

**FY2024 Annual Report Information Survey (ARIS)
INSTRUCTIONS**

NOTE: There is no longer a separate form for the Branch and Bookmobile questions. If your library has branches and/or bookmobiles, the questions will appear at the end of the ARIS form.

TIPS FOR THE SURVEY:

Enter a zero, **ONLY** if the number is actually zero.

You do not need to write in “N/A” if the question does not apply, just leave it blank.

Do write in the edit check note box when it appears—this helps us all. Please explain **WHY** something changed from the prior year. Do not just say the data is accurate.

Do enter data for this year even if it is the same as last year, otherwise, your report will show no data.

Save your work regularly, as you go.

Before you **SUBMIT** your data, be sure to **SHOW STATUS** and fix any:

–remaining edit checks

–unanswered questions

–flagged questions

When resolving edit checks, add a note to either the State or Federal field. The edit check language will tell you which to use.

Be sure to print the ARIS signature page **BEFORE** you lock your ARIS form. For your own records, be sure to print the entire form.

Documents must be submitted electronically. We will **NOT** be requiring or accepting printed forms through the mail. You will only be submitting a digital signature page.

Questions? Contact Jen Inglis jennifer.inglis@mass.gov **or Mary Rose Quinn** maryrose.quinn@mass.gov

GENERAL INFORMATION: Check the pre-filled information and contact us if corrections are needed.

G4 Library's Street Address – The library's physical location (not always the same as mailing address).

G7 Mailing address – The address at which library receives mail (not always the same as the physical location – such as PO Boxes, etc.).

G22 Municipal Population – Municipal Population is set by the Massachusetts Department of Revenue and pre-filled by the MBLC. This field is locked and cannot be changed by the library.

EDUCATION AND STAFFING as of JULY 1, 2023

*Report data for all funded positions as of 7/1/2023 (FY2024), using the position classifications and education levels provided below. Note: Local titles may differ. Please fit your library positions into the categories on the form that most closely resemble your locally assigned position titles.

*Enter the number of budgeted and paid staff members that hold any of the positions described below, according to the highest educational level each staff member attained.

***EXCLUDE FROZEN POSITIONS.** A frozen position is a library position that the municipality prohibited the library from filling as of 7/1/2023. A frozen position is different from a temporarily vacant position in that there is no intention of filling the frozen position within the next fiscal year. **INCLUDE**

VACANT POSITIONS. Vacant positions are temporarily unfilled positions and are funded or expected to be funded in the current fiscal year and will be filled or expected to be filled within the fiscal year.

*INCLUDE VACANT POSITIONS. A vacant position is one you intend to fill.

*Include one educational level for each staff member reported – exclude education level for custodian, vacancies, and frozen positions. When 1 staff member holds 2 or more positions, report their education level only once in the position with the greatest responsibility or most hours per week.

*If a staff member has an MLS or a PhD in Library and Information Science and an additional advanced degree(s), report ONLY the MLS or PhD in Library and Information Science.

*Exclude benefits such as longevity pay and educational bonus from the hourly salary.

*If a position is vacant on July 1, report the position, the hours of the position, and the salary range.

Remember to report the position as vacant.

*Enter the number of vacant positions in the “Number of vacancies” line for each position type. Do not report frozen positions as vacancies. Frozen positions are positions that cannot be filled due to budgetary or other reasons and will not be filled in the current fiscal year. Vacant positions are temporarily unfilled positions and are funded or expected to be funded in the current fiscal year and will be filled or expected to be filled within the fiscal year.

*List one hourly salary range for each funded position classification. Do not report average salaries. If no range exists, report the actual hourly amount paid. When more than one position is included in a position classification or title, report the lowest minimum hourly salary and the highest maximum hourly salary paid to those positions to create an inclusive range for all the positions in the classification or title. For example, under Adult Service Librarian, a Library may have 5 reference positions among 3 position titles: Reference Librarian I, II and III. Report the beginning hourly salary for the Reference Librarian I position and the highest hourly salary for the Reference Librarian III position to create an inclusive range for all 5 positions.

*When the hourly wage is less than the minimum wage as of 07/01/2023, report the ANNUAL amount paid as a stipend by answering “Yes” to the question “Stipend”. As of 01/01/2023, the Massachusetts minimum wage is \$15.00 per hour. These positions are considered Volunteer Staff.

POSITION GUIDE:

*Library Director– head of a library or library system.

*Assistant Director– ranks next to Library Director, responsible for library activities in absence of Director.

*Branch Librarian– responsible for branch library activities, spending at least half of the work week in branch.

*Senior Librarian– usually a department head or manager who supervises other professional librarians.

*Adult Services Librarian– May be any number of titles: Reference, Program Coordinator, Outreach, etc. These positions may supervise staff and work mainly with adults.

*Children's Services Librarian – These positions may supervise staff and work mainly with children (and young adults if you do not have a dedicated young adult position)

*Circulation Librarian – These positions are in charge of the Circulation department and may supervise staff

*Technical Services Librarian – These positions are in charge of Technical Services, which includes cataloging and other related duties. They may supervise staff.

*Young Adult Services Librarian – These positions may supervise staff and work mainly with young adults. If the Young Adult Services Librarian works in two departments (like Reference or Children's), choose which is the intent of the position, ie. YA that helps in Reference vs. Reference Librarian who helps young adults.

*Other Librarian – Reserve this for positions which do not easily fit into the existing position titles

supplied here. These are distinct positions (i.e. systems librarian, development officer, volunteer coordinator, museum curator, webmaster, etc.). Fill in the information in this section then add the position title(s) when prompted below.

*Library Associate/Senior Library Technician– Performs more complex circulation, processing, or public service duties (not general clerical work) under professional supervision and often has supervisory responsibility for subordinate staff.

*Library Technician– Performs circulation, processing, or public service duties under supervision. Usually does not supervise staff. (Sometimes called Library Assistant)

*Administrative Assistant– includes positions such as Director's Secretary, office manager, etc. Has more responsibility than support staff, but not as much responsibility as professional staff.

*Page– Shelves or retrieves library materials, usually does not supervise staff.

*Clerical Staff– includes positions such as clerical assistants, clerk–typists, secretaries, bookkeepers, etc.

*Other Library Staff– Positions which do not easily fit into the existing position titles supplied here (e.g. security staff, bookmobile driver, etc.) Fill in the information in this section, then add the position title when prompted below.

*Custodian– Include only if the salary is part of the library's budget. Do not list if the position is funded by another municipal department or is contracted out to a firm or individual. Education level of Custodian is not required.

VOLUNTEER STAFF Library staff that are volunteers receive a stipend instead of a salary or wages. When the hourly wage is less than the minimum wage as of 07/01/2023, report the annual amount as a stipend by answering “Yes” to the question “Stipend”. As of 01/01/2023, the Massachusetts minimum wage is \$15.00 per hour. These positions are “Volunteer Staff”. Most libraries do not have staff that are volunteers.

All other volunteers should be reported in the Services section under Non–Subsidized Volunteers.

Director: Head of a library or library system.

P1 Library Director Minimum Hourly Compensation – List one minimum hourly salary for this funded position classification. Do not report average salaries. If no range exists, report the same actual hourly amount paid as the minimum here and the maximum hourly amount below. Exclude benefits such as longevity pay and educational bonus from the hourly salary.

P2 Library Director Maximum Hourly Compensation – List one maximum hourly salary for this funded position classification. Do not report average salaries. If no range exists, report the same actual hourly amount paid as the minimum above and the maximum hourly amount here. Exclude benefits such as longevity pay and educational bonus from the hourly salary.

P3 Number of Director Positions – Enter the total number of funded positions in this job classification. The Director position cannot be VACANT or FROZEN. In the absence of a PERMANENT Director, the library must have either an ACTING Director (filled from within the library by a staff member) or an INTERIM Director (hired on a temporary basis from outside the organization) until a permanent director replacement is hired.

