Kingston	Kingston Public Library	\$6,893,430
Medford	Medford Public Library	\$12,290,917
Norwell	Norwell Public Library	\$6,360,764
Springfield	Springfield City Library - East Forest Park Branch	\$4,906,115
Sutton	Sutton Public Library	\$4,979,584
Wayland	Wayland Free Public Library	\$10,137,980
Weymouth	Weymouth Public Libraries - Tufts Library	\$12,085,184

The MBLC also offers Green Library Incentives which help offset the cost of incorporating environmentally friendly and energy-efficient systems in library building projects. Projects that attain the U.S. Green Building Council’s LEED (Leadership in Energy and Environmental Design) certification will receive two to three and a half percent of the grant award in additional state funds administered by the MBLC. Commissioners authorized \$2,341,695 in Green Library Incentives for the projects that received Provisional Construction Grants.

After receiving the provisional grant, communities have six months to work with their communities to secure the local match funding necessary to accept their grants.

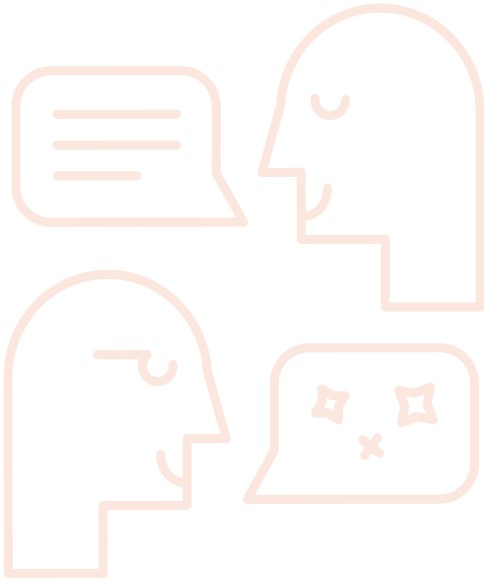
For this grant round, thirty-three libraries applied for construction grants through the MBLC’s construction program. The waitlisted libraries will receive construction grants as the funding becomes available either through the existing bond bill or a future bond authorization. The first two libraries to come off of the waitlist were Erving and Monterey, who received provisional grants on February 1, 2018.

Funding for the MPLCP is authorized by the Governor and the legislature. Funding for this grant round is part of the general governmental needs bond bill filed in March, 2013 which included \$150,000,000 or the Massachusetts Public Library Construction Program. This funding was also used to award construction grants to eleven communities that had been on a waitlist for several years and will be used to support a future Planning and Design grant round.



Massachusetts Public Libraries: *An Evolving Ecosystem*

Massachusetts Public Libraries: An Evolving Ecosystem provides a unique, first of its kind look at how and why residents use public libraries across the Commonwealth. The Massachusetts Board of Library Commissioners commissioned this study in order to understand cooperative borrowing and use patterns of Massachusetts public libraries.



“This study is groundbreaking in the way that it looks at how residents of Massachusetts use not only their library, but all libraries across the Commonwealth” said Board Chair Mary Ann Cluggish. “The implications for this are vast, and the information can assist us in developing more sustainable library services in Massachusetts for both large and small libraries.”

The study and report were conducted by the Watertown-based firm, Sasaki. The project was started during the summer of 2017, when the MBLC conducted a statewide survey to better understand who uses Massachusetts Public Libraries, and why they use them. The short survey asked patrons which libraries they visit regularly and what they do there, including attending programs, using the internet, and checking out books or other media. Over 7,880 Massachusetts library users responded. Following the patron survey, a library staff survey was conducted in order to capture both sides of the library community. All paid staff and regular volunteers at public libraries within Massachusetts were encouraged to complete the survey and 700 responses were received.

The findings have categorized the Massachusetts Automated Networks into different types based on how the patrons in that network use their libraries. The three types are: **Resource**, which consist of larger (**Magnet**) libraries and smaller (**Core**) locations; **Peer-to-Peer**, which are Networks of similarly performing libraries in the greater metro Boston area; and **Seasonal**, which balances a fluctuating demand for services over the year due to the influx of patrons during the summer. The study tailors recommendations for each type Network in order to better serve their patrons. The MBLC and Sasaki have put up an interactive website for exploration of these three stories and data comparisons between libraries. You can find it at mblc.state.ma.us/ecosystem.

The study provides statewide recommendations that have implications for many programs and services offered by the MBLC, including the Massachusetts Public Library Construction Program. To gain feedback from the library community on the final report, the MBLC held community meetings across the state. A committee will be formed to continue the work of the study and make recommendations on next steps.

