

Boxford Town Library System

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Table of Contents

Acknowledgements	Page 1
Approval and Adoption	Page 3
Introduction	Page 4
About the Boxford Town Library System	Page 4
Boxford Town Library System Organizational Chart	Page 6
Mission Statement	Page 7
Values Statements	Page 7
Assessment of Community Needs	Page 15
2005-2010 Goals and Objectives	Page 8
FY06 Action Plan	Page 11
Methodology	Page 15
Appendix	
Boxford-At-A-Glance	Page 17
Library-At-A-Glance	Page 19
Library Services and Program Survey, 2005	Page 23
Library Services and Program Survey Results	Page 25

Thanks...

The Board of Library Trustees extends their appreciation to the 225 community members who responded to the Library Program and Services survey. Community pride and involvement is strong in Boxford and your thoughtful answers to our questions helped to shape the goals and direction for library services contained in this plan.

Approval and Adoption

The Boxford Town Library Board of Library Trustees approved and adopted this long-range plan at their meeting on September 8, 2005.

Anne O'Brien, Chair

Introduction

The Board of Library Trustees of the Boxford Town Library system is charged with the duty of overseeing library facilities and services for the residents of Boxford. It is in this spirit that the Board embarked upon a long range planning process in the spring and summer of 2005.

Boxford is continually growing and changing, and library services must grow and change with the Town. It is time for us to look again to be sure that we are using our resources effectively to meet the changing needs of our community, and that we define ways to maintain and increase library services while we plan for and carry out a renovation and expansion of the main library.

Long range planning is also a requirement of the Massachusetts Board of Library Commissioners (MBLC). Submitting a long range plan is a requirement that ensures our eligibility for certification and for direct grants from the MBLC under the federally funded Library Services and Technology Act (LSTA), as well as any other state funded library grants.

This Long Range Plan is the result of the process begun several months ago. This document will serve as a custom blueprint for determining library services in Boxford for the next five years. It will guide the Trustees and the staff as they make library service and program decisions in our current facilities while we await the beginning of the renovation/expansion of the Boxford Town Library, as well as determine service priorities at our branch library in West Boxford. The long-range plan will guide the Trustees and Director as they allocate resources, in the form of taxpayer dollars, for the most effective library services possible.

About the Boxford Town Library System

History of the Boxford Town Library

The Town of Boxford library system has a rich and rather complicated history dating back to 1796. Until 1966, two private associations rather than publicly elected trustees administered both Boxford libraries. During that time those associations privately owned both library buildings, one in each village. In 1966, the two libraries “merged” and were governed by one common, publicly elected Board of Trustees. The Town of Boxford did not, in fact, become the sole owner of both buildings, and responsible for fully funding the libraries, until 1982.

East Parish History

In 1796, 111 years after the incorporation of the town, a group of East parish residents formed the Boxford Library Society, which established the first Boxford library available to residents. Many of the society members contributed books from their own private collections as well as funds to purchase new books. Society members held quarterly meetings and books could be borrowed or returned only during those meetings unless a special arrangement was made with the librarian. Only residents who belonged to the society were allowed to borrow books. The Boxford Library Society continued to serve Boxford’s library needs for over fifty years.

In 1873, the Boxford Public Library, (a second private association) was established in East Parish. Books were purchased through a subscription fund and the first public-access library was located in a rented room in a private home at 15 Elm Street. In 1880 the Boxford Public Library association incorporated and purchased the Bacon house, a 12’ x 20’ structure on Elm Street. That building, together with additional space in both the Village Store and a nearby train depot, served as a library for fifty-nine years. In 1940, the entire collection was moved to the Cummings residence, located next to the Bacon House on Elm

Street. In 1982 a wing was added to the back of the Cummings residence in order to improve services to the town. The library remains located at 10 Elm Street today.

West Parish History

Prior to 1881 the only books available to West parish residents were those owned by Second Congregational Church. In 1881, the church pastor initiated the formation of the West Parish Library Association. The first library building was a tiny structure located near the church. Nineteen years later, in 1900, the West Parish Library Association was incorporated as the West Boxford Public Library Association and given the building it had been using. The same year, the town voted to divide the dog tax revenue between the East and West libraries, providing the Libraries with their first public funding.

In 1930 Dr. Walter Renton Ingalls donated the construction of a brick building to be known as the Ingalls Memorial Library. The Ingalls building served the West Parish well until 1973. At this point the need for more space prompted a town vote to move the West Boxford Library to the then-unoccupied Gardner-Morse school building, where it remains to this day. This became the first town-owned library building.

