



**Commonwealth of Massachusetts  
Board of Library Commissioners**

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**Massachusetts  
Public Library Data**

**Electronic Services  
FY2007 Data  
(July 1, 2006 - June 30, 2007)**

**Compiled: April 2008  
Distributed: May 2008**

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Massachusetts Board of Library Commissioners

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# Introduction

The ***Electronic Services*** report displays 2007 holdings and service data submitted by 365 (99%) of the Commonwealth's 370 independent public libraries on the FY2007 Annual Report Information Survey. FY2007 expenditures data was reported by the same libraries on the FY2008 Financial Report form.

Data in this report is displayed by individual main public library rather than by municipality.

This report provides information that may be used to describe library services, support long-range and budget planning, strengthen service evaluation and advance informed decision-making. Users will want to interpret this data in the context of the service roles adopted by the library and expressed in its mission statement.

Thank you to all the libraries providing data. We applaud their efforts to capture an essential, expanding and evolving aspect of library service.

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*Massachusetts Public Library Data: Electronic Services, FY2007 Data (July 1, 2006 - June 30, 2007)*  
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# Electronic Services FY2007 Data

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## Electronic Services Summary

Number of Libraries	Number of Munics*	Service
335	316	reported 172,423 users of PC's accessing the Internet in a typical week.
359	339	provided access to the Internet.
359	339	had 4,806 PC's accessing the Internet.
290	277	had a home page as of June 30, 2007
202	196	reported 305,558,487hits on their library's home page.
294	283	spent \$7,050,021 for network membership expenditures
331	315	held 41,944 materials in electronic format, 0.96% of total holdings.
116	114	subscribed to 2,115 electronic subscriptions, 3.35 % of all subscriptions.
134	131	held Internet training sessions.
124	121	held 98,331 ebooks.
92	92	circulated ebooks.

365 libraries in 343 municipalities reported electronic services data.

\*The Hamilton-Wenham library is reported as one library and two municipalities where applicable.

Wireless Internet Access within Libraries	Number Reporting	Percentage of Reporting Libraries
Provided wireless access	251 libraries	67.84%
Did not provide wireless access	119 libraries	32.16%

## FY2007 Electronic Services Report

Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						

### Library Population Group 1 ( 0 - 1,999 )

Acton - W. Acton	1,235	0	0	0	NC			0	0	NC	0		
Alford	398	0	0	0	NC			0	0	N/A	0		
Ashfield	1,822	0	0	1	30	Yes		0	0	N/A	0	Yes	
Becket	1,799	789	789	2	10	Yes		34	0	NC	1	Yes	Yes
Blandford	1,276	0	0	2	17	Yes		16	0	NC	0	Yes	
Charlemont	1,377	0	0	1	12			2	0	N/A	0	Yes	
Chatham - South	678	0	0	0	NC			0	0	N/A	0		
Chester	1,313	0	0	1	9			1	0	N/A	0	Yes	
Chesterfield	1,275	20	0	1	8	Yes		3	0	N/A	0	Yes	
Chilmark	953	0	0	7	72	Yes		0	0	46,657	0	Yes	
Clarksburg	1,652	2,110	93	7	75			14	0	N/A	3	Yes	Yes
Colrain	1,852	1,961	92	4	25			1,726	0	N/A	3	Yes	
Conway	1,899	0	0	1	8			0	0	N/A	0	Yes	
Cummington	982	0	0	1	3			0	0	N/A	0	Yes	
Egremont	1,362	0	0	2	12	Yes		0	0	98	0	Yes	
Erving	1,561	2,875	0	3	13			2	0	N/A	0	Yes	
Florida	676	1,120	55	2	18			50	3	N/A	0	Yes	
Aquinnah	354	0	0	3	33	Yes		0	0	36,521	0	Yes	
Gill	1,382	0	0	1	12			0	0	N/A	0	Yes	
Goshen	959	0	0	2	2	Yes		0	0	N/A	0	Yes	
Gosnold	85	0	0	0	NC			0	0	N/A	0		
Granville	1,668	0	0	3	15			65	0	N/A	0		
Hancock	1,034	0	0	0	NC			0	0	N/A	0		
Hardwick - Gilbertville	1,334	0	0	6	25	Yes		51	0	1,812	0	Yes	
Hardwick - Paige Memorial	1,867	0	0	2	20			17	0	N/A	0	Yes	
Harwich - Chase	627	0	0	1	12			2	0	N/A	0	Yes	
Harwich - Port	1,254	0	0	2	9			5	0	N/A	0	Yes	Yes
Heath	803	1,713	163	1	8	Yes		1,726	0	513	3		
Hinsdale	1,792	0	0	3	63	Yes		20	0	19,676	0		
Leverett	1,778	2,910	136	6	66			1,822	0	NC	3	Yes	
Leyden	811	0	0	1	3			40	0	N/A	0	Yes	