P4 Total Hours per Week Worked by Director – Report the total number of paid hours worked by the library director. This is the contracted or agreed upon number of hours.

P5 Number of director vacancies: The Director position cannot be VACANT or FROZEN. In the absence of a PERMANENT Director, the library must have either an ACTING Director (filled from

within the library by a staff member) or an INTERIM Director (hired on a temporary basis from outside the organization) until a permanent director replacement is hired.

P6 Is the Director a volunteer? Is the Library Director a Volunteer? Does the library director receive a stipend INSTEAD of a salary or wages? Indicate by 'Yes' or 'No' whether this position receives an hourly wage less than the minimum wage as of 7/1/2023. As of 1/1/2023, the Massachusetts minimum wage is \$15.00. Do not include longevity pay or education benefits in this category.

P7 Amount of ANNUAL stipend – When the hourly wage is less than the Massachusetts minimum wage as of 7/1/2023, report the annual amount paid for any position as a stipend.

P8 Director Volunteer Hours – Report the number of hours worked per WEEK by the volunteer director.

P9 Number of directors holding an MLS degree – Highest education level completed by the Library Director is a Master's or Doctorate in Library Science from an ALA accredited degree program regardless of degree name, for example, Master's in Library and Information Science, Master's in Librarianship, etc. Graduates of programs that have been discontinued or that currently are not ALA accredited should be counted here if the degrees were awarded when the program was accredited by ALA. When a staff member has both an ALA-accredited Masters or Doctorate, and an additional advanced degree(s) do not report the additional advanced degree(s), report only the ALA-accredited degree. (e.g., Report the Master's in Library Science even if the librarian has a doctorate in education.) NOTE: Library Directors in municipalities with populations of 10,000 or more, must have a Master's Degree in Library Science and hold a Massachusetts Certificate of Professional Librarianship.

P10 Number of Directors holding Other Graduate Degrees – Other Graduate Degree – doctoral degrees and master's degrees other than from an ALA-accredited university.

P11 Number of Directors holding a BLS Degree – Number of Directors holding a Bachelor's of Library Science.

P12 Number of Directors holding other Bachelor's Degrees – Number of Directors holding Bachelor's degrees other than a BLS.

P13 Number of Directors with 2 or more years of college – 2 or More Years of College– associate's degree or between two and four years of college credits.

P14 Number of Directors with fewer than 2 years of college – Fewer Than 2 Years of College – Some college courses completed, but fewer than two years of college credits.

P15 Number of Directors who are High School Graduates – Number of Directors who are High School Graduates or have received a GED.

P16 Number of Directors who are HS Students/other/unknown – High School Students/Other–educational certification types not listed here. Include "Unknown" here.

P19, P33, P47, P61, P75, P89, P103, P117, P131, P145, P159, P173, P187, P201, P215 and P229 Minimum Hourly Compensation – Minimum hourly compensation reported by the library for the position. List one minimum hourly salary for this funded position classification. Do not report average

salaries. If no range exists, report the same actual hourly amount paid as the minimum here and the maximum hourly amount below.

P20, P34, P48, P62, P76, P90, P104, P118, P132, P146, P160, P174, P188, P202, P216 and P230 Maximum Hourly Compensation – Maximum hourly compensation reported by the library for the position. List one maximum hourly salary for this funded position classification. Do not report average salaries. If no range exists, report the same actual hourly amount paid as the maximum here and the minimum hourly amount above.

P21, P35, P49, P63, P77, P91, P105, P119, P133, P147, P161, P175, P189, P203, P217 and P231 Number of Positions – Do not report frozen positions. Report vacant positions. Frozen positions are positions that cannot be filled due to budgetary or other reasons and will not be filled in the current fiscal year. Vacant positions are temporarily unfilled positions and are funded or expected to be funded in the current fiscal year and will be filled or are expected to be filled within the fiscal year.

P22, P36, P50, P64, P78, P92, P106, P120, P134, P148, P162, P176, P190, P204, P218 and P232 Total Hours per Week worked – Total Hours per Week worked by ALL the people in this type of position ADDED TOGETHER. Do not report the average number of hours.

P23, P37, P51, P65, P79, P93, P107, P121, P135, P149, P163, P177, P191, P205, P219 and P233 Number of Vacancies – Number of positions in this classification that are temporarily vacant as of July 1. Do not report frozen positions as vacancies. Frozen positions are positions that cannot be filled due to budgetary or other reasons and will not be filled in the current fiscal year. Vacant positions are temporarily unfilled positions and are funded or expected to be funded in the current fiscal year and will be filled or are expected to be filled within the fiscal year.

P24, P38, P52, P66, P80, P94, P108, P122, P136, P150, P164, P178, P192, P206 and P220 Number of positions holding an MLS degree – Number of positions holding an MLS degree.

P25, P39, P53, P67, P81, P95, P109, P123, P137, P151, P165, P179, P193, P207 and P221 Number of positions holding Other Graduate Degrees – Number of positions holding Graduate Degrees other than an MLS.

P26, P40, P54, P68, P82, P96, P110, P124, P138, P152, P166, P180, P194, P208 and P222 Number holding a BLS – Number of positions holding a Bachelor's of Library Science.

P27, P41, P55, P69, P83, P97, P111, P125, P139, P153, P167, P181, P195, P209 and P223 Number holding other Bachelor's Degrees – Number of positions holding Bachelor's Degrees other than a BLS.

P28, P42, P56, P70, P84, P98, P112, P126, P140, P154, P168, P182, P196, P210 and P224 Number with 2 or more years of college – Number of positions with 2 or more years of college.

P29, P43, P57, P71, P85, P99, P113, P127, P141, P155, P169, P183, P197, P211 and P225 Number with fewer than 2 years of college – Number of positions with fewer than 2 years of college.

P30, P44, P58, P72, P86, P100, P114, P128, P142, P156, P170, P184, P198, P212 and P226 Number who are High School Graduates – Number of positions who are High School Graduates or have received a GED.

P31, P45, P59, P73, P87, P101, P115, P129, P143, P157, P171, P185, P199, P213 and P227 Number who are HS Students/other/unknown – Number of positions who are HS Students/other/unknown.

STAFF HOURS & DIRECTOR'S ANNUAL SALARY

ST1 Total Number of Positions at Library – Total number of positions at the library, filled or not filled. If not filled the position must be funded and ready to be filled within a reasonable amount of time. This is a calculated field from the information YOU entered above.

ST2 Total Number of Hours Worked per Week by All Staff – Total number of hours worked per average week by all employees. Report the total number of people in each funded position, as of the most recent July 1st, including custodians on the library's payroll. Include vacant positions. Exclude frozen positions. Report one person per position, unless the position is shared, or a person holds more than one position. This is a calculated field from the information YOU entered above.

ST3 Total Number of Vacancies – Total number of vacant positions as of July 1. This is a calculated field from the information YOU entered above.

ST12 Number of staff working 35 hours or more per week – Number of persons working 35 hours or more per week, excluding vacancies and frozen positions.

ST13 Number of staff working fewer than 35 hours per week – Number of persons working fewer than 35 hours per week, excluding vacancies and frozen positions.

ST14 Total number of hours worked in a normal week by library director, assistant director, and librarians, all of whom hold an MLS. – Total number of hours worked in a normal week by library director, assistant director, and librarians, all of whom hold an MLS. Do not include employees in these categories who do not hold an MLS. Do not include “support staff”, “non-professional staff” or “non-librarians” who hold an MLS.

ST15 Director's Actual Annual Salary – Director's actual annual salary as of July 1st (current fiscal year salary). If the Director is under contract, this would be the contracted amount. Do not include any stipend benefits such as longevity pay or education bonus.

ST16 Other Librarian Job Title – Write in the title(s) of “Other Librarians” if you reported those positions above. These should include titles not associated with traditional librarian roles.