Sasaki was founded in Boston, and now works internationally addressing the issues of architecture, interior design, planning, urban design, landscape architecture, strategic planning, graphic design, and civil engineering. They have a proven track record in understanding the library ecosystem, how user expectations are evolving, and how library services are changing to meet these expectations.



financial literacy

OEE - Office of Economic Empowerment

The MBLC teamed up with State Treasurer Deborah Goldberg’s Office of Economic Empowerment (OEE) to celebrate April as Financial Literacy Month. Together they created a tool kit of online games and apps to teach children and teens about financial literacy, coloring sheets, a book list, and posters to promote financial literacy in libraries.

Massachusetts residents were asked to share what they were saving for over social media using the hashtag #ISaveFor, and were encouraged to visit OEE’s website, www.myfinanciallifema.org, to learn more about saving for a car, house, retirement, or any other life event.

myfinanciallife.org

The collaboration culminated with a story time featuring Treasurer Goldberg at the McAuliffe branch of the Framingham Public Library. Treasurer Goldberg read the story “Alexander, Who Used to Be Rich Last Sunday” by Judith Viorst. Each child that attended received a piggy bank to start saving.

State Aid to Public Libraries

Fiscal Year 2018 Statistical Summary

■ Number of public libraries in Massachusetts	370
■ Number of municipalities with public library service	350
■ Number of municipalities without public library service (New Ashford)	1
■ Number of Massachusetts municipalities	351

Certification to Receive FY2018 State Aid to Public Libraries

■ Number of municipalities that filed FY2018 State Aid to Public Libraries applications	344
■ Number of municipalities denied MAR waiver and certification to receive FY2018 State Aid to Public Libraries	0
■ Number of municipalities that were ineligible or did not apply for FY2018 State Aid to Public Libraries	7
■ Number of municipalities that received FY2018 State Aid to Public Libraries	344

FY2018 Waivers of the Municipal Appropriation Requirement (MAR)

■ Number of municipalities that applied for a waiver of the FY2018 MAR	22
■ Number of municipalities that withdrew waiver applications in FY2018	0
■ Number of municipalities denied a waiver of the FY2018 MAR	0
■ Number of municipalities granted a waiver on appeal of the denial	0
■ Total number of municipalities that received a waiver of the FY2018 MAR	22
■ Number of those municipalities that received a waiver with reservation of the FY2018 MAR (budgets reduced 5% more than average of other municipal departments)	0

FY2018 Financial Activity

■ FY2018 State Aid to Public Libraries legislative appropriation	\$9,090,000.00
○ Disbursed Library Incentive Grant (LIG)	\$4,510,092.39
○ Disbursed Municipal Equalization Grant (MEG)	\$3,250,842.61
■ Disbursed Nonresident Circulation Offset (NRC)	\$1,329,065.00
■ TOTAL disbursed State Aid to Public Libraries	\$9,090,000.00

Last updated 04/04/2018

FY2018 Budget		
7000-9101	Board of Library Commissioners	\$1,077,431
7000-9401	State Aid to Regional Public Libraries	\$9,982,317
7000-9402	Talking Book Library (Worcester)	\$491,715
7000-9406	Talking Book & Machine Lending (Perkins)	\$2,512,772
7000-9501	State Aid to Public Libraries	\$9,090,000
7000-9506	Library Technology & Resource Sharing	\$2,097,330
7000-9508	Center for the Book	\$200,000
Total		\$25,451,565
Other Funds - Library Services and Technology Act Funding (Federal)		\$3,478,145
Other Funds - Construction		\$19,988,655.97

FY18 CONSTRUCTION

Openings

Scituate

Date: July 18, 2017
MBLC Grant: \$4,985,480
LEED: Built to meet LEED standards
Architect: Oudens Ello Architecture

The project expanded on the original building and added an additional 7,000 square feet. The new building includes a meeting room, computers, and study spaces.



Hopkinton

Date: October 27, 2017
MBLC Grant: \$4,533,000
LEED: Built to meet LEED standards
Architect:

The new building includes a large and sun-filled children's room on the second floor, a meeting space in the old Episcopal Church with the restoration of the former church's stained glass windows, new computers to meet the demands of the community. In addition, the new building is ADA compliant and completely accessible.



Groundbreakings

Leicester

Date: July 20 2017
MBLC Grant: \$4,200,000
LEED: Built to meet LEED standards
Architect: Beacon Architectural Associates

The library renovation and expansion project will preserve the historic 1896 building and will add a new wing which will feature a dedicated children's room, a space for young adults and teens, new computer work stations, a local history museum, and new meeting rooms.





The Massachusetts Board of Library Commissioners once again teamed up with the Boston Bruins for the annual “When You Read, You Score!” summer library program. The program encourages children and teens to read over the summer months in order to retain academic progress gained over the previous school year and avoid the “summer slide”.

Over 3 million children, teens, and adults have participated in summer reading as part of the “When You Read, You Score!” program. This summer, over 490,000 children, teens, and adults participated in the statewide program, making a record number of participants. The collaboration has grown to include the state of New Hampshire where it has been equally successful.

