

## In this issue

Job Hunting @ Your Library	2
Fundraising Sampler Offered in Brewster	2
On the Record: Manage Your Media Image	2
Library Leadership MA 2009	3
Brooks Free Library's Carla Burke—An American Hero Award Winner	4
Youth Services News	4
Did You Know...	5
Statewide Planning Day	5
Digitization and More	5
Library Web Site in a Box	6
Changes to SEMLS & MASSYAC Electronic Mailing List	6
SEMLS Offers Three Online Classes This Spring	7
Linda Braun Shows Libraries How to Meet Customers on Their Own Turf	7
Spring Delivery Survey Results	8
SEMLS Gives Away Amazon Kindle	9
SEMLS Professional Collection	9
OCLN Launches Online Card Registration	9
Teen Author Alisa Libby is My Own Cafe Featured Guest for April	9
America's Star Libraries Announced	9

## How to contact us

10 Riverside Drive  
Lakeville, MA 02347  
Phone: (508) 923-3531  
Fax: (508) 923-3539

General e-mail: [semls@semls.org](mailto:semls@semls.org)  
Web address: [www.semls.org](http://www.semls.org)

Cindy Roach, Regional Administrator,  
[croach@semls.org](mailto:croach@semls.org)

Cheryl Bryan, Asst. Administrator for  
Continuing Education & Consulting,  
[cbryan@semls.org](mailto:cbryan@semls.org)

Kathy Lussier, Asst. Administrator for  
Technology, [klussier@semls.org](mailto:klussier@semls.org)

Vickie Beene-Beavers, Asst. Administrator  
for Youth Services,  
[vbeenebeavers@semls.org](mailto:vbeenebeavers@semls.org)

Carolyn George, Office Manager,  
[cgeorge@semls.org](mailto:cgeorge@semls.org)

Cathy Cahoon, Administrative Assistant,  
[ccahoon@semls.org](mailto:ccahoon@semls.org)

Cheryl Letendre, Continuing Education  
Assistant, [cletendre@semls.org](mailto:cletendre@semls.org)



# SEMLS Sightings April 2009

*Southeastern Massachusetts Regional Library System  
Serving public, academic, school & special libraries in 86 communities in southeastern MA.*

## Regional News

*Cindy Roach, Regional Administrator*

The Beacon Hill budget process is underway, and all the news coming from there is preparing us for a tough budget year ahead. The Governor's budget cut library lines by an average of 15 percent. House Ways and Means will release its budget on April 15 with a House vote taken a week to two later. The Senate is set to release its budget the 3<sup>rd</sup> week in May.

Some positive news coming from Beacon Hill is that Representative Falzone has re-formed the Library Caucus. Many of its 42 members are representatives and even senators from the southeast. Representatives Aguiar, Bradley, Canavan, Canessa, Creedon, Galvin, Patrick and Rogers joined the caucus as did Senators Hedlund and Kennedy. Speaker of the House DeLeo also is a member of the caucus. In all, 21 percent of the representatives and 25 percent of the senators are members of the caucus. This tells us that we have strong supporters on the Hill and that this is a great opportunity to work with them to keep libraries and their needs a focus during the budget process.

### Regional Reference Service

This fall and winter, the SEMLS Executive Board discussed the Regional Reference program and its costs. Last fall, the SEMLS Board asked the MBLC to give us more flexibility in awarding reference contracts. The MBLC has developed standards and regulations that have an impact on the way that SEMLS provides this service. SEMLS asked the Commissioners to waive the regulations by allowing the region to contract with one center and to lower the per capita requirements of the regulations. SEMLS was invited to make a presentation to the MBLC. Pat Basler presented the concerns of SEMLS to the commissioners at their January Board meeting. The MBLC tabled the SEMLS request.

In February, SEMLS issued an RFP for Regional Reference Service for fiscal years 2011-2013. Responses are due at SEMLS by 4:00 p.m. on April 17, 2009. The RFP and other documents are available on the SEMLS Web site, [www.semls.org/what/reference/index.html](http://www.semls.org/what/reference/index.html).