## FY2007 Electronic Services Report

Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Middlefield	549	0	0	1	6			10	0	N/A	0	Yes	
Monroe	102	0	0	0	NC			0	0	N/A	0		
Monterey	963	0	0	1	12	Yes		2	0	N/A	0	Yes	
Montgomery	753	275	0	2	2	Yes		47	0	NC	0	Yes	
Mount Washington	138	0	0	1	1			0	0	N/A	0	Yes	
New Braintree	1,102	0	0	1	NC			0	0	N/A	1	Yes	
New Marlborough	1,533	835	0	5	40	Yes		84	0	N/A	0	Yes	
New Salem	980	841	58	2	6			2	0	N/A	0	Yes	
Northfield - Field	164	0	0	1	3			8	0	N/A	0		
Oakham	1,908	2,720	0	2	7	Yes		25	0	N/A	0	Yes	
Otis	1,392	468	0	2	21	Yes		0	0	N/A	0	Yes	
Pelham	1,403	0	0	8	78	Yes		55	0	NC	0	Yes	Yes
Peru	846	0	0	1	2			0	0	N/A	0	Yes	
Petersham	1,286	4,369	192	2	7			1,590	0	NC	3	Yes	
Phillipston	1,780	0	0	1	5			0	0	N/A	0		Yes
Plainfield	601	0	0	2	NC	Yes		0	0	N/A	0	Yes	
Richmond	1,604	1,621	51	2	4	Yes		1,728	0	N/A	3	Yes	
Rowe	353	0	0	3	7	Yes		0	0	N/A	0	Yes	
Royalston	1,380	0	0	2	16	Yes		58	0	122,867	0	Yes	
Russell	1,738	0	0	4	NC			75	0	N/A	1	Yes	
Sandisfield	840	0	0	1	2			0	0	N/A	0	Yes	
Savoy	729	0	0	0	NC			0	0	N/A	0		
Shelburne - Arms	1,023	0	0	1	32	Yes		3	0	N/A	0	Yes	
Shelburne - Free	1,023	3,999	176	1	NC	Yes		567	0	NC	0	Yes	
Shutesbury	1,849	0	0	2	35	Yes		0	0	NC	0	Yes	
South Hadley-Gaylord	1,703	0	0	3	10			0	0	NC	0		
Tolland	449	0	0	2	15	Yes		0	0	870	0	Yes	
Tyringham	348	0	0	0	NC			0	0	N/A	0		
Wales	1,839	865	40	3	8	Yes		22	0	N/A	0	Yes	
Warren - West	968	4,460	0	4	40	Yes		801	0	N/A	3	Yes	Yes
Warwick	764	0	41	4	51	Yes		1,738	0	N/A	0	Yes	
Wendell	1,041	312	41	2	15			12	0	N/A	0	Yes	
West Stockbridge	1,459	0	0	2	9		Yes	8	0	N/A	0	Yes	

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Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Westhampton	1,585	1,628	104	2	NC	Yes		1,718	0	N/A	3	Yes	
Whately	1,574	0	495	2	8	Yes		2	0	N/A	1	Yes	Yes
Windsor	856	0	0	1	3			4	0	N/A	0	Yes	
Worthington	1,283	0	0	2	11	Yes	Yes	14	0	NC	0	Yes	

<b>Library Population Group 2 ( 2,000 - 4,999 )</b>													
Ashby	2,943	0	0	5	10	Yes		16	0	NC	0	Yes	
Avon	4,328	20,081	437	5	34	Yes		521	0	5,813	1	Yes	
Barnstable - Cotuit	3,283	18,236	167	5	121	Yes		1,987	2	22,521	0	Yes	
Barnstable - Osterville	3,184	26,124	0	4	430	Yes		1,925	0	25,750	1	Yes	Yes
Barnstable - Sturgis	3,103	20,357	0	7	206	Yes		1,921	0	365,003	2	Yes	
Barnstable - Whelden	3,113	14,377	133	3	140	Yes		1,924	0	6,254	0	Yes	
Berlin	2,719	2,617	123	3	20	Yes		1,876	0	1,604	3	Yes	
Bernardston	2,234	4,513	199	1	10			884	0	N/A	0	Yes	
Bolton	4,472	4,265	188	2	15	Yes		1,718	0	NC	0	Yes	
Boylston	4,256	2,556	120	2	10	Yes		555	0	63,063	0	Yes	
Brimfield	3,695	0	0	2	30	Yes		40	0	NC	0	Yes	
Brookfield	3,070	3,116	0	5	251	Yes	Yes	30	0	NC	0	Yes	Yes
Buckland	2,001	3,252	180	1	15	Yes		66	0	NC	0	Yes	
Carlisle	4,852	23,090	1,552	7	197	Yes	Yes	578	4	2,319,216	4	Yes	
Cheshire	3,343	0	0	1	5			6	0	N/A	0	Yes	
Deerfield	4,757	4,983	233	2	36	Yes		1	0	N/A	0	Yes	
Dennis - Memorial	3,138	0	0	10	212	Yes	Yes	104	0	N/A	2	Yes	
Dennis - Sears	3,138	886	0	5	196	Yes	Yes	45	0	7,047	0	Yes	
Dennis - South	3,138	0	200	2	40	Yes		0	0	N/A	1	Yes	Yes
Dennis - Town	3,138	37,062	3,390	8	272	Yes	Yes	1,920	0	1,024	3	Yes	
Dennis - West	3,138	0	365	5	180	Yes		34	0	15,196	3	Yes	
Dunstable	3,222	11,283	0	3	25			665	0	N/A	3	Yes	
East Brookfield	2,094	672	123	2	12			17	0	N/A	0	Yes	
Edgartown	3,918	23,538	2,883	13	286	Yes	Yes	1,942	2	29,771	1	Yes	
Essex	3,320	11,352	651	3	18			590	2	NC	3	Yes	
Falmouth - West	3,695	11,000	0	4	80	Yes	Yes	0	0	NC	0	Yes	
Falmouth - Woods Hole	3,695	6,523	0	2	20	Yes		1,920	0	NC	0	Yes	

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Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						