To jumpstart summer fun at the library, the Boston Bruins held a Summer Reading Kickoff at the Waltham Public Library featuring prospective Bruins players participating with local children in a variety of reading and hockey themed activities. Throughout June, July, and August, Boston Bruins mascot Blades made special story time visits to libraries in Agawam, Attleboro, Boston’s West End Branch, Chelsea, Clinton, Hampden, Lee, Lowell, Methuen, Northborough, Royalston, and West Tisbury.

In addition to visits, the Bruins have also helped create a READ poster featuring defenseman Charlie McAvoy. Bruins players, including Patrice Bergeron, Tuukka Rask, and Zdeno Chara have helped libraries develop “Favorite Books of the Boston Bruins”, a recommended reads list that also includes librarian picks for the best hockey books.

Massachusetts has offered statewide online summer reading programs since 2007. Participants register, write book reviews, set goals, and track their progress online. Massachusetts was the first state in the country to offer such a program. On average, 350 libraries offer statewide summer reading each year. The Boston Bruins active partners and advocates for reading and literacy since 2009 and collaborate with the MBLC and the Massachusetts Library System (MLS) to develop reading and literacy programming.

The Summer Reading Program is made free to all public libraries and residents in the Commonwealth thanks to support from the Institute of Museum and Library Services (IMLS), the Massachusetts Board of Library Commissioners, the Massachusetts Library System, and the Boston Bruins.

PRIZES AWARDED

Librarians from across the state were asked to submit names for the random prize drawing. In all, 27 children and teens from the following libraries received prizes:

Grand Prize Winners

Zamboni game experience:

Topsfield Town Library

High Five game experience:

Westwood Public Library

Bench Assistant game experience:

Erving Public Library

Team-Signed Bruins Jersey

Thayer Public Library,
Braintree

Woburn Public Library

Nahant Public Library

Mansfield Public Library

Griswold Memorial Library,
Colrain

Seekonk Public Library

Reading Public Library

Georgetown Peabody Library,
Georgetown

Mason Library, Great Barrington

Charlie McAvoy Signed Bruins Puck

Flint Memorial Library,
North Reading

Millbury Public Library

Concord Free Public Library

Sawyer Free Library, Gloucester

Westport Free Public Library

Haverhill Public Library

Chicopee Public Library

Douglas Public Library

Eastham Public Library

Jacob Edwards Library, Southbridge

East Longmeadow Public Library

Sharon Public Library

Weston Public Library

Duxbury Free Library

Newbury Town Library

Summer READing

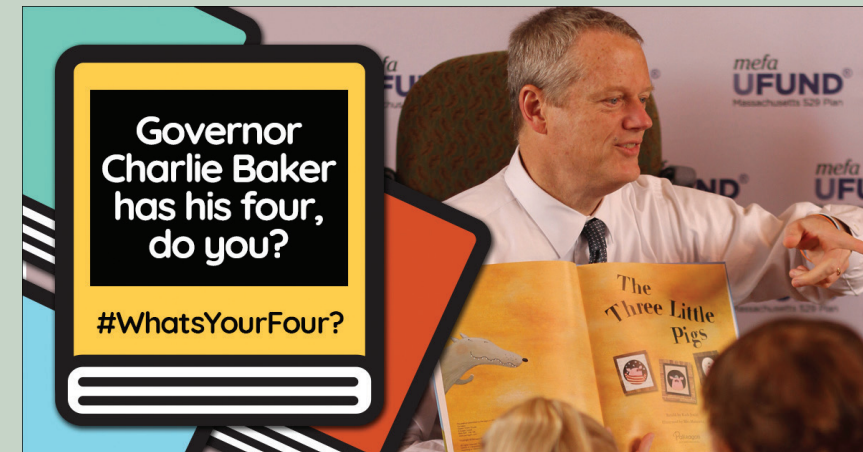


For the third year, the MBLC ran the “What’s Your Four?” summer reading campaign where Massachusetts residents are asked to select four books they plan on reading over the summer months, and post them to social media with a picture of them reading using the hashtag #WhatsYourFour? Readers are also encouraged to tag their friends in the post to ask them to participate as well. Together, these posts show people from all over Massachusetts sharing in the fun of reading, and will encourage children and teens to read this summer.

“What’s Your Four?”

Governor Charlie Baker and Lt. Governor Karen Polito joined a growing number of elected officials, local celebrities and readings fans to declare their summer-reads as part of the annual challenge.

Research shows that children who read four or more books over the summer fare better on reading comprehension tests in the fall than their peers who read one book or less. Summer reading has also been proven to help prevent the summer slide, which accounts for as much as 85% of the reading achievement gap between lower income students and their middle- and upper-income peers.