### Digital Commonwealth Grant Announcement for Small Libraries

In May, 2008, the Digital Commonwealth received a \$10,000 grant from the H.W. Wilson Foundation. The purpose of this grant is for Digital Commonwealth to re-grant it to small organizations to assist them with getting started in contributing digital materials to the Digital Commonwealth.

Grant awards are from \$250 - \$1,000 that can be used to fund digitizing and/or repository services to add materials to the Digital Commonwealth. All grant funding must be matched with an equal or greater amount of local funding. Digital Commonwealth and NELINET will provide the institution with standards,

*(Continued on page 2)*

(Continued from page 1)

guidelines and training to assist with projects. More information on the details and eligibility requirements can be found on the Digital Commonwealth Web site:

<http://tinyurl.com/cflwoy>.

Applications are available at:

<http://tinyurl.com/d3jxas>.

**The deadline is May 1, 2009.** Applications may be e-mailed, faxed or mailed to:

Erin Logsdon, Consultant, Digital Services

NELINET, Inc.

153 Cordaville Road, Suite 200  
Southborough, MA 01772

508-597-1996 (Fax)

---

## Continuing Education News

*Cheryl Bryan, Assistant Administrator for Continuing Education & Consulting*

### Job Hunting @ Your Library



On Tuesday, April 14, Kate May from the Newton Public Library will lead a workshop on reference assistance to job seekers includ-

ing online resumes and job applications and the resource pages available on the Newton Public Library Web site. In response to member requests for information SEMLS has added two pages to the Web site that list online job banks sites and information for job seekers to help them develop their resume. Member libraries can link to these pages to make the information available to their users at <http://www.semils.org/resource/support/index.html> under Job Resources.

SEMLS libraries are stepping forward and featuring the resources they can offer to their communities to

help people find jobs, even in this challenging economy. Over twenty libraries attended a meeting in Raynham to share job information resources and programs on March 25. The Ames Free Library has developed two excellent guides to Employment Resources and Services and a bibliography of the libraries' materials related to job searching, and they offer resume assistance in the evening to community members. The Whitman Public Library held a weeklong program to support job seekers with resume and cover letter assistance and mock interviews to help potential job hunters seek employment opportunities. Jen Inglis, Director of the Whitman Public Library, commented that she saw a number of people that week who were there not because they had lost their jobs, but that they thought it might happen during the new year. The Dighton Public Library is offering a panel discussion of Human Resource experts to advise job seekers on the best approach to employers. Seekonk Public Library has contracted with a job search coach to offer individual sessions in the library. Some libraries are simply putting up a sign "Job Hunting? Ask Us!" and gathering their job support materials in one area.

Celeste Bruno, MBLC Communication Specialist, attended the meeting to give participants some advice on how to get information on their services and programs out to their communities. She has offered to post libraries' job information programs and services on the public Massachusetts Libraries Web site if you will send her information at [Celeste.Bruno@state.ma.us](mailto:Celeste.Bruno@state.ma.us).

ALA has just published a study on what libraries are doing to support job seekers; in *Job-seeking in U.S. Public Libraries* ([PDF file](#)) it discusses the range of library resources available and the challenges libraries face in maintaining these services.

---

### Fundraising Sampler Offered in Brewster

On April 30, from 11:00 a.m. to 3:00 p.m. SEMLS will offer a workshop on

a variety of fundraising techniques at the Brewster Ladies' Library. Cheryl Bryan will cover basic fundraising principles and techniques, models for setting up a marketing plan and end with a panel discussion of successful fundraising projects in the Eldredge Public Library in Chatham and the Jonathan Bourne Public Library. We will discuss how to plan a fundraising campaign, define the need for your project, and how to describe the benefits of your project to potential donors to present a consistent campaign. This would be an ideal workshop for trustees and library administrators to attend together. *Please plan to bring a bag lunch; lunch will provide time for informal discussion. We will provide drinks and dessert.*

---

### On the Record: Manage Your Media Image

For many of us interactions with the media can be stressful. On May 21, from 10:00 a.m. to 12:00 p.m. in the SEMLS conference room Celeste Bruno, Communication Specialist from the MBLC, will talk about the dos and don'ts of working with reporters. The group will also learn strategies that will help turn your next interaction with a reporter into an opportunity to promote your library and the services you offer. You'll come away from the workshop with the tools you need to ensure that anytime you're speaking with reporters, you're not just answering their questions, you're getting your message out.