Boxford Town Library Today

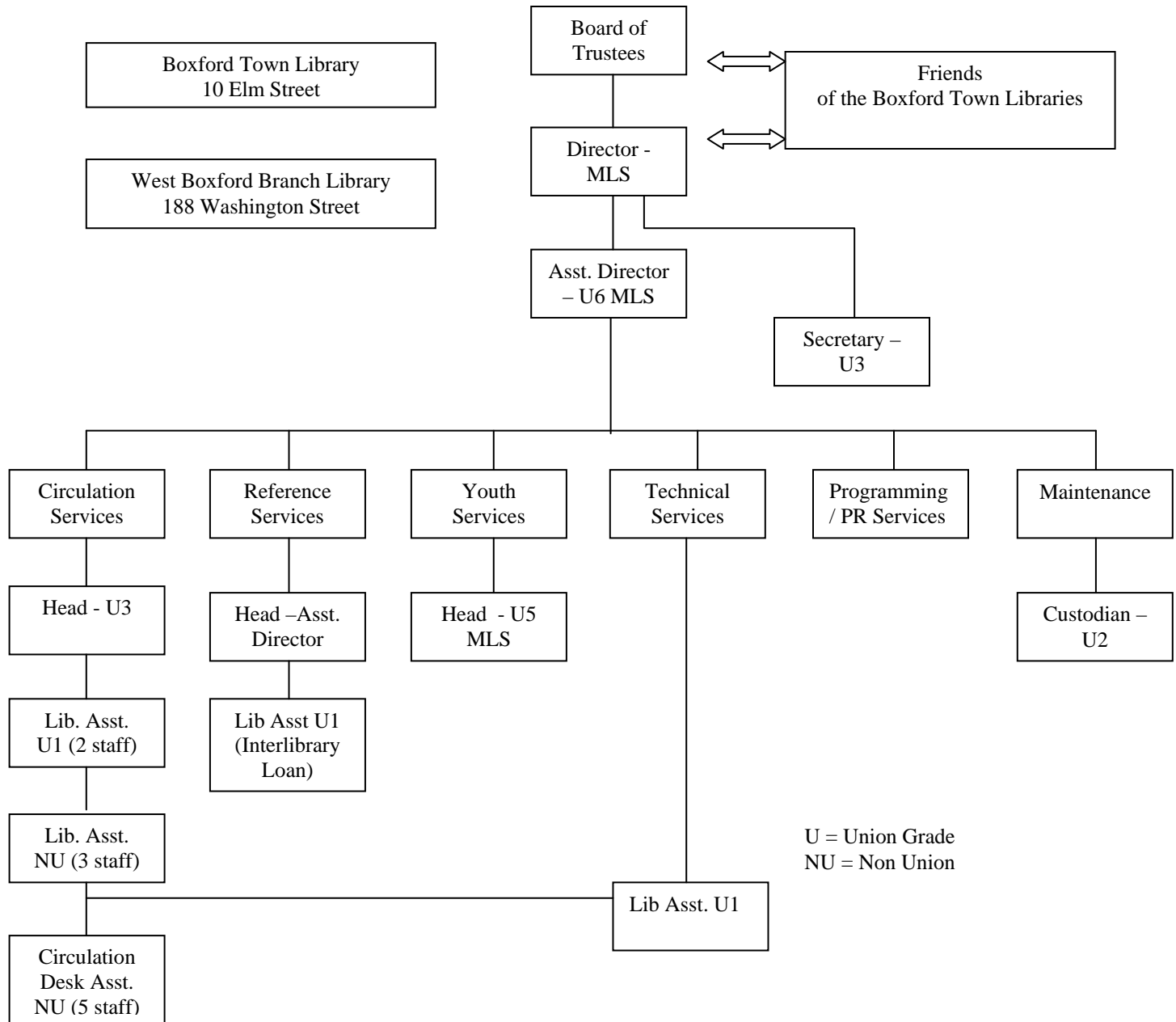
Governance

The Boxford Town Library system is a department of the town government and is governed by an elected nine-member Board of Trustees serving three-year terms.

The Board's authority is derived from Chapter 78, Sections 10 and 11 of the Massachusetts General Laws. Section 10 states in part: "The Board shall have the custody and the management of the Library...and all property owned by the town relating thereto. All money raised or appropriated by the town for its support and maintenance shall be expended by the Board, and all money or property which the town may receive by gift or bequest...shall be administered by the Board."

The Board delegates responsibility for library management, collection development and provision of library services to the public to the Library Director. The Director is an employee of the Town of Boxford appointed by and directly responsible to the Board.

Boxford Town Library System Organizational Chart



Mission Statement

The Boxford Town Library system provides a resource where all ages can access materials for their diverse informational needs and personal enrichment. The Library acts as a community space for residents to interact with and learn from each other. Staff and Trustees are committed to providing personal and professional attention to each patron who uses the Library's services.

Values Statements

Continuing the legacies of those who came before us, the Boxford Town Library system provides and protects free access to ideas and materials for all patrons.

Recognizing the need for access to the greater community, the Boxford Town Library system acts as a portal to other libraries and organizations utilizing a variety of technologies.

Believing in the importance of helping children and youth develop into contributing citizens and lifelong library users, the Boxford Town Library system provides library spaces, materials and programs that educate, entertain and encourage reading and life-long learning.

Responding to the need for community connections, the Boxford Town Library system provides a gathering place to introduce and exchange ideas through a variety of services and programs.