Governor Baker’s four books are:

- **Factory Man: How One Furniture Maker Battled Offshoring, Stayed Local - and Helped Save an American Town**
by Beth Macy
- **Big Blue Days: The Story of a Small Town Football Dynasty in Swampscott**
by Robert E. Jauron
- **Montana 1948: A Novel**
by Larry Watson
- **Tangerine**
by Edward Bloor

Lt. Governor Polito’s four Books are:

- **When Character was King**
by Peggy Noonan
- **John Adams**
by David McCullough
- **Boys in the Boat**
by Daniel James Brown
- **The Secret Garden**
by Frances Hodgson Burnett





The Massachusetts Center for the Book did not receive state funding until mid-November. The Center's funding was line-item vetoed by the Governor, and the override of that veto did not occur until late October.

As a result of being unfunded for nearly half of the fiscal year, MCB's largest program, the Massachusetts Book Awards, could not conclude for 2018. In addition, staff were laid off, the Center lost its lease on subsidized office space on Beacon Hill and moved to temporary quarters for the remainder of FY18.

Thus, the first half of FY18 was a time of retrenchment, with the exception of two large grant-funded initiatives, the annual National Book Festival in Washington, DC, where MCB programs the Massachusetts booth in the "Parade of States," and a family literacy day, "Henry Hiked to Fitchburg. We Took the Train!" This project, a family celebration of Thoreau's 200th birthday, was a collaboration among MCB, Concord Free Public Library, and Fitchburg Public Library. Partnering with Mass DOT/Keolis and Concord Museum, reading families from Concord and Fitchburg visited one another by rail, heard from authors inspired by Thoreau, and created their own nature journals so that they, too, might go into the woods to live deliberately. Working from the themes of D. B. Johnson's *Henry Hiked to Fitchburg*, the program brought families together to discover the ways in which books and reading create community connections.

Once state funding was restored, MCB was able to come back in the second half of FY18 to conclude a successful Letters About Literature program, host without disruption the online calendar of library events statewide, improving access to free programming across community lines, and to work with libraries to launch 3 local tours in the Mass Book Trails app. It also collaborated on the East Coast state centers collaborative reading promotion project, Route 1 Reads. It will be FY19 and possibly beyond, however, before the disruptions to the state book awards program can be overcome.

Unfortunately, MCB has never received the minimum funding it needs to operate a standalone organization. Moreover, MCB has had to annually relitigate its very existence, unlike most state centers for the book, which receive continuous support. Minimal and insecure funding has forced MCB to mark time, maintaining core programs as best it can while forgoing opportunities for grants and partnerships that would allow it to increase programming resources in and for Massachusetts libraries.

Massachusetts libraries collected donated pajamas from February 1 through March 15 as part of the annual

Boston Bruins PJ Drive

This year marked the eleventh year of the drive, which benefits the Massachusetts Department of Children and Families Wonderfund and the non-profit Cradles to Crayons.

Of the 185 groups that participated, 130 were Massachusetts libraries who together collected 9,455 of the 11,949 total pairs of pajamas.

First Lady of the Commonwealth and Wonderfund board member Lauren Baker to promote the drive at libraries. Following a successful kickoff event at the Morrill Memorial Library in Norwood, Mrs. Baker visited the Chicopee Public Library for a pancake dance party and the Berkshire Athenaeum in Pittsfield for a PJ story time. The Wonderfund's involvement has inspired many Western Massachusetts Libraries to participate in the drive because the pajamas collected by them directly benefit children in their communities.

The Massachusetts Library System's delivery service played a key role in transporting pajamas across the state to get them to their destinations. This service, typically used to send books and other library materials, sends PJs to the regional sorting centers which increases libraries' ability to participate in the drive.

To encourage participation, the Bruins offered special prizes to the top three collectors. This year marks the first time that all three of the top collectors are libraries:

First Place:

Jonathan Bourne Public Library, Bourne

- New PJs Collected: 2,020
- Prize: Street hockey clinic with Bruins mascot Blades

Second Place:

Morrill Memorial Library, Norwood

- New PJs Collected: 606
- Prize: Special appearance by Bruins mascot Blades at the library

Third Place:

Sandwich Free Public Library

- New PJs Collected: 449
- Prize: Autographed Bruins Item



FY2017 LSTA grants

In July, the MBLC awarded \$468,102 in 42 grants to public, school, special, and academic libraries across the Commonwealth under the Federal Library Services and Technology Act (LSTA) which is funded through the Institute of Museum and Library Services.

The MBLC developed this direct grant program using federal funding to help libraries meet local community needs including financial and health literacy programs, STEM and STEAM projects, programs that help New Americans learn English and become citizens, programs that serve teen needs, and projects that preserve valuable historical documents. The MBLC also offers grants to increase access to library services for people with disabilities.