---

### Congratulations!

Director Phil McNulty, the staff and the trustees of the Milton Public Library and the community on the opening of their new and expanded library.

**Library Leadership MA 2009**  
**Cindy Roach, Regional Administrator**

SEMLS wants to congratulate the following members who will be attending this year's Leadership Institute: Brenda Carr, Dighton Public Library; Jessica Connelly, Plymouth Public Library; Carol Gafford, Swansea Public Library; Beth Kramer, West Tisbury Public Library; Sharon Morgan, H.H. Broadbent Library, Barnstable High School and Carrie Tucker, East Bridgewater High School Library. Congratulations to you all. For more details, see the press release below.

**Library Leaders Selected for Institute**

Forty applicants have been selected to participate in the *Library Leadership Massachusetts Institute*, July 27 through July 30, sponsored by the Massachusetts Board of Library Commissioners and the six Massachusetts Regional Library Systems. The 3.5-day Institute drew applications from a highly-qualified pool of candidates from across the state and included professional staff and paraprofessionals. Applicants had a varied number of years in their fields.

Schreiber Shannon Associates, prominent national consultants, will guide the Institute. Future leaders will relate to library issues through case studies, readings, discussions, and other planned learning activities. The Institute will create a structure for continuing supportive relationships among its participants. In exchange, graduates will play a role in advocacy efforts for Massachusetts libraries through professional organizations and/or contributions to publications or newsletters.

The Library Leadership Institute Selection Committee extends congratulations to:

<b>NAME</b>	<b>LIBRARY</b>	<b>REGION</b>
Shannon Astolfi	Minuteman Library Network	Metrowest
Paulina Borrego	Integrated Sciences & Engineering Library, UMass, Amherst	WMRLS
Kim Butler	Newburyport Public Library	NMRLS
Stephanie Carpenter	Woods Memorial Library, Barre	CMRLS
Brenda Carr	Dighton Public Library	SEMLS
Kristi Chadwick	C/W MARS	CMRLS
Jessica Connelly	Manomet Branch, Plymouth Public Library	SEMLS
Susan Crowther	Chicopee Comprehensive High School	WMRLS
Linda Dyndiuk	Somerville Public Library	Metrowest
Sherry Eskin	Honan-Allston Branch, Boston Public Library	BMRLS
Carol Gafford	Swansea Public Library	SEMLS
Carrie Grimshaw	Chester C. Corbin Library, Webster	CMRLS
Brianna Haskins	Athol Public Library	CMRLS
Jennifer Hawkes	Chicopee Public Library	WMRLS
Debra Hiatt	Boxford Town Library	NMRLS
Deborah Hoadley	Langley-Adams Public Library, Groveland	NMRLS
Beth Kramer	West Tisbury Free Public Library	SEMLS
Elizabeth Lamoreaux	Marsh Grammar School, Methuen	NMRLS
Leslianne LaVallee	Bellingham Public Library	CMRLS
Kelly Linehan	Cambridge Public Library	Metrowest
Cynthia Lutz	Pescosolido Library at The Governor's Academy, Byfield	NMRLS
Penni Martorell	Holyoke Public Library	WMRLS
Richard Moon	North Adams Public Library	WMRLS
Sharon Morgan	H. H. Broadbent Library, Barnstable High School	SEMLS
Martha Patten	Gleason Public Library, Carlisle	NMRLS
Elisabeth Pedevillano	Boston Public Library	BMRLS
Sue Priver	Needham Free Public Library	Metrowest
Bernadette Rivard	Bellingham Public Library	CMRLS
Maxine Schmidt	Integrated Sciences & Engineering Library, UMass, Amherst	WMRLS
Danielle Schulman	Boston Public Library	BMRLS
Carolyn Schwartz	Ely Library, Westfield State College	WMRLS
Jessica Snow	Boston Public Library	BMRLS
Michael Spelman	Boston Public Library	BMRLS
Priya Subramanian	Worcester Public Library	CMRLS
Theresa Parise	Boston Public Library	BMRLS