ST17 Other Staff Job Title – Write in the title(s) of “Other Staff” if you reported those positions above. These should include titles not associated with traditional library staff roles.

ST100 ALA-MLS – FTE for those holding MLS Please check ST14 (Total hours worked per avg. week by librarians (including director) with an MLS) on Staff Totals Page. THIS IS A FEDERAL QUESTIONS AND IS BASED ON 40 HOURS PER WEEK NOT 35 HOURS.

ST110 Total Paid Employees – FTE for all employees - Please check hours worked by staff members on the Position Salaries and Staff Education Page. THIS IS A FEDERAL QUESTIONS AND IS BASED ON 40 HOURS PER WEEK NOT 35 HOURS.

HOLDINGS INFORMATION AS OF 6/30/2023

There is no longer a separate section for Combined YA and Adult Holdings. If you cannot separate data, please report the combined data in the Adult section.

*Report holdings figures for all library outlets: main, branch and bookmobile.

*The cataloged format of an item determines the format used to report holdings figures on the ARIS form.

*Report Children's holdings figures separately. If your library cannot separate Children's from Adult & YA holdings figures, please report all holdings data in the Adult section.

*Report holdings numbers from rental/lease plans and from rotating collections as of June 30th.

*Items that are packaged together (e.g., two compact discs, two DVD's, etc.) and checked out as one item should be reported as one item. If parts of an item are checked out separately, report as multiple items.

Note: The National Center for Education Statistics (NCES): Children and Young Adults Defined (Services and Resources for Children and Young Adults in Public Libraries [August 1995, NCES 95357]) defines children as persons age 11 years and under. Note: Young Adult age is defined as 12 through 18 years and includes 18-year-olds. The Young Adult Services Association (YASLA) defines young adults as age 12 through 18.

H1, H12, H23 Books – Books are non-serial printed publications (including music and maps) that are bound in hard or soft covers, or in loose-leaf format. Include non-serial government documents. Report the number of physical units, including duplicates (e.g. 3 copies of the same title = 3 items). For smaller libraries, if unit data are not available, count the number of titles. Books packaged together as a unit (e.g., a 2-volume set) and checked out as a unit are counted as one physical unit. Include books accompanied with a CD or DVD.

H2, H13, H24 Volumes of Print Periodicals, Newspapers and Other Print Serials – 1 volume often equals all issues published in 1 YEAR (1 year = 1 volume). For ease of reporting, a bibliographic volume may be considered as one year of a periodical's holdings, unless you have different information. Report the number of physical volumes, including duplicates. Serials are publications issued in successive parts, usually at regular intervals that are intended to be continued indefinitely. Serials include periodicals (magazines); newspapers; annuals (reports, yearbooks, etc.); journals, memoirs, proceedings, and transactions of societies; and numbered monographic series. **Do not report the number of issues** of periodicals the library owns or has access to.

H3, H14, H25 Audio-physical units – (compact discs, books or music on CD, Playaway audio books) Report all audio items played on audio equipment, including compact discs, cassettes, records, Playaways, etc. These are materials circulated in a fixed, physical format on which sounds (only) are stored (recorded) and that can be reproduced (played back) mechanically, electronically, or both. Include records, audiocassettes, audio cartridges, audio discs, audio-reels, talking books, Playaway audio and other sound recordings stored in a fixed, physical format. Exclude downloadable or streamable electronic audio files.

Report the number of units, including duplicates. Items packaged together as a unit (e.g. 2 audiocassettes for 1 recorded book) and checked out as a unit are counted as 1 physical unit. Include all physical audio formats designed primarily to be played on audio equipment. Examples include compact disks, cassettes, records, music cassettes, spoken word, and language instruction products. (Report computer software in H8, H19, H30, Materials in electronic format.)

H4, H15, H26 Video-physical units)-(VHS/Blu-Ray discs/DVD) – Report the number of video items played on video playing equipment, including DVDs, VHS cassettes, Playaway video, and other items. These are materials circulated in a fixed, physical format on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver

or computer monitor. Video formats may include tape, or disc.

Exclude downloadable or streamable electronic video files.

Report the number of units, including duplicates. Items packaged together as a unit (e.g. 2 DVDs for 1 movie) and checked out as a unit are counted as 1 physical unit.

H5, H16, H27 E–book holdings – Report number of E–books owned exclusively by the library, or available through your library's network, or statewide service. E–books are digital documents (including those digitized by the library), licensed or not, where searchable text is prevalent, and which can be seen in analogy to a printed book (monograph). Include non–serial electronic government documents. E–books are loaned to users on portable devices (e–book readers) or by transmitting the contents to the user's personal computer or device for a limited time. Include e–books held locally and remote e–books for which permanent or temporary access rights have been acquired. Report the number of units, including duplicates, for all outlets. E–books packaged together as a unit (e.g., multiple titles on a single e–book reader) and checked out as a unit are counted as one unit. Report only items the library has selected as part of the collection or that a committee has selected on behalf of the library. (Exclude public domain / uncopyrighted e–books that have unlimited access such as Gutenberg Press titles.)

H6, H17, H28 Downloadable audio holdings – Report only downloadable audio owned exclusively by the library, or available through your library's network, or statewide service. These are downloadable electronic files on which sounds (only) are stored (recorded) and that can be reproduced (played back) electronically.

Report the number of titles. Report only titles the library has selected as part of the collection, or by a network, or statewide selection committee on behalf of the library.

H7, H18, H29 Downloadable video titles – Report only downloadable video owned by the library or available through your library's network, or state wide service.

These are downloadable electronic files on which moving pictures are recorded, with or without sound. Electronic playback reproduces pictures, with or without sound, using a television receiver, computer monitor, screen or video–enabled mobile device.

Report the number of titles. Report only titles the library has selected as part of the collection, or by a network, or statewide selection committee on behalf of the library.

H8, H19, H30 Materials in Electronic Format – Usually software or games. Report the number of items in electronic format processed by a computer (CD–ROM's, software applications, game cartridges, etc.). Include circulating materials (e.g. The Magic School Bus), and reference resources (e.g. WB Britannica Encyclopedia), and application software materials patrons sign up to use at the public computers (e.g. Microsoft Word, EXCEL, Office). Include games for players such as Wii and PlayStation.

Exclude items cataloged with books, report these with books. Count items that are packaged together as one physical unit.

H9, H20, H31 Materials in Microforms – Report physical units of microforms. – Physical units may be estimated by counting the fiche in one compressed inch times the inches of drawer space, or the number of rolls in one drawer times the number of drawers for film.

H10, H21, H32 Miscellaneous (e.g. Library of Things items, ebook readers, game consoles, kits, wireless hot spots) – Include other materials not reported elsewhere that the library circulates such as e–book readers, laptops, framed art, kits, puppets, etc. Number of materials not reported elsewhere that the library circulates or library users access in the library. Items such as Kindles, iPads, game consoles such

as Wii and PlayStation, framed art work, kits, puppets, slide sets, educational aids, tools, musical instruments, sporting equipment, bakeware, games, puzzles, small appliances, crafting items, etc.

SUBSCRIPTIONS & ELECTRONIC COLLECTIONS

H47 Print Serial Subscriptions – Report the number of subscriptions to print periodicals (e.g. Newsweek), newspapers (e.g. The Boston Globe), and monographic series (e.g. Current Biography). Count number of titles, including duplicate titles, (not individual issues of the periodical) bought during the fiscal year. Exclude donated periodicals unless the subscription was donated to the library and issues arrived reliably throughout the fiscal year (e.g. a donated subscription).