Using a Framework for Health Literacy grant, the Keefe Library at Boston Latin School is creating a wellness area within the library as a place to find information about health topics relevant to high school students, particularly mental health issues, and serve as a place for students to decompress from the stresses of school and a rigorous course load. Students can participate in communication and mindfulness workshops through a partnership with the Boston Public Health Commission. Through book groups, speakers and workshops, families are welcomed into the library, crossing language barriers, racial divisions and socioeconomic differences to encourage friendships and coping strategies.

Chicopee Public Library, in collaboration with other agencies in the community, is addressing food insecurity and poor nutrition. At Morrill Memorial Library in Norwood, the Innovative grant is being used to better serve the growing Asian Indian population and to increase cultural programming that celebrates diversity. In Northborough and Sutton, the grants are being used to give homebound residents improved access to library services.

Beverly Public Library used an LSTA grant from the MBLC to lead a town-wide project to identify important local collections. Using a Preservation/Conservation of Library & Archival Materials grant, the library is now implement its plan to reframe artists' proofs, catalog and store unique manuscripts, and broaden access to vital records and church archives that are invaluable sources for genealogical research.

FY2017 LSTA Grant Information			
Municipality	Institution	Grant Category	Amount Awarded
Athol	Athol Public Library	Science is Everywhere	\$7,500
Attleboro	Attleboro Public Library	Mind in the Making	\$10,000
Bellingham	Bellingham Public Library	Financial Literacy for All Ages	\$7,500
Berkley	Berkley Public Library	Serving Tweens and Teens	\$15,000
Beverly	Beverly Public Librar	Preservation/Conservation of Library & Archival Material	\$21,830
Blackstone	Blackstone Public Library	Innovative	\$7,500
Boston	MGH Institute of Health Professions, Bellack Library Boston Public Library	Framework for Health Literacy	\$7,500
Boston	Boston Latin School, Keefe Library	Framework for Health Literacy	\$7,500
Boston	Boston Arts Academy Library	Serving People with Disabilities	\$10,000
Chatham	Eldredge Public Library	Innovative	\$16,847
Chicopee	Chicopee Public Library	Innovative	\$5,000
Clinton	Bigelow Free Public Library	Framework for Health Literacy	\$7,500
Fitchburg	Fitchburg Public Library	Customer Experience	\$10,000
Framingham	Framingham Public Library	Citizenship Corners	\$15,000
Georgetown	Georgetown Peabody Library	Serving Tweens and Teens	\$15,000
Gloucester	Gloucester Lyceum and Sawyer Free Library	Preservation Assessment	\$4,200
Ipswich	Ipswich Public Library	Mind in the Making	\$10,000
Ipswich	Ipswich Public Library	Preservation Assessment	\$4,200
Lancaster	Thayer Memorial Library	Conserving and Digitizing Historical Resources	\$30,000
Mashpee	Mashpee Public Library	Science is Everywhere	\$7,500
Maynard	Maynard Public Library	Science is Everywhere	\$7,500

FY2017 LSTA Grant Information			
Municipality	Institution	Grant Category	Amount Awarded
Middleborough	Middleborough Public Librar	Mind in the Making	\$10,000
Milton	Milton Public Library	Customer Experience	\$8,500
Nahant	Nahant Public Library	Full STEAM Ahead	\$7,500
New Bedford	New Bedford Public Library	Customer Experience	\$10,000
Newton	Newton Free Library	Customer Experience	\$9,000
North Andover	Stevens Memorial Library	Innovative	\$7,500
North Andover	McQuade Library, Merrimack College	Serving People with Disabilities	\$19,509
Northborough	Northborough Free Library	Innovative	\$13,400
Norwood	Morrill Memorial Library	Innovative	\$10,000
Peabody	Peabody Institute Library	Mind in the Making	\$9,945
Pembroke	Pembroke Public Library	Customer Experience	\$7,500
Plainville	Plainville Public Library	Mind in the Making	\$8,500
Plymouth	Plymouth Public Library	Serving Tweens and Teens	\$15,000
Sharon	Sharon Public Library	Serving Tweens and Teens	\$14,671
Springfield	Springfield City Library	Citizenship Corners	\$15,000
Springfield	Springfield City Library	Mind in the Making	\$10,000
Sutton	Sutton Free Public Library	Innovative	\$7,000
West Bridgewater	West Bridgewater Public Library	Innovative	\$8,000
West Tisbury	West Tisbury Public Library	Customer Experience	\$10,000
Westford	J.V. Fletcher Library	Innovative	\$10,000
Worcester	Worcester Public Library	Preservation/Conservation of Library & Archival Materials	\$30,000
Total			\$468,102

ABOUT IMLS

The Institute of Museum and Library Services is the primary source of federal support for the nation’s approximately 123,000 libraries and 35,000 museums. Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive.