Hadley	4,812	2,854	134	5	30			23	0	N/A	0	Yes	
Hatfield	3,261	2,720	120	2	21			1,735	0	N/A	0	Yes	
Holland	2,539	920	57	1	5			60	0	N/A	0	Yes	
Hubbardston	4,422	547	147	1	8		Yes	1,740	0	N/A	3	Yes	
Huntington	2,200	0	0	5	80			42	0	7,310	1	Yes	
Lanesborough	2,921	0	289	2	7	Yes		0	0	N/A	0	Yes	
Millville	2,953	700	45	4	24			54	0	30,822	0	Yes	
Nahant	3,554	0	0	0	NC			4	0	NC	0		
North Brookfield	4,829	3,435	261	3	20			1,718	0	N/A	3	Yes	
Northfield - Dickinson	3,278	3,347	161	4	16	Yes		1,718	0	NC	0	Yes	
Oak Bluffs	3,761	25,184	1,697	24	552	Yes	Yes	1,945	1	1,269,841	2	Yes	
Paxton	4,566	2,720	120	6	75			20	0	NC	0	Yes	Yes
Plympton	2,764	7,387	741	3	30	Yes		1,185	0	43,397	0	Yes	Yes
Princeton	3,522	3,566	517	6	25	Yes		1,731	0	2,411	0	Yes	
Provincetown	3,415	17,767	650	14	625	Yes		1,943	0	NC	4	Yes	
Sheffield	3,367	5,802	255	5	NC	Yes		1,738	0	191,394	0	Yes	
Sherborn	4,212	3,622	0	4	NC	Yes		2,119	1	34,856	0	Yes	
Stockbridge	2,259	1,800	0	2	320	Yes		0	0	N/A	0	Yes	Yes
Sunderland	3,774	5,626	0	16	NC	Yes		1,759	0	93,270	1	Yes	Yes
Tisbury	3,801	10,000	1,126	13	250	Yes	Yes	1,960	0	NC	1	Yes	
Truro	2,152	15,191	637	5	129	Yes	Yes	1,947	0	NC	1	Yes	
Warren - Public	4,129	3,006	120	1	14			1,745	0	N/A	0	Yes	
Wellfleet	2,789	21,329	2,390	15	480	Yes	Yes	1,930	0	35,000	3	Yes	
West Brookfield	3,867	5,760	367	3	85			1,798	0	NC	0		Yes
West Newbury	4,286	20,623	3,405	7	126	Yes		599	3	N/A	3	Yes	
West Tisbury	2,643	0	0	9	235	Yes		0	0	N/A	0	Yes	
Williamsburg	2,439	6,644	293	9	75	Yes		1,922	0	NC	0	Yes	

Library Population Group 3 ( 5,000 - 9,999 )													
Adams	8,371	2,557	120	2	30			8	2	N/A	4	Yes	
Ashburnham	5,996	0	0	5	52			207	0	6,085	0	Yes	
Ayer	7,315	11,447	0	5	200	Yes		233	2	NC	1	Yes	Yes
Barnstable - Centerville	9,992	25,552	200	10	448	Yes	Yes	1,945	0	NC	1	Yes	

## FY2007 Electronic Services Report

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				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Barnstable - Marstons Mills	8,386	14,284	1,587	3	54	Yes		17	1	382,662	0	Yes	
Barre	5,427	2,557	125	6	96	Yes	Yes	31	1	NC	1	Yes	Yes
Berkley	6,391	6,275	774	1	20			1,188	0	18,416	0	Yes	
Blackstone	9,032	7,998	0	18	630	Yes	Yes	1,619	0	10,278	3	Yes	
Boxborough	5,073	7,356	441	12	600	Yes	Yes	1,799	0	36,998	3	Yes	
Boxford	8,127	22,549	2,695	9	42			2,901	0	46,443	4	Yes	
Chatham - Eldredge	6,444	30,184	2,846	17	616	Yes	Yes	1,976	0	25,934	5	Yes	
Cohasset	7,223	28,417	2,137	29	300	Yes	Yes	698	0	1,096,652	3	Yes	Yes
Dalton	6,657	7,274	341	4	69	Yes		1,763	0	NC	0	Yes	
Dighton	6,715	9,300	755	6	21	Yes	Yes	1,345	0	NC	3	Yes	
Douglas	7,957	6,675	0	2	25	Yes	Yes	42	1	N/A	1	Yes	
Dover	5,641	22,926	1,245	9	625	Yes	Yes	2,212	1	NC	3	Yes	
Eastham	5,509	0	4,243	11	500	Yes		1,977	0	NC	4		
Freetown	8,963	8,195	686	5	24			1,214	0	16,175	2	Yes	Yes
Georgetown	8,110	15,712	1,056	2	20		Yes	60	4	167,305	3	Yes	
Granby	6,347	6,664	0	4	28			1,864	1	6,763	0	Yes	
Great Barrington	7,437	0	924	24	125	Yes		80	0	NC	0	Yes	
Groveland	6,769	10,290	692	2	50	Yes		644	0	N/A	3	Yes	
Halifax	7,787	14,719	0	6	55	Yes	Yes	1,298	1	94,500	0	Yes	Yes
Hampden	5,328	6,570	289	3	40		Yes	17	0	NC	0	Yes	
Hanson	9,989	15,163	0	9	59	Yes	Yes	617	1	87,484	0	Yes	
Harvard	6,051	20,427	1,811	10	530	Yes		1,586	4	21,401	4	Yes	
Hopedale	6,226	4,630	204	2	24			1,558	3	NC	0	Yes	
Lancaster	6,970	11,262	496	6	35			1,775	3	NC	3	Yes	
Lee	5,858	3,583	158	1	64			1,718	0	NC	3	Yes	
Lenox	5,159	14,784	10,344	8	156	Yes		1,718	3	NC	1	Yes	
Lincoln	7,948	26,173	5,779	10	393	Yes	Yes	2,206	0	122,772	15	Yes	
Littleton	8,648	15,872	2,139	10	100	Yes		873	0	313,621	4	Yes	
Manchester-by-the-Sea	5,290	17,985	1,210	6	60	Yes	Yes	822	0	445,540	3	Yes	
Marion	5,285	12,190	1,019	7	80	Yes	Yes	1,133	0	109,297	1	Yes	
Mattapoissett	6,471	13,457	3,892	7	30	Yes		1,549	0	37,093	3	Yes	
Mendon	5,767	7,166	458	4	20			1,734	0	N/A	1		
Merrimac	6,392	15,911	875	13	135	Yes		591	0	2,129	5	Yes	