(Continued on page 4)

(Continued from page 3)

NAME	LIBRARY	REGION
Jean Todesca	Medfield Memorial Public Library	Metrowest
Caroline Tucker	East Bridgewater High School Library	SEMLS
Philip Waterman	Emmanuel d'Alzon Library, Assumption College, Worcester	CMRLS
Carol Will	W.E.B. Du Bois Library, UMass, Amherst	WMRLS
Charlotte Wood	Wilmington Memorial Library	NMRLS

The Institute is federally funded in part by LSTA funds administered through the Massachusetts Board of Library Commissioners.

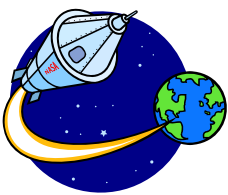
### Brooks Free Library's Carla Burke — An American Hero Award Winner!

*Cheryl Bryan, Assistant Administrator for Consulting & CE*

Carla Burke, Assistive Technology Coordinator in the Vision Impaired Technology Assistance at the Library (VITAL) program at Brooks Free Library in Harwich, was selected for an American Hero award from the Cape and Islands Red Cross. Carla is a remarkable person and deserves this recognition not just for her work at Brooks Free Library but for all she has done in our community and Cape-wide to ensure people with disabilities have the same opportunities as others and can participate fully in all aspects of community life.

## Youth Services News

*Vickie Beene-Beavers, Assistant Administrator for Youth Services*



Summer Reading is upon us, and if you haven't any idea how you are going to program around the Starship Adventure theme, then you have not been attending any of our summer-related continuing education offerings. Don't worry; you have another opportunity to participate in a SEMLS workshop before your program begins. This April and June NASA Aerospace Education Specialist Rick Varner will visit Massachusetts to certify librarians and educators for the handling of actual lunar samples from the Apollo space missions. Participants who complete this training will be allowed to request this primary resource to share with kids and parents the ecology of the moon, the history of the dangerous space mission and some activities to use in support of the NASA loan.

Don't have the staff to manage your reading program? Try managing it online. The hands-on ReadsInMa.org training begins this month through June. If you would like to register your library for E\*vanced Solutions Summer Reading software, please sign-up through our continuing education calendar at [www.semls.org](http://www.semls.org).



Need an alien? We have one. Need a 3-D star for a mobile? We've got 'em. We even have a cow to go with your smiling moon. We have new Starship Adventure themed Accu/Cuts in case you're wondering how ever will you decorate your children's room. Reserve your Accu/Cuts before they are gone!

Congratulations goes out to the \$20 raffle winners of last month's Mixing in Math survey. I heard that the agency received GREAT participation from those of you who filled out the nine-minute survey about the use of math in your programming efforts. Mixing in Math (MiM,) also known as Math off the Shelf, integrates hands-on math activities for librarians in an after school / out-of-school environ-

ment for kids aged 5-12 years. You'll be amazed as to how easily many of the Mixing in Math activities can fit into your crafts, story time, and group games. You can't go wrong with lead-free inexpensive games. To see how you can incorporate some of the activities into your summer program, you're invited to attend our May 6 program at SEMLS from 10:00 a.m to 12:00 p.m.

BTW, the winners were Mary Ellen Siniak, Seekonk; Karen Johnson, Avon; Elisabeth Stratchan, Braintree; Lee Parker, Norton and Karen Brother, Raynham.