Library for the Commonwealth:



As the Library for the Commonwealth, Boston Public Library provides library services for residents across Massachusetts. Anyone who lives or works in Massachusetts is eligible for a BPL library card or an e-card, which offers access to the library’s print and digital materials.

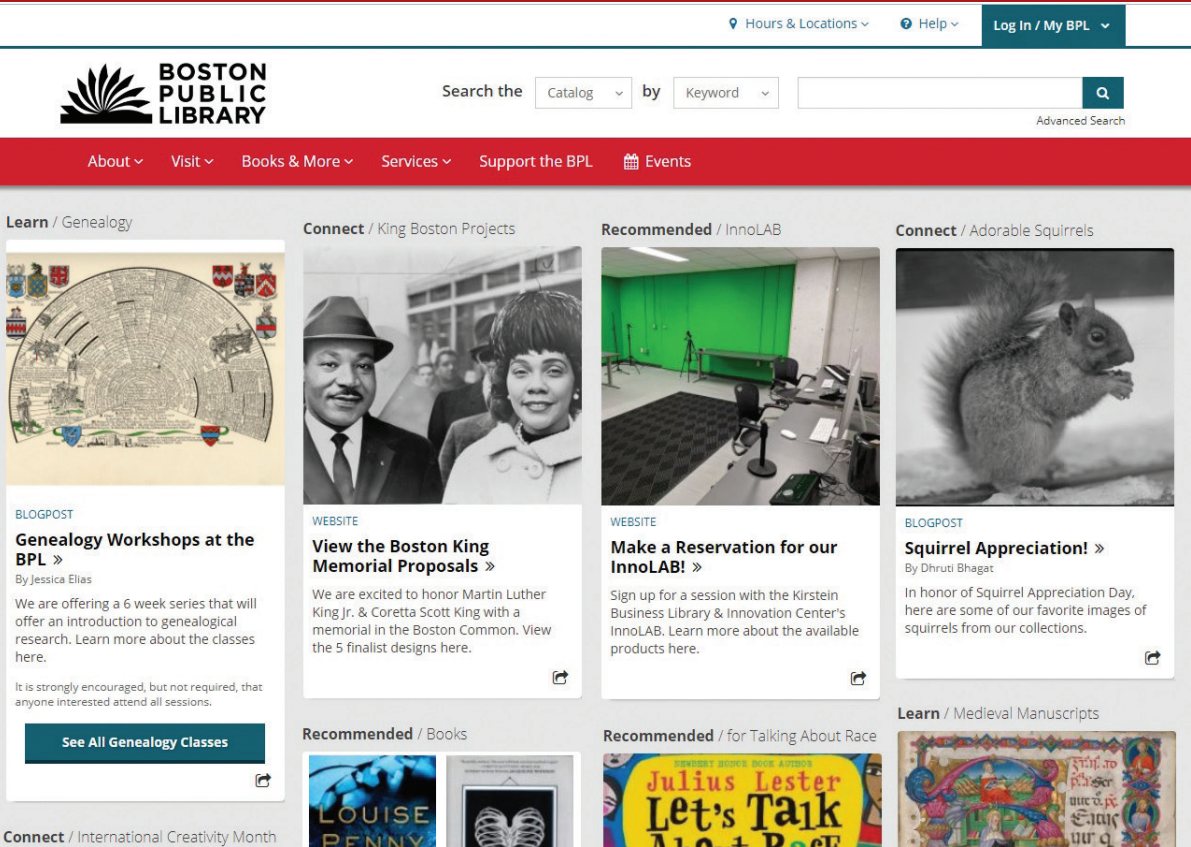
In calendar year 2017, the Library circulated 1,628,324 e-books and e-audiobooks. Sixty-seven percent of the Library’s use comes from outside Boston – a 20 percent increase over calendar year 2016.

Even as demand for online resources like ebooks continues to grow, BPL is also consistently focused on improving and expanding access to its physical collections. This year, BPL staff completed an inventory of the 240,000 items in BPL’s Rare Books & Manuscripts Department, in preparation for a capital project to address environmental conditions and security improvements, while also improving public access to these valuable items.

Fiscal year 2018 also saw the conclusion of a three-year-long inventory of BPL’s print collection.

This collection, consisting of nearly 130,000 prints, is now fully searchable, while many items have been newly digitized, including prints by M.C. Escher and Henri de Toulouse-Lautrec.

The digitization process means that these prints are now “Free to All” – fulfilling the mission carved in stone over the entrance to the Library’s McKim Building. The collection is now available to the public at www.digitalcommonwealth.org, an online library of photographs, manuscripts, audio recordings, and other materials from cultural institutions across Massachusetts. Since BPL launched the Digital Commonwealth website in 2013, more than half a million items have been indexed on Digital Commonwealth and through the Internet Archive. These items represent more than 300 different institutions, covering almost 200 Massachusetts municipalities. In 2017 alone, 32,900 items were digitized.