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				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Middleton	9,319	17,113	1,151	4	40			647	0	NC	1	Yes	
Millis	7,972	19,196	1,245	6	47	Yes		24	0	NC	0	Yes	
Monson	8,792	10,159	5,947	8	151	Yes		2,282	1	7,562	10	Yes	Yes
Montague	8,368	8,690	382	8	164			1,718	0	NC	0	Yes	
Natick - Bacon	9,566	3,009	0	1	18	Yes		0	1	265,566	3	Yes	
Newbury	6,954	21,031	1,125	16	120	Yes		333	1	NC	1	Yes	
Northampton - Lilly	8,578	21,302	0	11	159	Yes		1,729	0	NC	0	Yes	
Orange	7,736	7,900	500	13	153	Yes		70	1	356,203	1	Yes	
Orleans	6,398	30,499	266	6	380	Yes	Yes	1,945	0	290,043	1	Yes	
Plainville	8,110	11,717	1,350	6	40	Yes		1,320	2	268,684	0	Yes	
Rochester	5,406	9,669	1,169	6	67		Yes	1,304	0	23,553	1	Yes	
Rockport	7,687	20,706	3,168	12	210	Yes	Yes	638	6	881,261	6	Yes	
Rowley	5,875	937	63	14	134	Yes	Yes	111	0	NC	2	Yes	Yes
Rutland	7,608	3,324	121	8	150			453	3	26,050	0	Yes	
Salisbury	8,438	14,231	0	2	75	Yes		590	0	29,644	0	Yes	
Shirley	7,661	6,104	752	8	288			928	0	NC	0	Yes	Yes
Southampton	5,933	0	219	2	30		Yes	1,740	0	NC	3	Yes	
Southborough	9,551	13,319	623	4	83	Yes		922	0	NC	0	Yes	
Southwick	9,603	2,720	163	7	68			1,792	0	N/A	3	Yes	Yes
Sterling	7,847	7,964	0	11	145	Yes		54	2	571,151	4	Yes	
Stow	6,218	16,886	1,245	4	NC			0	0	N/A	4	Yes	
Sturbridge	8,969	10,073	0	10	122	Yes		3,967	0	29,958	2	Yes	
Sutton	9,038	0	317	4	61	Yes		893	0	8,165	0	Yes	
Templeton	7,696	2,500	420	2	20			45	0	N/A	0	Yes	
Topsfield	6,130	23,533	4,802	18	200			605	6	413,148	0	Yes	
Townsend	9,327	8,406	133	3	22			651	0	NC	0	Yes	
Upton	6,484	6,882	322	3	33			1,575	0	10,430	3	Yes	
Ware	9,982	8,667	405	5	NC			1,758	0	NC	3	Yes	
West Boylston	7,779	2,557	3,186	12	79		Yes	2,077	1	NC	9	Yes	Yes
West Bridgewater	6,769	18,049	1,599	10	139			1,373	0	603,994	3	Yes	
Westminster	7,422	9,612	442	3	56			1,752	0	NC	0	Yes	
Williamstown	8,189	0	739	13	185	Yes		1,981	5	20,517	1	Yes	

## FY2007 Electronic Services Report

Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						

### Library Population Group 4 ( 10,000 - 14,999 )

Acushnet	10,518	10,596	1,046	2	NC			1,231	0	53,385	2	Yes	
Athol	11,661	2,720	3,000	27	245	Yes	Yes	223	1	30,587	1	Yes	Yes
Bedford	12,884	34,721	8,763	10	748	Yes	Yes	2,270	2	101,788	13	Yes	Yes
Belchertown	14,103	17,747	760	7	193	Yes	Yes	1,946	0	39,012	1	Yes	Yes
Brewster	10,143	28,883	5,410	9	600	Yes	Yes	5,702	0	611,908	5	Yes	
Carver	11,578	18,900	2,620	19	200	Yes	Yes	1,379	2	267,582	3	Yes	
Charlton	12,567	0	898	1	15	Yes		5	0	NC	0	Yes	
Clinton	14,163	0	0	10	300			204	1	NC	0	Yes	
Dudley	10,830	8,024	0	5	70			82	0	21,117	0	Yes	
Duxbury	14,599	35,489	10,189	12	565	Yes	Yes	813	1	947,679	17	Yes	Yes
East Bridgewater	13,937	16,357	995	3	69	Yes		1,344	0	546,497	3	Yes	
East Longmeadow	14,937	20,398	998	16	750	Yes		1,832	6	3,700	6	Yes	Yes
Groton	10,585	14,290	4,286	19	185	Yes		447	4	370,366	6	Yes	
Hamilton - Wenham	12,883	32,490	2,683	16	636	Yes	Yes	746	0	107,476	3	Yes	
Hanover	14,115	29,305	1,563	17	140	Yes	Yes	36	2	NC	2	Yes	Yes
Harwich - Brooks	12,537	35,970	2,644	20	1,012	Yes	Yes	2,049	0	NC	4	Yes	
Holbrook	10,730	25,280	4,756	8	200	Yes		520	0	275,597	4	Yes	Yes
Holliston	13,896	21,902	4,921	13	384	Yes		224	1	46,126	5	Yes	Yes
Hopkinton	14,172	0	594	6	45			14	0	36,000	8	Yes	
Hull	11,231	22,700	0	8	203			0	0	305	0	Yes	
Ipswich	13,293	26,045	1,751	14	261	Yes	Yes	255	0	92,600	5	Yes	Yes
Kingston	12,475	24,197	11,047	13	281	Yes		758	0	NC	8	Yes	Yes
Lakeville	10,641	13,516	1,215	12	105	Yes	Yes	1,181	0	169,588	0	Yes	
Leicester	11,003	2,556	120	7	70		Yes	206	0	N/A	0	Yes	
Lunenburg	10,010	0	404	15	315	Yes	Yes	1,856	0	43,496	0	Yes	Yes
Lynnfield	11,443	37,111	4,610	11	2,350	Yes	Yes	67	0	16,572	4	Yes	Yes
Mashpee	14,343	26,226	563	5	134	Yes		1,952	0	45,836	1	Yes	
Maynard	10,180	0	0	18	250	Yes		24	2	NC	0	Yes	
Medfield	12,297	27,950	1,245	10	NC	Yes		234	1	NC	0	Yes	Yes
Medway	12,817	0	0	6	54	Yes		155	1	NC	3	Yes	
Millbury	13,609	10,495	491	4	211			19	0	NC	0	Yes	
Nantucket	10,240	18,600	400	14	392	Yes	Yes	1,938	1	1,397,398	3	Yes	