H48 Electronic Serial Subscriptions – Subscriptions to Electronic Serials – Number of subscriptions to periodicals, newspapers, and monographic series in electronic format (CD-ROM and online); examples, respectively, are CQ Weekly Report, Consumer Reports, and Books in Print on Disc. Include subscriptions accessible through an automated network, e.g., Patriot Ledger on the OCLN. Exclude subscriptions to databases that include full-text serial content (Gale, EBSCO Host, ProQuest, OCLC FirstSearch, etc.). Exclude e-books made available through subscriptions (report number of e-books available as of 6/30 in the E-Book section of the survey).

H49 Electronic Collections (Including Locally Owned Databases) – Report the number of electronic collections the library subscribes to locally or as part of a small consortium. Electronic collections include paid subscriptions to collections such as Mango Languages, Ancestry.com, or Freanding. Include subscriptions to databases that include full-text serial content (Gale, EBSCO Host, ProQuest, OCLC FirstSearch, etc.). Exclude subscriptions available, at no charge to your library, through the statewide contract. Exclude 'free' web-based e-zines that may be bookmarked for patron use. Exclude access to the Internet itself as a subscription even if you pay the Internet provider a monthly fee.

H50 Other Subscriptions – Museum passes – report number of membership subscriptions, not the number of individual passes or the number of admissions permitted by each pass. For example, four separate passes issued by one museum membership subscription should be reported as one. Microforms – report number of subscriptions to microform copies of Time, The New York Times, dissertations, etc. Exclude subscriptions available, at no charge to your library, through the statewide contract such as the Gale-Cengage Databases and The Boston Globe. Exclude 'free' web-based e-zines that may be bookmarked for patron use. Exclude access to the Internet itself as a subscription even if you pay the Internet provider a monthly fee.

H100 Network databases - Number of databases your network subscribes to on your behalf.

CIRCULATION INFORMATION

There is no longer a separate section for Combined YA and Adult Circulation. If you cannot separate data, please report the combined data in the Adult section.

The cataloged format of an item determines the format used to report ARIS circulation figures.

Report circulation figures for all library outlets: main + branch + bookmobile.

Report circulation of all items in all formats checked out to patrons at your library's location(s), or through your library's website or online catalog:

Interlibrary loans lent to your library's patrons (not lent to another library)

Renewals

All types of nonresident circulation

Rental/lease plan items

Rotating collection items

Individual issues of journals and magazines

Miscellaneous items such as, ebook readers, game consoles, kits, wireless hot spots, **museum passes** (each circ. of a pass, not the # of admissions authorized by a pass), and other “library of things” items such as sporting equipment, tools, bakeware, etc.

Children's and Young Adult circulation figures should be reported separately, if possible. If your library cannot separate Children's and Young Adult from Adult circulation figures, please report all circulation figures in the Adult section.

FOR A DETAILED LIST OF MATERIALS, PLEASE REFER TO THE HOLDINGS DEFINITIONS LISTED PREVIOUSLY.

C1, C12, C23 – Books – For a detailed list of materials please refer to the HOLDINGS definitions.

C2, C13, C24 – Print periodicals, newspapers and other print serials – For a detailed list of materials please refer to the HOLDINGS definitions.

C3, C14, C25 – Audio (Compact discs (not CD-ROMs), cassettes) – For a detailed list of materials please refer to the HOLDINGS definitions.

C4, C15, C26 – Video cassettes/discs/DVD – For a detailed list of materials please refer to the HOLDINGS definitions.

C5, C16, C27 – E-books – For a detailed list of materials please refer to the HOLDINGS definitions.

C6, C17, C28 – Downloadable audio files – For a detailed list of materials please refer to the HOLDINGS definitions.

C7, C18, C29 – Downloadable video – For a detailed list of materials please refer to the HOLDINGS definitions.

C8, C19, C30 – Materials in electronic format (include CD-ROMs) – For a detailed list of materials please refer to the HOLDINGS definitions.

C9, C20, C31 – Materials in microforms – For a detailed list of materials please refer to the HOLDINGS definitions.

C10, C21, C32 – Miscellaneous (e.g. Library of Things items, ebook readers, game consoles, kits, wireless hot spots, MUSEUM PASSES) – Museum Passes are the only items that are in a different category between Holdings and Circulation. Count Museum Passes as “Other Subscriptions” for Holdings (H50) but as Miscellaneous for Circulation.

Usage of Electronic Collections

Do not include circulation of e-books, downloadable audio or downloadable video reported in Circulation section below.

Do not report number of users or sessions.

C34 Successful retrieval of locally owned or licensed electronic collections Include the usage of electronic collections acquired through curation, payment, or formal agreement for an individual library (system) or through a co-operative arrangement other than network or state-wide services.

The total annual usage by a library of electronic collections as defined by:

- 1) download of text, audio or video
- 2) view of an online record, document, text, or image
- 3) streaming of audio or video file

C35 Successful retrieval of network licensed electronic collections Include the usage of electronic collections acquired through curation, payment, or formal agreement for an individual library (system) through its network services.

The total annual usage by a library of electronic collections as defined by:

- 1) download of text, audio or video
- 2) view of an online record, document, text, or image
- 3) streaming of audio or video file

C36 Successful retrieval of state-wide licensed electronic collections Include the usage of electronic collections acquired through curation, payment, or formal agreement for an individual library (system) through state-wide services.

The total annual usage by a library of electronic collections as defined by:

- 1) download of text, audio or video
- 2) view of an online record, document, text, or image
- 3) streaming of audio or video file

Any ILL's to Other Libraries Reported as Patron Circulation in Circulation Section Above. If you are in a network, it is unlikely that you will need to fill out this section. Only if applicable – see description

When counting circulation, some libraries and networks cannot differentiate between an ILL circulated to another library and an item circulated to one of its patrons. When an ILL item is checked out to another library for use by that library's patron, the item would show as being circulated twice: first, when it is checked out to the library, and then again, when it is checked out to that library's patron.

*If ILLs at your library are not included in the circulation figures reported in the section above, go to the next section of the survey (C53)

*If ILLs ARE included in the circulation figures reported in the Circulation section above, report the number of those for Children's Young Adult, Adult combined (C51) and the subset that are just Children's (C52).

C51 Any ILL's to Other Libraries Reported as Patron Circulation in Circulation Section Above. (Only if applicable) – If you are in a network, it is unlikely that you will need to fill out this section.

Report here how many, if any, of the Interlibrary Loans of library materials Provided to Other Libraries in Interlibrary Loans, C56 – C57 are also reported in the Circulation Information section, C1 – C33 & C38 – C50. When none of the library's ILLs reported in Interlibrary Loans, C56 – C57 are also reported in the Circulation Information section, leave this section, C51 & C52, blank.

C52 Of the total reported in C51, how many were included in CHILDREN's circulation? (Only if applicable) – If you are in a network, it is unlikely that you will need to fill out this section. Report here how many, if any, of the Interlibrary Loans of Children's library materials Provided to Other Libraries in Interlibrary Loans, C56 – C57 are also reported in the Circulation Information section, C1 – C33 & C38 –

C50. When none of the library's ILLs reported in Interlibrary Loans, C56 – C57 are also reported in the Circulation Information section, leave this section, C51 & C52, blank.

INTERLIBRARY LOANS

Report the number of library materials and faxes/photocopies, electronic attachments RECEIVED FROM (C53 – C55) and PROVIDED TO (C56 – C58) other libraries.

C53 ILL Items RECEIVED that must be returned (books, microforms, etc.) – An ILL item is loaned between any type of separately administered library or library system within MA, across the US, or around the world. INCLUDE NETWORK TRANSFERS.

C54 ILL Items RECEIVED that need not be returned – Faxes, photocopies, and electronic files sent from another library that need not be returned. An ILL item is loaned between any type of separately administered library or library system within MA, across the US, or around the world. INCLUDE NETWORK TRANSFERS.

C56 ILL items PROVIDED that must be returned – Number of library materials provided to other libraries that must be returned (books, microforms, etc.). An ILL item is loaned between any type of separately administered library or library system within MA, across the US, or around the world. INCLUDE NETWORK TRANSFERS.