The award winning renovation of the Johnson building, completed in July 2016, continues to be a remarkable success, with attendance nearing capacity on a daily basis. Our renovations continued online, as BPL launched a new, user-focused website, optimized to ensure that patrons’ most requested content is easily accessed. The new site includes FAQs on a variety of topics and a dynamic homepage that provides a streamlined, curated platform for disseminating priority information about news, events, programs, collections updates, and more to patrons. Mobile-friendly design and the integration of the Library’s public catalog ensures a seamless user experience across BPL’s digital resources.

New eBook Pilot Project

People have long been accustomed to getting print books from libraries across the Commonwealth. The success of the new eBook pilot indicates that statewide lending of eBook and eAudiobooks is possible. In the pilot the Old Colony Library Network (OCLN), SAILS, and the Minuteman Library Network tested whether connecting these networks' eBook collections through the OverDrive platform was feasible and whether that connection would give residents simplified access to eBooks and eAudiobooks in all three networks, something that had previously not been possible.

During the initial six month pilot, checkouts between different networks nearly doubled. SAILS patrons, for example, borrowed roughly 2,700 titles from outside their own network during the first month; in the last month of the pilot they borrowed more than 5,000. In fact, in the final month, 15.3% of the SAILS patrons' checkouts were titles that belonged to the other two participating networks.

Residents first search their own network for a title; if it's not found, they can check to see if another network has it available.

The pilot is the second major effort by the Commonwealth's libraries to make statewide eBook sharing possible. The first was the Commonwealth eBook Collections (CEC) which launched in 2013, run by the Massachusetts Library System (MLS) in partnership with the MBLC. The CEC was funded in part by the MBLC (with federal Institute of Museum and Library Services (IMLS) funding) and MLS. Local libraries paid to participate, with membership

growing to over 240 public libraries as well as several hundred school and academic libraries. The Commonwealth eBook Collections purchased over 40,000 eBooks and eAudiobooks. Most of these titles will be moved into the new program.

Prior to the CEC, vendor restrictions meant that patrons could only borrow eBooks found in their libraries and local networks, and library eBook products were cumbersome for patrons. The CEC was one of the first of its kind in the nation and CEC staff played a leading role in negotiating fairer eBook pricing for libraries, and providing input that has made eBooks easier to access, and in advocating for vendors to produce eBooks that are accessible to everyone, including people who are blind or visually impaired.

The new eBook project takes that progress to next level. It is the latest example of libraries and library organizations working together to share resources and increase access for patrons. Other than the membership fees public libraries already pay to be in an automated network, there is no additional cost to the public library. With federal IMLS funding and state funding, the MBLC is paying the OverDrive platform fee; MLS is assisting school libraries and libraries that are not members in one of the networks; networks will continue to purchase eBooks and eAudiobooks for their own network that can now be shared across networks. Once all networks join, there will be 345 participating public libraries with an estimated shared collection of over 350,000.



MBLC Hires Robert Favini

The MBLC welcomed Robert Favini as the new Head of Public Library Advisory and Development. He works with library trustees and friends, and heads up the Library Services Technology Act (LSTA) grants and programs.

Previously, Mr. Favini was Program Director and Library Discovery Services Consultant at NELINET where he was responsible for the coordination, scheduling, and management of educational events delivered to NELINET member libraries. In the academic field, he was Dean of the Libraries at Becker College in Worcester, Adjunct Faculty at Bentley College of Continuing Education and Reference Librarian at Bentley and Suffolk Universities. He also put his skills as a librarian to work in the marketing and advertising field at The Donovan Group and at Hill, Holliday, Connors, Cosmopolous Inc.

Mr. Favini also serves as a trustee at the Fitchburg Public Library. Because of this, he knows the responsibilities trustees face including what may be a steep learning curve, especially for trustees who come from outside the library profession. He also understands what it takes to provide library services in a climate of evolving technologies, changing patron demographics, and changing community needs that lead to new roles for libraries but not necessarily more funding.

A Massachusetts native, Mr. Favini graduated from Fitchburg State University with a B.A. in history and also holds a Masters of Library Science from Kent State University and a Masters of Business Administration from Bentley University.

Perkins Library

Orbit Reader 20

The Perkins Library began its national pilot program for the new Orbit Reader 20. Viewed as a breakthrough in affordable digital braille technology, the Orbit Reader 20 can hold the equivalent of 1,500 copies of the 1,200 page novel War and Peace by Leo Tolstoy. The Perkins Library partnered with the National Library Service for the Blind and Physically Handicapped of the Library of Congress to conduct its one-year pilot program. Perkins purchased 200 Orbit Reader 20 units, which were distributed to interested Braille patrons in Massachusetts. Their input will help guide the future direction of refreshable braille devices as part of the national braille lending program.