The Youth Services Roundtable is fired up and ready to go as they meet to share ideas for Starship Adventure programming. Share secrets on your \$\$-saving program tips on Thursday, April 16, from 1:30 p.m. to 3:30 p.m. at the Norwell Public Library. Also in attendance to share secrets for having a successful author program is guest speaker, Betsey Detwiler, proprietor of Buttonwood Books & Toys in Cohasset. To reserve your seat for this roundtable, please visit our continuing education calendar at [www.semls.org](http://www.semls.org).

## Did You Know...



### News Blog—Library Forager

Did you know that Cheryl Bryan, Assistant Administrator for Consulting & CE has started a blog called Library Forager?

Cheryl said “I started this blog because I end up reading a lot of library and other literature to stay current in my position. I’m always seeing articles that look very useful and that I know I would have missed in my previous jobs in libraries because then I just didn’t have the time to keep up with library news. I hope that you will find them useful, too, and please add your own items that you think will be of interest to other librarians so we can all learn from each other.”

Cheryl’s Library Forager blog can be found at [www.semls.org/community/forager/](http://www.semls.org/community/forager/).

### Statewide Planning Day, March 23, 2009

*Cindy Roach, Regional Administrator*

As budgets on all levels tighten, the MBLC wants to evaluate statewide services to libraries and invited members of regions and networks to a planning day. The day was held at the College of the Holy Cross on Monday, March 23. Members of the SEMLS Executive Board, Mike Somers, Denise Medeiros, Susan Berteaux, and Jayme Viveiros, and SEMLS staff, Kathy Lussier and Cindy Roach, represented the region. The day was held as a kickoff to a planning process that will look at how statewide services are provided today and will make recommendations on how the future delivery of statewide services could look.

The committee planning the day asked network and regional members to prioritize core statewide services. There were 653 responses – 22 percent came from SEMLS members. Core services of most importance to members are:

- resource sharing, including network transfers, virtual catalog and regional ILL service
- delivery
- Internet access
- electronic databases.

Commissioner Frank Murphy and MBLC Director Rob Maier framed

the day for the group. In light of the current financial crisis and with the understanding that financial resources for the next few years will not be there, both urged the group to focus on the future of statewide services and to imagine the best of library services across the state so that we can work toward it.

Maureen Sullivan facilitated the day. For most of the day, attendees worked in small groups and addressed the following questions:

- What key trends, developments and events will affect the future of library service in Massachusetts?
- What is included in a vision of a preferred library future?
- What are the most desired attributes of a new approach?
- What are the benefits and risks of a new approach?
- What would be important for libraries if they are to buy into a “new” approach?

Some of the themes that emerged from these exercises were:

- Some type of statewide library card.
- Libraries being recognized as essential in their communities, wherever they are located in municipalities, schools, and/or institutions.
- 24/7 access to resources for

residents.

- Well-trained and supported library workforce.

The next part of the planning process is to pull together ideas from this day and get them out to the library community. Rob Maier also told the group that this day was only the first step in the process and that there would be more opportunities for people to volunteer on workgroups. These workgroups will address the ideas generated from this meeting and will work towards a plan for the future of statewide services.

---

## Reference News

*Linda Beeler, Head of Reference,  
Thomas Crane Public Library, Quincy*

### Digitization and More

It isn’t just digital librarians who need to be fluent with digital resources. According to the keynote speaker at the third Digital Commonwealth Conference in Worcester last week, public expectation and demand for online access to information has already changed our job descriptions—whether we know it or not. “Digital is a second language,” said the keynote speaker, David Liroff, former VP and Chief Technology

*(Continued on page 6)*

(Continued from page 5)

Officer at WGBH—and we all need to learn it.