C57 ILL items PROVIDED that need not be returned – Faxes, photocopies, and electronic files sent to another library that need not be returned. An ILL item is loaned between any type of separately administered library or library system within MA, across the US, or around the world. INCLUDE NETWORK TRANSFERS.

NONRESIDENT CIRCULATION TRANSACTIONS

Count the number of items loaned from your library (across the desk) to residents of other certified municipalities, not the number of borrowers.

Exclude interlibrary loans your library sends to other libraries or any other loans that do not go directly over the counter to the patron.

C61 Total Number of ON-SITE LOANS To Residents of Municipalities CERTIFIED for FY2023 State Aid to Public Libraries. – Number of direct on-site, circulation transactions, including renewals, to patrons who are not from your municipality but are residents of a certified municipality. This means the borrower's municipality is certified for State Aid to Public Libraries at the time of the circulation, or the transaction occurred within three months of the municipality's loss of its certification. The data to be reported here is the “total number of eligible nonresident loans,” as required by State Aid to Public Libraries regulation, 605 CMR 4.02. Enter zero if none occurred.

C62 Total Number of ON-SITE LOANS To Residents of Municipalities NOT CERTIFIED for State Aid. – This is the number of direct on-site circulation transactions, including renewals, to patrons who are residents of Massachusetts communities that are not certified for State Aid to Public Libraries at the time of the transaction. Enter zero if none occurred.

C63 Total Number of ON-SITE LOANS To Residents of Other States– Number of direct on-site circulation transactions, including renewals, to patrons who do not live in Massachusetts. This is the number of direct on-site circulation transactions, including renewals, to patrons who do not live in Massachusetts. Leave blank if not counted or not applicable. Enter zero if none occurred.

Count the number of items loaned, not the number of borrowers.

Exclude interlibrary loans, ebooks or any other loans that do not go directly over the circulation desk to the patron.

SERVICES

Hours and Days Open

S1 Total annual hours the MAIN Library was open to the public – Total annual hours the Main Library was actually open to the public. Exclude hours that were scheduled but not actually open due to holidays, construction, weather, staff emergencies, etc.

S2 Total number of weeks the MAIN library was open to the public—actual weeks – Include the number of weeks open for public service for the MAIN library.

*The count should be based on the number of weeks that a library outlet was open for half or more of its scheduled service hours. Extensive weeks closed to the public due to natural disasters or other events should be excluded from the count.

*Do not calculate based on total number of service hours per year at the main library. For example, by dividing total hours by the average hours open per week.

*Round to the nearest whole number of weeks. If the library was open half or more of its scheduled hours in a given week, round up. If the library was open less than half of its scheduled hours, round down.

*Cannot be more than 52.

S3 Total annual hours the BRANCHES were open to the public – Total annual hours any/all branch libraries were open. Exclude hours that were scheduled but not actually open due to holidays, construction, weather, staff emergencies, etc.

S4 Total annual hours the BOOKMOBILE was open to the public – Total annual hours any/all bookmobiles were open. Exclude hours that were scheduled but not actually open due to holidays, construction, weather, staff emergencies, etc. Exclude hours the vehicle was off the road because of repairs, etc. Exclude hours that non-bookmobile vehicles were on the road, such as the hours a van was making deliveries to the homebound.

Services for Main Library and All Outlets

S5 Total Number of Saturdays Open to the public – If both a branch and the main library are open on a Saturday, count that day only once. The response cannot exceed 52.

S6 Total Hours the Library Was Open on Saturday to the public– Total hours open on Saturdays at all outlets (main + branch + bookmobile). Round to a whole number.

S7 Total Number of Sundays Open to the public – If both a branch and the main library are open on a Sunday, count that day only once. The response cannot exceed 52.

S8 Total Hours the Library Was Open on Sundays to the public – Total hours open on Sundays at all outlets (main + branch + bookmobile). Round to a whole number.

S9 Total hours the library and any branches were open after 5 p.m. to the public – Do not prorate or estimate. Report actual number of hours open after 5 p.m. Round to a whole number.

S10 Total annual attendance (visits) in library – The total number of persons who physically enter the library. The total number includes persons who visit in groups and persons who visit for library-sponsored programs. A person may be counted more than once. Counting may be done either upon entrance or upon exit. If the library's counter records customers entering and leaving, remember to divide the count by 2.

*If attendance figures for all 12 months are not available, use partial counts to estimate attendance over 12 months (i.e. multiply average monthly attendance by 12 months or weekly attendance by 52 weeks). Procedures for estimating library visits may be adapted from the procedure for sampling reference transactions, available below:

Preferred Methodology for Sampling Attendance

Select one week each in the months of July, October, January, and April during which the library staff will count all persons who entered the library's outlets (main + branch + bookmobile). At the end of each of the weeks, the library will have the actual number of persons who entered the library and its outlets (main + branch + bookmobile) one week in each quarter of the fiscal year.

To calculate an estimate for the fiscal year either

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

Although use of the preferred methodology is not required to retain state aid eligibility, libraries that do not keep an actual count of attendance are encouraged to use it.

S10a Is this an estimate? – Answer “CT” from the dropdown choices if this is an actual count. Answer “ES” if this is an estimate. The estimate does not have to be based on the methodology described above.

S11 Total annual number of reference transactions – A reference transaction (not a directional transaction to the bathroom, etc.) involves the use of information sources by a member of the library staff with a member of the public. The reference transaction may be conducted by any means (in person, over the telephone, by email, etc.) with library patrons of any age whether or not it is at a public service desk. Procedures for estimating reference transactions are:

Preferred Methodology for Sampling Reference Statistics

Select one week each in the months of July, October, January, and April during which the library staff will count all reference transactions. At the end of each of the weeks, the library will have the actual number of reference transactions for one week in each quarter of the fiscal year.

To calculate an estimate for the fiscal year either:

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

Although use of the preferred methodology is not required to retain state aid eligibility, libraries that do not keep an actual count of reference transactions are encouraged to use it.

S11a Is this an estimate? – Answer “CT” from the dropdown choices if this is an actual count. Answer “ES” if this is an estimate. The estimate does not have to be based on the methodology described above.

Programs

S12 Number of Adult Programs held. Do NOT include YA programs. DO NOT include General Interest or programs for all ages. – Number of library programs directed toward adults over 18. A program is any library sponsored and planned event that takes place in the library or elsewhere, that introduces library services, provides information or entertainment, or promotes the library. Include formal Internet, computer, and electronic resource training sessions. Include off-site programs sponsored and supported by the library (book discussions at nursing homes, farmer's market booths, etc.) Include LIVE virtual library programs but NOT recorded virtual presentations. Exclude programs that are offered but do not have attendees.

S13 Total Attendance at all Adult Programs. Do NOT include attendance at YA programs. DO NOT include attendance at General Audience or programs intended for all ages – Number of people attending programs designed for people over 18 (adults). Count each person (child, YA, and adult) attending an Adult program as one. Report a cumulative count of attendees, not a count of unique attendees. Include attendees at library sponsored programs held off-site (book discussion at nursing homes, etc.) Include attendees at LIVE virtual library programs but NOT viewers of recorded virtual presentations.

S14 Number of YA Programs Held – A young adult program is any planned event for which the primary audience is young adult and which introduces the group of young adults attending to any of the broad range of library services or activities for young adults or which directly provides information to participants. Young adult programs may cover use of the library, library services, or library tours. Young adult programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need. Examples of these types of programs include book clubs and summer reading events. Include LIVE virtual library programs but NOT recorded virtual presentations. Count all young adult programs, whether held on- or off-site, that are sponsored or co-sponsored by the library. Do not include young adult programs sponsored by other groups that use library facilities. If young adult programs are offered as a series, count each program in the series. For example, a book club offered every two weeks, throughout the year, should be counted as 26 programs. Exclude library activities for young adults delivered on a one-to-one basis, rather than to a group, such as one-to-one literacy tutoring, services to homebound, homework assistance, and mentoring activities.