Another game-changing piece of technology for people with vision loss became available at the Perkins Library called Aira. It utilizes wearable glasses, a smart camera, or a smartphone app to instantly connect users (or “explorers”) with trained sighted assistants (called “agents”) who can provide immediate visual assistance by viewing the environment from the

explorer’s point of view. Using augmented reality, agents can instantly help explorers with a variety of tasks: from navigating in unfamiliar areas to identifying an Uber ride. Perkins Library Director Kim Charlson was among those who piloted the Aira technology and provided valuable feedback for Aira’s design team.

Downloading Services:

The Library joined with Bookshare.org to offer access to over 680,000 electronic braille and synthetic speech titles available for download to patrons to augment the Library’s collection.

The Braille and Audio Reading Download (BARD) program continued to show growth among Perkins Library patrons. More and more borrowers took advantage of BARD Express, the new, desktop utility application for Windows that allows patrons to find a book, download it, and transfer it onto their devices more easily.

Subscribers to the Perkins Library Newsline system continued to increase as well. Patrons use Newsline to read local and national newspapers and magazines, as well as to peruse weekly flyers from local grocery store chains. Newsline also offers Spanish language publications for Spanish speaking patrons, and over a dozen English language international newspapers.

Massachusetts Book Circulation: FY2018

Digital Materials	377,662
Cassette Materials	335
Braille Materials	9,072
Described Videos (VHS)	0
Described DVD	1,960
NLS BARD Download	82,461
SHELF Downloads	202
Total	471,692
Book Circulation/Patron:	23.00
Equipment Circulation:	3,659
Collection Holdings:	FY2018
Titles	213,301
Volumes	780,750

FY2018 Talking Book Library

The Talking Book Library saw a great deal of change in FY2018. Tina McAndrew, one of the department Librarians left for another opportunity. Shortly after, James Izatt, the head of the Talking Book Library, retired after fifty years of employment at the Worcester Public Library. As a result, it was a bit of a transitional year for the department as they worked to serve their patrons while being short staffed. Fortunately, there is over fifty years of experience between the three remaining members of the department, and they were able to continue to service patrons with no interruption. Statistically, the WTBL fielded 5,112 phone calls from patrons looking for reader’s advisory. We circulated 78,523 materials. We saw excellent growth in our BARD users, who use their tablets and smart phones to listen to books opposed to the machines. There were 37 new users the BARD service.

As far as new patrons go, the WTBL welcomed 156. In FY2019 when fully staffed, there will be a renewed focus on outreach to acquire new patrons as well as educate Central MA on our services. We feel as if we are not well known by our potential customers, and would like to make sure that anyone who might benefit from our service knows that we exist.

Massachusetts Library System

FY 2018 Member Value At a Glance



Future Ready Libraries

MLS consultants provide free guidance and professional development to help libraries meet the challenges of today and tomorrow!

779

consulting hours

276

events

3,185

attendees at workshops

\$54 million
saved

Substantial Cost Savings

MLS saves libraries time and money through efficient and cost-effective services.



Summer Library Engagement

MLS helps libraries to offer engaging and educational summer programs that foster a lifelong love of reading and learning for all ages.

293

participating libraries

462,749

program participants

8.8 million
full text articles viewed

Research and Homework Help

MLS provides funding, training and support for a rich array of research databases available to all who live, work and learn in Massachusetts.



Equal Access for All

MLS supports equal access to information through statewide delivery, interlibrary loan services and the MassCat resource sharing network

13.7 million

books and media delivered

21,966

interlibrary loan requests filled

3,816

items shared via MassCat

Agency Staff

Administrative Unit

James Lonergan

Director

Celeste Bruno

Communications Director

Matthew Perry

Outreach Coordinator

Rachel Masse

Assistant to the Director

Operations and Budget

Tracey Dimant

Head of Operations and Budget

Terry D'Angelo

Business Office

Administrative Assistant

Susan Gibson

Accountant

Mary Ellen Osbourne

Contracts Specialist

Sharon Zitser

Business Unit

Data, Technology, Construction and State Aid Unit

Mary Rose Quinn

Head of State Programs, Government Liaison

Liz Babbitt

State Aid Specialist

Ann Downey

EDP Systems Analyst

Uechi Ng

State Aid

Administrative Assistant

Lauren Stara

Library Building Consultant

Rosemary Waltos

Library Building Consultant

Paul Kissman

Library Information

Systems Specialist

Kate Butler

Electronic Services Specialist

Library Advisory and Development

Rob Favini

Head of Library Advisory and Development

Amy Clayton

Administrative Coordinator

Shelley Quezada

Consultant to the Underserved

Gregor Trinkaus-Randall

Preservation Specialist

Maura Deedy

Library Advisory Specialist

Lyndsay Forbes

Project Manager and Grants Specialist