For us, as librarians, that means knowing more than how to use the scanner or search the databases. Increasingly, librarians have to at least engage the questions of how to organize, distribute, and preserve information in a digital format. In his address, *Rebooting America*, Liroff said media pundit Marshall McLuhan foresaw the future back in 1967, when he coined the phrase “The media is the message.” As both an example of this theory, and a very, very funny look at the lengths advertisers go to attract attention in the digital arena, check out this viral marketing video on YouTube titled “The Pome-Granate Phone.” You’ve seen Apple, you’ve seen the Blackberry....but can they make coffee?

<http://tinyurl.com/6dsjur>.

If the challenges of digitization seem overwhelming, take heart. Our colleagues at Boston Public Library are a great resource as we explore this new horizon. It isn't just pictures that are going digital—it's the printed word. Tom Blake, who led the session “Text Alive! The Body, Mind and Soul of the Digitized Written Word,” described the partnership between the Boston Library Consortium which is part of the Open Content Alliance--and Internet Archive. The consortium pays 10 cents a page to the Internet Archive which, in turn, has installed ten scanners at the BPL and hosts the library's digitized material on the Internet Archive Web site. Tom described the process now underway at the BPL of scanning books, which involves an automatic device that uses suction to turn the pages.

If you haven't already seen the BPL's Internet Archive, you are in for a treat—and another digital resource to offer your own patrons. Go to <http://tinyurl.com/swqn2a> and type in the name of your community (i.e. Scituate, Massachusetts) in the search box, then take a look at the options you have for viewing the full text—try the flip book! In the wake of the March conference, we are now exploring the possibility here at the

Thomas Crane Library of linking some of these titles to the local history links on our Web site. And it's not just books—we found a video clip of FDR conferring with Middle Eastern dignitaries on the USS Quincy—complete with code that would allow us to embed the video in our own Web site.

On another, totally unrelated note—did you know that *The Central Register* is available online in its entirety through the State Library of Massachusetts? I'm a bit suspicious that the search mechanism does not work, but the registers are there back to June of 2008 right now. This comes in handy if you do not subscribe to the publication, if you only keep a few current issues, or if an issue is missing. We discovered this after a patron reported that the Massachusetts Attorney General's office told her it was not available online....evidently the AG's office must be feuding with the State Library!

<http://archives.lib.state.ma.us:8080/dspace/handle/2452/35812>.

---

## Technology News

*Kathy Lussier, Assistant Administrator for Technology*

### Library Web Site in a Box



Does limited staff time and funds make it difficult to create and maintain a current library Web site?

Based on the feedback received last year on the SEMLS Supplemental Services survey, SEMLS is exploring ways to provide assistance to public libraries for their library Web sites. The region is planning to provide a template libraries can use to easily customize and update their Web sites. We like to think of it as a Library Web Site in a Box that can easily be launched with minimal Web design skills.

If you are interested in learning more about this project, please join us at SEMLS for an informational meeting at 10:00 a.m. on Thursday, April 16 where we will be seeking feedback from members on how we can best help them with their Web site needs. We will also be demonstrating similar projects that have been implemented around the country.

---

### Changes to SEMLS & MASSYAC Electronic Mailing List

Beginning on April 17, 2009, we will be making some changes to the SEMLS and MASSYAC mailing lists as we move to a new mailing list manager.

The new list manager will provide you, as subscribers, with more options:

- formatted e-mail, not just plain-text
- attachments
- a Web-based interface for managing your access
- more delivery options, including daily and weekly digests
- stopping and re-starting mail, and going on “vacation”
- mail archive and mail search integrated into manager
- manage multiple list subscriptions with one login.

There are numerous advantages to the region as list administrators as well.

All current members of the SEMLS and MASSYAC lists will be transitioned over automatically; you need not do anything to continue to receive e-mail.

### Changes:

The current SEMLS and MASSYAC lists will temporarily stop taking new subscribers on April 16. SEMLS members can start subscribing to the list again when we cut over to the new list on April 17.

(Continued on page 7)

(Continued from page 6)

When you send a new message to the SEMLS list, please send it to:

[semls@mblc.state.ma.us](mailto:semls@mblc.state.ma.us).