## FY2007 Electronic Services Report

Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Norfolk	10,598	21,713	2,502	16	185	Yes		1,346	0	25,519	3	Yes	
North Adams	13,842	19,838	2,411	9	249	Yes	Yes	1,728	2	23,346	2	Yes	
North Reading	13,950	21,895	1,472	11	200	Yes		610	0	722,161	0	Yes	
Northborough	14,681	22,731	7,218	5	140			1,569	3	47,703	6	Yes	
Northbridge	14,425	0	0	0	NC			0	0	NC	0		
Norwell	10,369	24,419	5,969	9	NC	Yes	Yes	564	1	180,730	4	Yes	
Oxford	13,712	0	0	16	220		Yes	137	0	NC	0		Yes
Palmer	12,926	17,346	21,870	46	716	Yes	Yes	1,954	0	39,774	42	Yes	
Pepperell	11,412	20,254	2,011	5	83	Yes	Yes	1,851	1	567,375	2	Yes	
Raynham	13,665	15,857	0	5	84			1,133	0	NC	0	Yes	
Rehoboth	11,374	11,405	0	4	NC	Yes		1,182	0	NC	2	Yes	
Seekonk	13,648	25,442	9,913	28	NC	Yes	Yes	1,643	2	64,876	3	Yes	
Spencer	12,095	1,523	1,197	9	370		Yes	150	0	N/A	2	Yes	
Swampscott	14,134	35,970	5,113	14	430	Yes	Yes	529	1	15,876	1	Yes	Yes
Tyngsborough	11,542	16,586	6,983	11	1,075	Yes		21	0	70,603	10	Yes	
Uxbridge	12,613	15,498	725	2	38	Yes		1,733	1	511,365	0	Yes	
Wayland	12,970	29,466	20,245	11	509	Yes		2,141	2	973,455	13	Yes	
Weston	11,646	35,574	2,715	10	189	Yes	Yes	2,170	2	NC	8	Yes	
Westwood	13,832	32,757	2,745	15	NC	Yes	Yes	1,840	1	NC	7	Yes	Yes
Whitman	14,460	20,540	0	12	446	Yes	Yes	523	0	300,272	0	Yes	
Wilbraham	14,044	26,053	1,219	11	322	Yes	Yes	3,437	0	25,219	25	Yes	
Winchendon	10,146	3,426	202	4	66	Yes		35	1	N/A	0	Yes	
Wrentham	11,135	14,960	7,518	13	270	Yes	Yes	1,294	0	32,270	4	Yes	Yes

Library Population Group 5 ( 15,000 - 24,999 )													
Abington	16,378	21,873	900	14	401		Yes	520	0	658,603	1	Yes	Yes
Acton - Memorial	20,586	37,299	2,445	12	498	Yes	Yes	1,737	0	NC	15	Yes	Yes
Amesbury	16,542	26,285	1,764	3	189			11	0	86,309	0	Yes	
Ashland	15,678	18,309	1,245	14	220	Yes		192	0	NC	0	Yes	Yes
Auburn	16,375	26,990	2,430	2	91			1,659	0	NC	4	Yes	
Barnstable - Hyannis	16,318	37,904	500	20	650	Yes		1,958	0	311,074	0	Yes	
Bellingham	15,896	16,717	783	10	189	Yes		1,782	3	1,693,773	0	Yes	
Belmont	23,308	43,681	27,786	18	593	Yes	Yes	2,698	6	1,553,546	19	Yes	

## FY2007 Electronic Services Report

Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Bourne	19,224	31,257	5,451	9	231	Yes		1,988	0	NC	6	Yes	
Burlington	24,895	39,007	8,182	16	551	Yes	Yes	892	1	2,781,007	5	Yes	
Canton	21,772	33,487	8,031	29	485	Yes	Yes	395	3	NC	0	Yes	Yes
Concord	16,789	51,546	10,224	22	1,400	Yes	Yes	2,238	23	246,369	14	Yes	
Dedham	23,615	31,525	1,245	13	4,200	Yes	Yes	73	1	10,270	4	Yes	Yes
Easthampton	16,082	13,056	611	5	130	Yes		1,926	0	47,827	3	Yes	
Easton	23,031	23,388	0	10	98	Yes	Yes	18	2	1,285,960	3	Yes	
Fairhaven	16,266	21,489	24,888	4	350			1,180	0	27,375	12	Yes	
Foxborough	16,274	27,130	15,574	16	165	Yes		1,191	0	595,504	3	Yes	
Gardner	20,805	23,366	1,094	6	292			922	0	N/A	0	Yes	Yes
Grafton	17,405	16,010	749	8	40			1,813	0	NC	0	Yes	Yes
Greenfield	17,699	25,649	4,194	12	392	Yes		1,842	1	826,920	7	Yes	
Hingham	21,784	53,407	6,179	17	680	Yes	Yes	2,014	0	872,781	4	Yes	Yes
Holden	16,667	27,054	3,100	8	278	Yes	Yes	137	0	22,306	1	Yes	
Hudson	19,447	23,444	7,217	13	137	Yes		1,814	0	554,543	10	Yes	
Longmeadow	15,481	24,420	4,254	18	NC	Yes	Yes	1,800	8	NC	3	Yes	Yes
Ludlow	21,951	19,038	305	10	270			1,740	3	46,596	3	Yes	
Mansfield	23,096	24,157	7,599	4	139	Yes	Yes	1,422	0	86,917	4	Yes	
Marblehead	20,231	40,687	9,559	15	601	Yes	Yes	163	0	788,313	4	Yes	
Marshfield	24,836	33,001	0	13	405	Yes		546	0	NC	13	Yes	Yes
Middleborough	21,305	22,011	26,526	18	571	Yes	Yes	1,579	1	83,046	6	Yes	
Newburyport	17,303	40,003	11,088	20	854	Yes	Yes	626	0	393,802	9	Yes	
Norton	19,242	20,799	1,843	4	550	Yes	Yes	1,622	3	63,718	3	Yes	Yes
Pembroke	18,739	10,000	2,908	7	295	Yes	Yes	1,349	3	309,178	2	Yes	Yes
Reading	23,086	51,616	11,562	22	NC	Yes	Yes	2,240	4	1,751,979	5	Yes	
Rockland	17,896	24,245	1,339	9	160		Yes	3,850	0	NC	3	Yes	
Sandwich	20,508	31,883	6,727	29	NC	Yes		538	0	NC	5		
Scituate	18,083	29,095	920	7	400	Yes		594	0	267,114	0	Yes	
Sharon	17,142	33,714	9,000	11	600	Yes		599	0	NC	6	Yes	
Somerset	18,430	23,892	563	13	1,542			1,622	0	152,824	3	Yes	
South Hadley - Public	15,331	22,022	2,765	13	300	Yes		1,838	0	75,554	5	Yes	
Southbridge	17,117	21,119	3,829	8	807	Yes		1,769	0	15,561	3	Yes	Yes
Stoneham	21,471	32,618	8,180	14	552	Yes	Yes	1	0	2,014,844	4	Yes	