Note: The Young Adult Services Association (YASLA) defines young adults as age 12 through 18.

S15 Attendance at YA Programs – Attendance at YA Programs during fiscal year. Count each person (child, YA, and adult) attending. A program is any library sponsored and planned event that takes place in the library or elsewhere, that introduces library services, provides information or entertainment, and promotes the library. Include attendance at library sponsored and supported programs held off-site (book talks at schools, etc.). Exclude attendance at Homework Centers. Include attendees at LIVE virtual library programs but NOT viewers of recorded virtual presentations.

Note: The Young Adult Services Association (YASLA) defines young adults as age 12 through 18.

S16 Number of School Children – Aged 6–11 Programs held – A school children's program is any scheduled event directed primarily toward children aged 6–11 that introduces attendees to library services, activities, or information. Examples of children's programs include Lego club, summer reading events, library use instruction, and other programs of interest or useful to children aged 6–11. Include LIVE virtual library programs but NOT recorded virtual presentations.

*Each series event counts as one program. For example, a story hour offered once a week, 48 weeks a year, should be counted as 48 programs.

*Report the number of all children's programs, held at the library, or off site.

Include:

- Programs that are sponsored or co-sponsored by the library
- Classroom visits to the library
- Book talks to visiting classes
- Meetings of book discussion groups
- Formal Internet, computer and electronic resource training sessions

Exclude:

- Programs independently sponsored and supported by other groups that use library facilities.
- Programs that are offered but do not have attendees
- Use of a library's Homework Center
- On-going exhibits
- Contests run by the library
- Handouts
- Parades
- Children's activities delivered on a one-to-one basis (tutoring, homework help, mentoring, etc.)

Note: The National Center for Education Statistics (NCES): Children and Young Adults Defined (Services and Resources for Children and Young Adults in Public Libraries [August 1995, NCES 95357]) defines children as persons age 11 years and under. This has now been separated out by the Library Statistics Working Group (LSWG) and IMLS into two groups of children School Children Aged 6–11 and Young Children Aged Birth–5.

S17 Total Attendance at all Children's Programs– Number of people attending programs designed for people under 11. Count each person (child, YA, and adult) attending each time they attend a program. Exclude attendees at a library's Homework Center. Include attendance at library sponsored and supported programs held off-site (book talks at schools, etc.). Include attendees at LIVE virtual library programs but NOT viewers of recorded virtual programs.

Note: The National Center for Education Statistics (NCES): Children and Young Adults Defined (Services and Resources for Children and Young Adults in Public Libraries [August 1995, NCES 95357]) defines children as persons age 11 years and under. This has now been separated out by the Library Statistics Working Group (LSWG) and IMLS into two groups of children School Children Aged 6–11 and Young Children Aged Birth–5.

S18 Number of Young Children – Aged Birth – 5 Programs held – A young children's program is any scheduled event directed primarily toward children aged Birth–5 that introduces attendees to library services, activities, or information. Examples of young children's programs include Toddler time, story time, lap-sit, and other programs of interest or useful to children aged Birth–5. Include LIVE virtual library programs but NOT recorded virtual presentations.

*Each series event counts as one program. For example, a story hour offered once a week, 48 weeks a year, should be counted as 48 programs.

*Report the number of all young children's programs, held at the library, or off site.

Include:

- Programs that are sponsored or co-sponsored by the library
- Book talks
- Story time

Exclude:

- Programs independently sponsored and supported by other groups that use library facilities.
- Programs that are offered but do not have attendees

- On-going exhibits
- Contests run by the library
- Handouts
- Parades
- Craft Kits that do not include a presentation

Note: The National Center for Education Statistics (NCES): Children and Young Adults Defined (Services and Resources for Children and Young Adults in Public Libraries [August 1995, NCES 95357]) defines children as persons age 11 years and under. This has now been separated out by the Library Statistics Working Group (LSWG) and IMLS into two groups of children School Children Aged 6–11 and Young Children Aged Birth–5.

S19 Total Attendance at all Young Children's Programs– Number of people attending programs designed for children aged Birth – 5. Count each person (child, YA, and adult) attending each time they attend a program. Include attendance at library sponsored and supported programs held off-site (book talks at day care centers or pre-schools, etc.). Include attendees at LIVE virtual library programs but NOT viewers of recorded virtual programs.

Note: The National Center for Education Statistics (NCES): Children and Young Adults Defined (Services and Resources for Children and Young Adults in Public Libraries [August 1995, NCES 95357]) defines children as persons age 11 years and under. This has now been separated out by the Library Statistics Working Group (LSWG) and IMLS into two groups of children School Children Aged 6–11 and Young Children Aged Birth–5.

S20 Number of General Interest or programs for all ages – Number of library programs directed toward people of all ages. A program is any library sponsored and planned event that takes place in the library or elsewhere, that introduces library services, provides information or entertainment, or promotes the library. Include formal Internet, computer, and electronic resource training sessions. Include off-site programs sponsored and supported by the library (book discussions at nursing homes, farmer's market booths, etc.) Include LIVE virtual library programs but NOT recorded virtual presentations. Exclude programs that are offered but do not have attendees.

S21 Total Attendance at all General Audience or programs intended for all ages – Number of people attending programs designed for people of all ages. Count each person (child, YA, and adult) attending a general audience program as one. Report a cumulative count of attendees, not a count of unique attendees. Include attendees at library sponsored programs held off-site (at a farmer's market, etc.) Include attendees at LIVE virtual library programs but NOT viewers of recorded virtual presentations.

Programming by Format (Location)

S24 Number of LIVE In-Person Onsite Program Sessions – Count program sessions held in-person, onsite in the library system for all age categories. Include outdoor programs held on library property. Do not include in-person programming held away from the library property. Do not include recorded programs.

S25 LIVE In-Person Onsite Program Attendance – Count attendance for all ages at sessions held in-person, onsite in the library system for all age categories. Include outdoor programs held on library property. Do not include in-person programming held away from the library property. Do not include recorded programs.

S26 Number of LIVE In-Person Offsite Program Sessions – Count program sessions held in-person, away from library property for all age groups. Do not include in-person programming held on the library property. Do not include recorded programs.

S27 LIVE In-Person Offsite Program Attendance – Count attendance for all ages at program sessions held in-person, away from library property for all age groups. Do not include in-person programming held on the library property. Do not include recorded programs.

S28 Number of LIVE Virtual Program Sessions – Count program sessions for all age categories that were presented LIVE to a virtual audience.

S29 LIVE Virtual Program Attendance – Count attendance for all ages at program sessions for all age categories that were presented LIVE to a virtual audience.

S30 Total Number of Recorded Program Presentation – Count the number of recorded program presentations that are posted online whether they are recorded from a live presentation or pre-recorded.

S31 Total Views of Recorded Program Presentations within 30 Days – Count the number of views for at least 3 minutes for 30 days after the recorded presentations was posted online.

S32 Total number of Self-Directed Activities offered by LIBRARY SYSTEM – These are also known as indirect, drop in, or passive programs. Some examples of self-directed activities are story walks, take and make bags, or a table set up for coloring or puzzles.

S33 Total number of Self-Directed Activities participants in LIBRARY SYSTEM – Number of participants at self-directed activities: How many people attended a story walk? How many take and make bags were picked up? How many people participated at a self-directed craft table? Etc.