When you send a new message to the MASSYAC list, please send it to:

[massyac@mblc.state.ma.us](mailto:massyac@mblc.state.ma.us).

When you receive messages, they will be in the form: *semls-owner@mblc.state.ma.us; on behalf of: Sender [Sender's e-mail]* or *massyac-owner@mblc.state.ma.us; on behalf of: Sender [Sender's e-mail]*.

The subject of each message will contain the string: *[semls]* or *[massyac]* so that you can set up automatic mail handling rules if you desire in your e-mail program.

If you want to, you will be able to establish a Web login at:

<http://mblc.state.ma.us/sympa>

by selecting the "First login?" link. This step is NOT necessary to continue to send and receive e-mail from the list.

### All Regions List

The other regions in the state have not all moved to the new system yet. In the meantime, please continue to send your statewide messages to:

[allregions@mblc.state.ma.us](mailto:allregions@mblc.state.ma.us).

We will let you know when this address will change. At the same time, please do not send attachments to the All Regions list until we notify you that they are able to accept attachments.

If you have any questions, feel free to contact Kathy Lussier at [klussier@semls.org](mailto:klussier@semls.org).

---

### SEMLS Offers Three Online Classes This Spring

Are you finding it difficult to get out of your library to participate in continuing education opportunities?

SEMLS is offering three online classes this spring to reach out to members who cannot often make it to Lakeville for a CE class.

On April 27, SEMLS will once again offer its seven-week Learning 2.0 @ SEMLS class. Based on the "23 Things" program originally offered by the Public Library of Charlotte and Mecklenburg County, this class gives participants an opportunity to explore online services and tools that are considered to be part of the Web 2.0 phenomena.

This will be the third Learning 2.0 session offered by SEMLS, and the program continues to change as Web 2.0 changes. In this session, participants will create their own blog, explore and/or upload photos to Flickr, use Twitter, participate in a wiki, subscribe to RSS feeds and create a Facebook account.

This class will include weekly interactions with other participants to discuss how libraries can use these tools to connect with patrons and students. With the exception of two scheduled chats, participants will be able to log in at any time to complete the work and participate in the discussion. Participants will be expected to spend about three to five hours each week on the class. The class will last for seven weeks. Participants will need to access the class on a computer that is able to connect to social networking sites like WordPress and Facebook (most school filters block these sites.)

In addition to the Learning 2.0 class, SEMLS Assistant Administrator for Technology Kathy Lussier will host two virtual roundtables using the Internet telephony service, Skype. Feel free to join SEMLS members as we talk about technology use in libraries or to try out the Skype service.

To use Skype, you need to use a computer with speakers and a microphone. A headset is preferred to reduce the amount of background noise that participants hear during the roundtable. You also need to download the freely-available Skype software at [www.skype.com](http://www.skype.com). There is no cost to using Skype for these roundtables.

The first roundtable is scheduled for 10:00 a.m. on Friday, April 24 when

we will focus our discussion on managing public access computers. The second roundtable, scheduled for 10:00 a.m. on Friday, June 19, will focus on introducing new technology to library users.

To participate in the Learning 2.0 class or the virtual roundtables, register from the calendar on the SEMLS Web site at [www.semls.org](http://www.semls.org).

---

### Linda Braun Shows Libraries How to Meet Customers on Their Own Turf

Where do your users go when they are online?

Chances are that they are not spending much time on our library Web sites, but that doesn't mean libraries can't reach them in their preferred venue.

Linda Braun, Project Management and Consulting Coordinator for Librarians and Educators Online (LEO,) is going to present a "Where the Customer Is" workshop to SEMLS members on June 2.

Workshop participants will look at the trends in library service that focus on providing opportunities for librarians to meet customers where they are online – Facebook, Digg, MySpace, iGoogle, etc. This workshop includes a discussion of widgets and other tools for meeting customers on their own turf.

The workshop is scheduled for Tuesday, June 2, from 10:00 a.m. to 1:00 p.m. at the Duxbury Free Library. Register online through the SEMLS Web site at [www.semls.org](http://www.semls.org).