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Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Sudbury	17,027	35,471	9,445	16	NC	Yes		2,602	0	129,448	7	Yes	
Swansea	16,222	12,819	0	10	90	Yes		1,180	0	3,780	2	Yes	
Wakefield	24,588	41,554	4,944	24	2,454	Yes	Yes	220	0	47,221	3	Yes	
Walpole	23,165	27,945	5,511	14	150	Yes		245	0	NC	1		
Wareham	21,324	26,819	3,277	27	493	Yes		1,238	2	NC	2	Yes	
Webster	16,826	16,111	709	7	448		Yes	1,734	0	220,885	3	Yes	
Westborough	18,634	27,149	1,102	9	NC	Yes	Yes	197	0	NC	0	Yes	
Westford	21,507	43,638	12,491	10	1,442	Yes	Yes	1,110	15	2,607,863	11	Yes	
Westport	15,137	15,791	2,693	8	NC	Yes		1,190	0	16,743	4	Yes	
Wilmington	21,525	31,331	6,781	18	296	Yes	Yes	609	0	91,204	3	Yes	
Winchester	21,092	42,514	5,480	14	775	Yes	Yes	286	3	1,805,252	9	Yes	
Winthrop	17,222	44,277	3,972	11	278		Yes	61	0	8,255	5	Yes	Yes
Yarmouth	24,354	39,877	7,299	23	700	Yes	Yes	2,039	0	42,648	3	Yes	Yes

Library Population Group 6 ( 25,000 - 49,999 )													
Agawam	28,510	36,095	6,887	23	558	Yes		2,032	0	1,516,943	7	Yes	Yes
Amherst	34,049	53,385	28,797	49	1,064	Yes	Yes	1,840	0	1,584,123	38	Yes	
Andover	33,475	59,575	30,266	40	1,041	Yes	Yes	1,047	0	19,608,802	14	Yes	
Arlington	41,075	42,604	13,127	20	1,550	Yes	Yes	5,319	7	82,592	11	Yes	Yes
Attleboro	43,283	27,519	8,923	10	352	Yes	Yes	301	0	43,000	5	Yes	
Beverly	39,538	47,408	26,926	20	1,230	Yes	Yes	2,167	0	960,750	11	Yes	
Billerica	41,391	44,000	5,100	25	630	Yes	Yes	1,043	20	175,403	6	Yes	Yes
Braintree	34,185	39,628	11,113	15	581	Yes	Yes	5,718	0	3,699,294	9	Yes	Yes
Bridgewater	25,695	17,901	1,768	9	39		Yes	1,513	0	1,076,369	2	Yes	
Chelmsford	33,707	55,629	19,740	46	700	Yes	Yes	1,013	0	6,390,416	14	Yes	Yes
Chelsea	32,792	9,038	0	12	266	Yes		0	0	23,166	0	Yes	Yes
Danvers	25,833	41,554	12,222	21	4,702	Yes	Yes	0	16	65,082	11	Yes	
Dartmouth	31,366	19,000	0	21	2,383	Yes		1,189	2	12,893	2	Yes	
Dracut	29,385	27,664	1,945	20	399	Yes	Yes	637	0	NC	5	Yes	
Everett	37,008	42,381	3,272	18	995	Yes		147	0	1,126,857	6	Yes	Yes
Falmouth - Public	33,590	48,967	2,165	20	2,678	Yes	Yes	2,061	1	934,039	11	Yes	
Fitchburg	40,050	31,680	3,873	12	588	Yes		2,082	1	NC	4	Yes	
Franklin	31,267	26,533	2,740	12	1,524	Yes		2,377	1	NC	8	Yes	