Non-Subsidized Volunteers

S34 Total number of non-subsidized volunteers

Include:

- Any person who volunteers to assist the library in any aspect of its operation
- Friends of the Library when they are supporting library service goals such as conducting a book sale

Exclude:

- Board of Trustee members acting as Board members (e.g. attending Board meetings, etc.)
- Friends of the library engaged in administrative work (e.g. Friends Group meetings, etc.)
- Paid library staff who work additional unpaid hours to perform duties as when compensated
- Personnel paid through subsidized employment/training programs
- Volunteers working as a community service in lieu of jail
- Senior citizens working for a tax abatement program
- Students working for “service points”

NOTE: Any subsidized volunteers who continue to volunteer without compensation once they have fulfilled their initial obligation, can be counted.

S35 Annual total number of hours by non-subsidized volunteers – Number of hours volunteered between 7/1 and 6/30. Exclude the members of the Board of Trustees when acting in their capacity as Board members (e.g. attending Board meetings, presenting the library's budget request) and exclude Friends when engaged in the administrative work of their association (e.g. monthly organizational

meetings) but include them when they are supporting library service goals, e.g. fund raising such as conducting a book sale.

Exclude a paid library director who also works additional unpaid hours in his/her role as library director (e.g. performing the same range of duties as when compensated). Also exclude any personnel paid through subsidized employment/training programs.

NOTE: Any hours volunteered by subsidized volunteers beyond required hours can be counted.

BORROWERS, BRANCHES & BOOKMOBILES

S36 Number of registered users (borrowers) – Number of people in the library network registered to use your library on June 30. Members of automated resource sharing networks should report the number provided by their network.

A registered user is a library user who has applied for and received an identification number or card from the public library that has established conditions under which the user may borrow library materials or gain access to other library resources.

S37 Number of registered users (borrowers) that were residents of your municipality – Number of people registered to use the library at the end of the fiscal year who were residents of your library's municipality. Report the number of people who live in your municipality who have a public library card that enables them to use your library. For the few libraries that register families rather than individuals, report the number of families, noting that the figure is not individuals. Exclude institutional borrowers such as nursing homes and day care centers. This number is a subset of the number of registered users.

S38 Has the file of registered borrowers been purged by either the library or network since June 30, 2020? Whether the file of registered users (borrowers) has been purged by library or network in last 3 fiscal years to remove outdated records.

S39 Number of branch libraries – Number of auxiliary libraries operating during fiscal year. These are libraries with separate quarters, a permanent basic collection, a permanent staff, and a regular schedule, but administered from a central unit.

S40 Number of Library's Bookmobiles in Service – Count the number of bookmobiles in use, not the number of stops it makes. Exclude bookmobiles owned by regional library systems and vans the library may use for delivery to shut-ins.

S41 As of June 30, 2023, does the library charge overdue fines to ANY USERS when they fail to return PHYSICAL PRINT MATERIALS by the date due?

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials.

S42 As of June 30, 2023, does the library charge overdue fines to YOUNG CHILDREN (Birth – Five) when they fail to return PHYSICAL PRINT MATERIALS by the date due?

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials.

S43 As of June 30, 2023, does the library charge overdue fines to CHILDREN (Ages 6–11) when they fail to return PHYSICAL PRINT MATERIALS by the date due?

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials.

S44 As of June 30, 2023, does the library charge overdue fines to YOUTH (Ages 12–18) when they fail to return PHYSICAL PRINT MATERIALS by the date due?

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials.

S45 As of June 30, 2023, does the library charge overdue fines to ADULTS (Ages 19–54) when they fail to return PHYSICAL PRINT MATERIALS by the date due?

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials.

S46 As of June 30, 2023, does the library charge overdue fines to SENIORS (Ages 55 and older) when they fail to return PHYSICAL PRINT MATERIALS by the date due?

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials.

S47 As of June 30, 2023, does the library charge overdue fines to ANY USERS when they fail to return NON PRINT MATERIALS by the date due?

Overdue fines are monetary penalties that typically increase according to the number of days the materials are overdue. Overdue fines are not replacement costs for lost or damaged materials.

INTERNET AND ELECTRONIC SERVICES

ES1 Number of Internet Computers Available for Public Use in the Library and Its Branches and Bookmobiles. – If patrons use the device to access the Internet, count it here, even if staff also use it. Include devices in a computer lab used for public instruction. Exclude OPAC or “catalog use only” computers.

ES2 Was wireless Internet access available for public use within the main library? – Was wireless Internet access available for public use within the main library? Report wireless Internet access in branches or bookmobiles on the branch and bookmobile forms.

ES3 Did Your Library Hold Formal Training Sessions in the Use of the Internet for Library Users? – Did the library provide scheduled formal training sessions (groups or one on one) in the use of electronic resources? Includes training in the use of any electronic resource (including the Internet) and the equipment needed to access it.

ES4 Number of users of public Internet computers in the library during a typical WEEK – Report number of internet users during a typical WEEK. If computer and internet users cannot be split, report all computer use. Exclude remote users. The number of in-library users may be counted manually, using registration logs. Software such as ‘Historian’ (www.fortres.com) can also be used to track the number of users at each public terminal.

ES4a Is this an estimate? – Answer “CT” from the dropdown choices if this is an actual count. Answer “ES” if this is an estimate. The estimate does not have to be based on the methodology described above.

ES5 Did the library have an acceptable use policy for Internet access? – An Internet acceptable use policy is a written policy outlining the terms and conditions of Internet use in the library.

ES6 Did the library use technological measures (e.g., filtering software) to block access to certain web content? – Includes library owned filtering software, filtering by an Internet service provider, or through Internet search engines.

ES7 How Many “Hits” Were Recorded On the Library's Website Home Page During FY2023? – Use data provided by the library's Internet Service Provider. Estimated data for the year may be extrapolated from partial existing records.

ES8 How many wireless sessions does the library provide annually? – Report the number of wireless (WiFi) sessions provided by the library wireless service annually. This information can usually be obtained from the service provider or service software.

ES8a Is this an estimate? – Answer “CT” from the dropdown choices if this is an actual count. Answer “ES” if this is an estimate. The estimate does not have to be based on the methodology described above.

ES9 Is the library's web presence optimized for mobile devices? – The library's website is optimized to be viewed on a mobile device. This can be through a mobile version of the website or through a mobile application (app).

SERVICES TO CHILDREN

Data reported in SC1 and SC2 may exceed the data reported solely for the Staff Librarian – Children's position classification in Position Salaries.

If hours worked providing Children's Services vary from week to week or are seasonal, prorate the hours and report the average worked per week. The hours reported in Avg. Hours per Week of Services to Children (11 and Under) need not equal the number of hours the library is open per week.

SC1 Average hours all staff provided library services to children 11 & under each week, excluding custodians.

Include hours spent providing basic services to

- People age 11 and under
- Parents and caregivers
- Adults working with children
- Agencies/organizations serving children
- Students of children's literature
- Adults developing language skills
- Adults needing basic subject material found in children's resources
- Schools
- Teachers

–Basic services include:

- Collection development
- Tech services
- Circulation
- Reference services
- Reader's assistance
- Programs
- Outreach
- Providing access to materials
- Marketing services to the community

SC2 Average hours all librarians (including Directors) holding an MLS degree provided library services to children 11 & under each week – Hours worked in a typical week by all librarians holding an MLS degree providing services to children. Librarians = these positions: Director, Assistant Director, Senior Librarians, Branch Librarians, Adult Services Librarians, and All Staff Librarians.

Include hours spent providing basic services to:

- People age 11 and under
- Parents and caregivers
- Adults working with children
- Agencies/organizations serving children
- Students of children's literature
- Adults developing language skills
- Adults needing basic subject material found in children's resources

–Basic services include:

- Collection development
- Tech services
- Circulation
- Reference services
- Reader's assistance
- Programs
- Outreach
- Providing access to materials
- Marketing services to the community

SC3 Number of public use computers with Internet access in the children's room or area – Number of public use pc's with access to the Internet in the children's room/area.