### Best Wishes to Our Newest Member

Brayton School Library  
Massachusetts Hospital School  
3 Randolph Street  
Canton, MA 02021

Martha Cummings  
Library Teacher

## Spring Delivery Survey Results

*Carolyn George, Office Manager*



The spring delivery survey has been compiled. A big **"Thank you"** to the 162 public libraries, branches, academic, special and school libraries that took the time to report what was happening in their libraries for the week of this survey. We had 99.4 percent participation from our members on this delivery survey. The incomplete 100 percent participation is due to one library member that is making a move back into their newly renovated facility. They will be doing their delivery survey later in April, and we can always update this report.

The spring survey total is **74,766** items being moved from point A to point B using 2,239 delivery bins. The fall delivery survey bin total was 2,274; this reduced amount (35) in delivery bins may be due to non-packaging of AV materials. This survey was a little different from previous surveys in that we counted AV materials (26,131) and library items (48,635) separately. The volume of items being placed into the delivery system increased by 9,607 items from the fall '08 delivery survey. This reflects a 12.85% increase in the volume of items circulating from library to library. Annualized, this translates into **3,638,050** items sent through delivery. (Amount calculated by adding the fall '08 survey of 65,159 and the current spring amount and multiplying by 26 weeks.)

Tuesday continues to be the busiest day of the week. For the delivery survey week, 15,338 items were sorted. On an average, more than 12,461 items are sorted each day for the next-day delivery to our library members.

### Newcomers With More Than 1,000 Items

	2008 Fall Survey	2009 Spring Survey	Increase
Brockton Public Library	899	1,179	24%
Brooks Free Library (Harwich)	944	1,104	14%
Canton Public Library	863	1,038	17%
Fall River Public Library	850	1,006	15%
Richards Memorial Library (North Attleboro)	971	1,006	3.5%
Scituate Town Library	846	1,151	26%
Turner Free Library (Randolph)	790	1,037	24%
Ventress Memorial Library (Marshfield)	925	1,307	29%

\*\*\*\*\*

### Libraries With the Highest Volume

	2008 Fall Survey	2009 Spring Survey	Increase
Thomas Crane Public Library (Quincy)	2,754	2,998	8%
Hingham Public Library	1,646	2,344	30%
Plymouth Public Library	1,750	2,014	13%
Attleboro Public Library	1,668	1,988	16%
Falmouth Public Library	1,079	1,916	44%
New Bedford Public Library	1,435	1,667	14%
Weymouth Library	1,078	1,596	33%
Dartmouth Public Library	1,323	1,554	15%
Thayer Public Library (Braintree)	1,244	1,345	7.5%
Sharon Public Library	1,006	1,257	20%
Taunton Public Library	1,007	1,301	23%
Mansfield Public Library	1,139	1,177	3%
Seekonk Public Library	1,273	1,142	-11%
Boyden Library (Foxboro)	1,001	1,129	11%





***Best Wishes in  
Your New Position***

*Lori Cogan, Librarian  
Gordon W. Mitchell Middle School  
East Bridgewater*

*Deborah Walgreen, Library Teacher  
Middleborough High School*

**SEMLS Supplemental  
Reference RFP Questions**

Questions received and answers to these questions are now posted on the SEMLS Web site:

[www.semls.org/what/reference/index.html](http://www.semls.org/what/reference/index.html)

**Regional Reference  
Centers**

**Falmouth Public Library**  
300 Main Street  
Falmouth, MA 02450  
Phone: 888-439-8850  
[info@falmouthpubliclibrary.org](mailto:info@falmouthpubliclibrary.org)

**Thomas Crane Public Library**  
40 Washington Street  
Quincy, MA 02169-9164  
Phone: 617-376-1316  
or 800-559-7336  
[quref@ocln.org](mailto:quref@ocln.org)

***Best Wishes in  
Your Retirement***

*JoAnne Norton, Library Teacher  
Middleborough High School*