## FY2007 Electronic Services Report

Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						
Gloucester	30,564	42,671	5,381	21	541	Yes		28	0	622,788	7	Yes	Yes
Holyoke	39,765	17,918	11,017	15	338	Yes		1,771	1	901,659	4	Yes	
Leominster	41,549	31,343	4,102	10	400			3,231	0	1,776,519	5	Yes	Yes
Lexington	30,231	53,487	39,306	15	750	Yes		2,347	8	312,000	9	Yes	
Marlborough	38,062	35,455	3,482	17	530			2,195	0	NC	1	Yes	Yes
Melrose	26,666	28,929	4,832	26	732	Yes	Yes	1	2	1,665,277	1	Yes	Yes
Methuen	44,259	35,254	2,370	22	459		Yes	745	5	81,216	3	Yes	
Milford	27,523	30,252	1,000	18	2,532	Yes	Yes	1,880	1	1,354,518	4	Yes	
Milton	25,902	37,293	4,960	17	404		Yes	320	0	1,532,004	2	Yes	Yes
Natick - Morse	30,292	45,900	4,400	23	1,610	Yes	Yes	2,411	3	NC	5	Yes	
Needham	28,368	44,570	3,525	29	570	Yes	Yes	2,410	1	127,388	7	Yes	
North Andover	27,196	33,478	6,896	12	698	Yes		855	3	828,163	5	Yes	
North Attleborough	27,946	23,281	3,587	3	160		Yes	299	0	424,862	6	Yes	Yes
Northampton - Forbes	25,733	40,803	3,605	28	1,991	Yes	Yes	1,734	8	3,123,915	11	Yes	
Norwood	28,365	35,878	3,872	15	600	Yes	Yes	1,960	1	107,150	10	Yes	Yes
Pittsfield	43,497	45,067	20,599	12	725	Yes	Yes	2,031	0	72,718	14	Yes	
Randolph	30,326	32,928	0	11	400			61	0	NC	0	Yes	
Revere	46,833	38,737	3,660	36	NC	Yes		132	1	1,125,251	1	Yes	Yes
Salem	41,343	45,038	4,160	13	480	Yes		2,474	0	202,389	4	Yes	
Saugus	27,107	0	0	0	NC			0	0	NC	0		
Shrewsbury	33,262	39,948	22,762	13	1,044	Yes	Yes	2,095	4	1,058,384	12	Yes	
Stoughton	26,901	30,984	960	5	283	Yes	Yes	575	0	13,824	0	Yes	Yes
Tewksbury	29,418	35,231	21,219	24	527	Yes		1,161	8	94,455	6	Yes	
Watertown	32,165	49,169	48,699	47	1,850	Yes	Yes	2,778	6	10,565,396	28	Yes	
Wellesley	26,987	61,111	14,399	50	2,268	Yes	Yes	2,187	6	331,035	7	Yes	Yes
West Springfield	27,849	33,987	3,295	17	492		Yes	333	0	64,679	2	Yes	
Westfield	40,460	31,261	1,463	18	740	Yes		2,063	3	738,000	9	Yes	
Woburn	37,010	14,334	1,245	12	1,400	Yes		2,132	1	479,363	4	Yes	

## FY2007 Electronic Services Report

Library	2006 Pop	Network Member Expend	Data-base Expend	Internet Services				Mat'ls in Elec Format	Elec Subs	Website Hits	Data-bases	Accept Use Policy	Tech Meas. (Filter)
				# PC's	# Wkly Users	Wireless Available	Training Sessions						

### Library Population Group 7 ( 50,000 - 99,999 )

Brockton	94,191	0	9,268	49	768			3,872	2	NC	2	Yes	Yes
Brookline	55,241	76,869	12,541	73	4,000	Yes		3,399	4	447,200	8	Yes	Yes
Chicopee	54,428	0	14,116	67	1,391		Yes	1,755	0	53,559	10	Yes	Yes
Fall River	91,474	43,468	3,687	32	918	Yes		1,180	4	379,726	2	Yes	
Framingham	64,762	66,471	6,103	21	1,825			946	5	1,566,122	3	Yes	Yes
Haverhill	60,176	51,890	10,607	46	1,516	Yes	Yes	791	2	1,982,876	5	Yes	
Lawrence	70,662	0	15,487	32	609	Yes	Yes	47	0	238,744	3	Yes	Yes
Lynn	87,991	42,554	21,543	17	877	Yes	Yes	685	6	444,871	6	Yes	
Malden	55,595	24,205	0	16	1,621			176	0	905,103	0	Yes	Yes
Medford	55,681	32,769	1,245	9	3,600	Yes	Yes	304	4	32,521	0	Yes	Yes
New Bedford	92,538	38,267	4,550	43	581			2,108	1,372	65,025	311	Yes	Yes
Newton	82,819	85,793	64,345	48	5,000	Yes	Yes	2,695	24	444,000	31	Yes	
Peabody	51,734	58,878	4,702	30	799	Yes	Yes	208	1	1,142,994	8	Yes	
Plymouth	55,516	49,500	24,997	26	1,728	Yes	Yes	1,166	43	236,544	21	Yes	Yes
Quincy	91,058	69,544	8,959	95	7,617	Yes	Yes	741	0	10,060,145	11	Yes	Yes
Somerville	74,554	53,982	1,245	36	2,299	Yes	Yes	2,345	4	1,906,497	5	Yes	Yes
Taunton	56,074	35,777	3,220	22	1,887			1,246	6	425,000	5	Yes	
Waltham	59,352	52,480	20,774	19	1,820	Yes		1,999	1	3,003,053	17	Yes	Yes
Weymouth	53,606	32,987	3,712	28	542	Yes	Yes	522	0	NC	2	Yes	Yes

### Library Population Group 8 ( 100,000 + )

Boston	590,763	381,248	93,245	559	13,500	Yes	Yes	20,232	168	143,655,147	45	Yes	Yes
Cambridge	101,365	78,486	32,058	50	1,150	Yes	Yes	2,533	2	1,165,159	17	Yes	
Lowell	103,229	46,022	6,244	52	2,170	Yes	Yes	634	0	2,002,079	5	Yes	Yes
Springfield	151,176	130,438	49,269	123	NC	Yes	Yes	5,877	2	15,505,422	11	Yes	Yes
Worcester	175,454	119,132	45,145	111	11,460	Yes		25,190	156	11,918,893	96	Yes	