SC4 Did the library have a homework center? – Dedicated library space housing curriculum support materials to meet needs of students, staffed by library staff or volunteers trained to assist students.

Friends of the Library

GV1 Does the library have a Friends of the Library group? – A Friends group is that which is formally organized to enhance the effectiveness of the Public Library by providing both financial and volunteer support.

GV2 If yes, how many members are in the Friends group? – Number of members in Friends group.

GV3 Name of the Friends Group – Name used by the Friends Group, e.g. Friends of the Local Public Library.

Public Library Trustees

GV8 Number of public library trustees that are appointed – An appointed trustee is selected by a public official or group of municipal officials.

GV9 Number of public library trustees that are elected – An elected trustee is selected by the registered voters of the municipality in a municipal election.

GV10 Number of public library trustees that are self-perpetuating – A self-perpetuating trustee is selected by the members of the library corporation or association, usually from the corporation or association membership, but occasionally from the municipality at large.

GV11 Number of public library trustees that are ex-officio – An ex-officio trustee is selected by virtue of holding a specified public office or a specified political, committee, social, or religious affiliation in the municipality. For example, the legal authorization for some boards of trustees may require that their membership include the principal of the local high school, a member of the Board of Selectmen, a religious leader, or a member of a prominent family.

GV12 Number of public library trustees named to the board in other ways – Number of trustees named to board in ways other than being appointed, elected, ex-officio, or self-perpetuating.

GV13 Total Number of Trustees – Total number of trustees.

GV14 If trustees are named to board in other ways, describe how. – Other ways in which trustees are named.

Library Foundation

GV15 Does the library have a foundation? – A library foundation (not Friends group) that meets the following definition: Non-governmental, non-profit organizations [501(c)(3)] with funds and/or programs managed by their own trustees or directors and which are established to maintain or aid a library.

Governance

GV18 Is the library currently a city library, town library or corporation/association library? – **City Library:** The library may have been formed by a city on its own initiative. It is governed as specified in the charter of the municipality or by special acts of the state legislature. Funding is provided through state and local appropriations. (c.78, s.7; c.43B)

Town Library: The library may have been established by resolution of the town governing body. It is governed by a board of trustees who may be elected, appointed, self-perpetuating or ex officio. (c.78, s.7 & s.10; c.43B)

Corporation/Association: The library was established as a non-profit library corporation, usually in conjunction with a will, deed or bequest to provide free library services to the public. Governance is set out in the original instrument or articles of incorporation. This library may receive state, local, and private funding. In many cases some funding is also derived from the original endowment. (c.78, s.1; c.180, ss.1–4)

GV21 Does the library director have an employment contract? – Is an employment contract in place between the library director and the library trustees, library association/corporation or the municipality? The contract could include but is not limited to defining the basic conditions of employment, length of probationary period, and procedure for dismissal as outlined in (M.G.L., c.78, s.34)

MAIN LIBRARY FACILITY AS OF JUNE 30, 2023

This section displays data about the MAIN LIBRARY FACILITY which is on file. Please update the data as of 6/30/2023.

M1 Gross square feet of current main library facility – The square foot area of all enclosed floors occupied by the library.

Include areas off-limits to the public such as mechanical rooms, and areas shared with another organization.

M2 The current building was built in what year? – Year in which the current main library was built.

M3 Year of the Most Recent Renovation of the Main Library – Renovation includes addition, expansion, alteration, rehabilitation and restoration. Only the year of the most recent work will appear when the main library building has undergone successive renovations. Please leave blank if a renovation has not yet been undertaken.

M4 Number of Dedicated Parking Spaces (for main library only)

Include:

- On-street parking spaces identified with signs for library users only
- Spaces in a lot designated solely for the library users
- An estimated proportionate number of spaces in a parking lot shared with another organization

Exclude:

- Staff parking spaces
- Street parking not indicated with a sign for library users only

M5 Seating Capacity of the (Main Facility) Library (exclude general meeting rooms). – Seats provided for users for reading or studying whether with or without equipment. This should be the actual number of seats available for reading or study, not the seating capacity posted by the Building Department or Fire Department.

Includes seats in carrels, study rooms, computer labs, and all general use public areas of the library.

Excludes seats in halls and theaters intended for audiences or special events; informal seating such as floor space on which users may sit; meeting room seats and floor cushion and pillow seating.

M6 Meeting Rooms in the Main Library Facility – Include:

- Conference rooms
- Auditoriums
- General program rooms
- Classrooms

Exclude:

- Study Rooms or other rooms that are part of the general service area
- “Areas” of the library where meetings are held (such as a corner of the reference room, etc.)

M7 Seating Capacity of the Largest Meeting Room. – Seating capacity of the largest meeting room at the main library facility.

M8 Number of individual or group study rooms – Number of individual or group study rooms in the main library facility.

M9 Number of times meeting rooms were used for all purposes (Exclude staff meetings) Count each use as one. For example, if the Garden Club uses the meeting room once a month, count 12 not 1.

Include:

- Use by other library groups such as the network, or the Board of Library Commissioners, Trustees

–Use for study

Exclude:

–Use for library staff meetings

–Group study rooms.

Service Conditions: Please tell us if there is a reason any of the figures reported vary substantially from last year. – Please list any reason any of the figures reported on this form vary substantially from last fiscal year (e.g. library building construction or renovation, library closure or significant change in hours, flood, fire, or other disaster, unusually heavy weeding or purchase of materials, changes in counting methodology, etc.).

New This Year

The Massachusetts Board of Library Commissioners (MBLC), along with other library agencies, is working to better understand how local libraries have been affected by book, program, and service challenges. To better understand the current situation, the MBLC is collecting information about Intellectual Freedom challenges across the Commonwealth to attempt to quantify the problem. Most of the questions are specifically about formal challenges to library materials, library programs and library service. The information provided will aid in our efforts to support libraries and raise awareness.

IF1 – IF3 – A formal challenge is an attempt to remove or restrict materials, based upon the objections of a person or group. Challenges do not simply involve a person expressing a point of view; rather, they are an attempt to remove materials, using the library's policy, from the curriculum or library, thereby restricting the access of others. Library Materials = books, movies, magazines, digital content. Library Services = displays, exhibits. Library Programs = events and activities hosted by the Library.

IF4 – IF6 – Threats and harassment to staff include online, by phone, by email or in-person. Examples of Other may include but is not limited to legislative concerns (executive orders, legislation), patron privacy or confidentiality.

IF7 – IF15 – Yes may be chosen for all that apply.

IF16 – IF17 – Library Materials = books, movies, magazines, digital content. Library Services = displays, exhibits. Library Programs = events and activities hosted by the Library. For a single challenge, use the number 1.

IF18 – An informal complaint is when a patron expresses concern about the appropriateness of a library program, service, or material. Some complaints are resolved with a simple conversation with a librarian. A complaint does not trigger the full Reconsideration Procedure. This number is an estimate and not an actual count.

IF19-21- A Collection Development policy is a formal policy adopted by the Trustees and is required by statute and should be regularly updated. A Request for Reconsideration (or other process) can be separate from or included as part of the Collection Development Policy.

Submission Process:

Before you SUBMIT your data, be sure to SHOW STATUS and fix any:

–remaining edit checks

–unanswered questions

–flagged questions.

When resolving edit checks, add a note to either the State or Federal field. The edit check language will tell you which to use.

Be sure to print the ARIS signature page BEFORE you lock your ARIS form. For your own records, be sure to print the entire form.

When you SUBMIT, it locks your form. If you need it reopened, contact us.

Instructions:

Print the PDF. Have the Library Director and Trustee Chair sign it, then scan it and email it as an attachment to Uechi Ng uechi.ng@mass.gov.

Please email it to Uechi by August 18, 2023.

Questions? Contact Jen Inglis jennifer.inglis@mass.gov or Mary Rose Quinn maryrose.quinn@mass.gov