## Appendix - Definitions Electronic Services, FY2007

Column Heading	Definition
Library	Name of the municipality in which the library is located, followed by a shortened library name when the library is in a municipality with more than one independent library. In the case of a joint library, the name of the library is shown. The library data includes branch and bookmobile data.
2006 Population	For libraries in municipalities with one independent public library this is the population of the municipality from the 2006 population estimate for the municipality in which the library is located. For multiple independent public libraries in the following municipalities, this is a percentage of the municipality's 2006 population estimate (these percentages may add up to more than 100% of the municipality's total population, due to overlapping populations served): Acton, Barnstable, Chatham, Dennis, Falmouth, Hardwick, Harwich, Natick, Northampton, Northfield, Shelburne, South Hadley, Warren. For the Hamilton-Wenham Public Library, a joint library, this is the total of the 2005 population estimate for Hamilton and Wenham.
Network Membership Expenditures	FY2007 operating expenditures reported for membership in an automated resource sharing network, excluding that part of the fee, if any, that covers online access.
Database Expenditures	FY2007 operating expenditures for subscription or database connection charges paid for commercial data services either directly or through a network; excludes the cost of communication line installation.
Internet PC's	Number of Internet terminals for patron use as of June 30, 2007.
Users of Public Internet Computers	Average weekly number of in-library users, regardless of length of time, of public Internet computers during FY2007. If the computers were used for multiple purposes (Internet access, word processing, OPAC, etc.) and Internet use could not be isolated, all usage was reported. Not included is staff use of these resources. NC = Not counted.
Wireless Available	Whether wireless Internet access was available for public use within the library as of 6/30/07 or not.
Training Sessions	Whether the library held formal training sessions in the use of the Internet for library users during FY2007.

Column Heading	Definition
Materials in Electronic Format	Number of e-books, downloadable audio and video, and library-owned or leased reference and circulating library materials designed to be processed by a computer such as CD-ROMs, floppy disks, magnetic tapes and magnetic disks, as of 6/30/07. Excludes bibliographic records used to manage the collection, library system software, and microcomputer software used only by the library staff.
Electronic Subscriptions	Number of subscriptions, as of 6/30/07, for periodicals, newspapers and monographic series in electronic format (CD-ROM and online), including those received through an automated network. Excludes regional and statewide MBLC subscriptions available through the library's regional membership.
Website Hits	Number of retrievals of any item, such as a page or a graphic, from the library's website during FY2007. For example, when a visitor accesses the library's homepage which has four graphics, that's 5 hits, one for the page and four for the graphics. NA = not applicable, library does not have a web page. NC = Not counted.
Databases	Number of database licenses (including locally mounted or remote, full-text or not) for which temporary or permanent access rights have been acquired. Does not include regional or statewide database licenses.
Acceptable Use Policy	An Internet acceptable use policy is a written policy outlining the terms and conditions of Internet use in the library.
Technological Measures (Filters)	Technological measures include the use of filtering software on the library's Internet server, on computer hard drives, by the Internet service provider, or through Internet search engine blocks.

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## Massachusetts Public Library Data Reports

- **Children's Services, xxxx Data** (available in February)  
Selected statistics related to children's services including staffing, programming, holdings and circulation.
- **Circulation and Holdings Report, FYxxxx** (available in January)  
Various public library circulation and holdings raw data. Also includes circulation per FTE, per hour open and per capita and holdings per capita data.
- **Education & Staffing Report, 7-1-xxxx** (available in January)  
Public library staffing levels and distribution of the staff's highest educational level. Staffing level data includes: total full-time equivalencies (FTE), number full time and part time, and FTE for MLS, librarian, children's librarian and non-custodian positions as well as total hours open per non-custodian FTE. Director's education level and length of work week are displayed.
- **Electronic Services, FYxxxx Data** (available in May)  
Selected statistics related to electronic services including: website hits, number of users of public Internet computers, electronic subscriptions and materials in electronic format.
- **Featured Reports, FYxxxx Data** (available in the spring)  
Reports on changing topics present public library data not displayed in other reports.
- **Financial Statistics Report, FYxxxx Data** (available in February)  
Raw and per capita figures for each reporting public library's (including branches) total municipal appropriation, operating income, and salary, materials, other and total operating expenditures. Also included are percent of total operating expenditures spent for salaries, materials and other expenditures.
- **The FYxxxx Municipal Pie...What's Your Share?** (available in January)  
Relates the amount expended from the general fund by each city and town on public library service, to the amount expended to operate the entire municipality.
- **Public Library Outlets, FYxxxx Data** (available in May)  
Selected statistics relating to public library outlets including: staffing, holdings and circulation.
- **Rankings Report, xxxx Data** (available in March)  
Each municipality's rank within its population group and within the entire state based on its library's per capita values for certain income and expenditure data. For services, the indicators are: FTE per 10,000 population, MLS FTE per 10,000, hours open per week, direct and total circulation per capita and holdings per capita.
- **Salaries Report, 7-1-xxxx** (available in January)  
Hourly minimum and maximum salaries for up to 17 public library position classifications from Library Director to Custodian. Annual salary for the Library Director is also displayed.
- **Services Report, FYxxxx** (available in January)  
Services data includes number of terminals with Internet, average weekly visits, reference questions and hours open. Counts are provided for weekend days open, branches, adult and children's programs and attendance. Average hours open on weekends is also shown.
- **Summary Tables and Graphs, xxxx Data** (available in March)  
Statewide, population group and regional totals of various incomes, expenditures, holdings, circulation, services and staffing data. Subject index provided.

**Massachusetts Academic Library Data, Fall xxxx, Selected Statistics** (available biennially)

**Massachusetts School Library Media Center Report, Fall xxxx** (available in May)

**Massachusetts Special Library Statistics Report, FYxxxx Data** (available in November)

The reports are available in PDF format and the related spreadsheet and database files are available for downloading from the Board's web site (<http://mblic.state.ma.us/advisory/statistics/index.php>)