Noting that we live in a fast-paced world, the Boxford Town Library system is dedicated to providing a calm environment where reading and contemplation are possible.

Realizing the value of wider access to information, the Boxford Town Library system fosters connections between patrons, other libraries and other community organizations.

Understanding that each person's informational needs are unique, the Boxford Town Library system validates patrons' needs and treats their inquiries with respect and confidentiality.

Goals and Objectives

Goal 1. By 2010, the residents of Boxford understand and utilize the complete spectrum of informational resources and services offered by the Boxford Town Library system.

Objective 1.1. By end of FY 2006, Library staff will develop and begin to implement a public relations plan that is used to educate the public about the resources and services offered by the Library.

Objective 1.2. By end of FY2007, the Library Director, Assistant Director, Children's Librarian and Trustees will revise and update the Materials Selection Policy.

Objective 1.3. By end of FY2010, residents will have improved access to current and popular materials for research, reading, viewing, and listening.

Objective 1.4. By end of FY2010, 75% of Library patrons will indicate a high level of satisfaction with the following services: books & materials; helpfulness, knowledge and courtesy of the staff; facility safety, lighting and cleanliness, and access to library resources.

Objective 1.5. By end of FY2010, 75% of Library patrons will use the Library's website for the online catalog, database searching, subject specific Internet links, and program and event information.

Objective 1.6. By end of FY2010, 75% of Library patrons will use the Libraries or the Library's website at least 1-3 times per month.

Goal 2. By 2010, the residents of Boxford recognize and utilize the unique skills and professionalism of the staff members of the Boxford Town Library system.

Objective 2.1. By end of FY2006, Library staff members will create and implement a public education program about the variety of professional level services that they provide.

Objective 2.2 By the end of FY2007, Library staff members will plan and participate in an annual Library-sponsored Staff Development Day designed to improve their knowledge and skill levels.

Objective 2.3. By end of FY2008, Trustees, Library staff, Union representatives and Town representatives will develop and implement a pay matrix, in cooperation with the Town's overall budgetary goals, that considers the level of education and skills required to provide competent library service.

Objective 2.4. By end of FY2010, Trustees, Library staff, Union representatives and Town representatives will implement a plan with increased opportunities for career advancement within the library, in order to provide staff stability, retention and career growth within the Boxford Town Library System.

Goal 3. By 2010, the residents of Boxford experience a common ground in the Boxford Town Library system for a variety of educational, cultural, and civic activities.

Objective 3.1. By end of FY2010, 75% of the residents will recognize the Library as the place to go for local information.

Objective 3.2. By end of FY2008, partnerships with the Boxford Historical Society and the Boxford Trails Association/Boxford Open Lands Trust (BTA/BOLT) will each result in one Library program or event per year, and attended by 80 people per year, designed to educate the community about Boxford's history, natural resources and/or current affairs per year.

Objective 3.3. By end of FY2010, the Library will provide, and at least 3500 people per year will attend, interesting educational and cultural enrichment programs for children, teens and adults at the library.

Objective 3.4. By end of FY2009, residents, town organizations and other interested groups will participate in planning and enjoying a community reading/discussion program.

Objective 3.5. By end of FY 2010, the Library will take a leadership role in developing and implementing a master calendar of events and meetings in Boxford.

Goal 4. By 2010, the residents of Boxford find leading edge technology incorporated into the programs and services of the Boxford Town Library system.

Objective 4.1. By end of FY2006, the Library staff will create and the Board of Library Trustees will approve and implement a technology plan and timeline to guide the growth and maintenance of the library's technological tools and services.

Objective 4.2. By end of FY2007, a program of Library database trainings provided by Library staff and trained volunteers will serve at least 60 residents per year and increase usage of online databases by 5% per year.

Objective 4.3. By end of FY2008, the Boxford Town Library system will provide access to digital books, music and information.

Objective 4.4. By end of FY2010, the Boxford Town Library system will employ leading edge technology to communicate Library events and information formally and informally with 25% of current Library patrons.

Objective 4.5. By end of FY2010, the Library Director will have used the online dPlan tool, created by the Massachusetts Board of Library Commissioners and the Northeastern Document Conservation Center, to develop disaster plans for each Library in the unlikely events of natural or structural disasters occurring at the library facilities.

Goal 5. By 2010, the residents enjoy a well-maintained Boxford Town Library system with enough space for Library services, collections and events to be effectively used by all ages in the community.

Objective 5.1. Between 2005 and 2010, grants, capital campaigns and voter approved local funds will be utilized to renovate and expand the Main library at 10 Elm Street, the Boxford Town Library.

Objective 5.2. By end of FY2007, the Library will use a Library Services and Technology Grant to perform a preservation survey of the Library system's historic documents and papers, thereby setting a baseline for future preservation of and access to the system's historic documents.

Objective 5.3. By end of FY2008, the West Boxford Library Branch facility will be preserved for use by all library patrons.

FY2006 Action Plan

Goal 1. By 2010, the residents of Boxford understand and utilize the complete spectrum of informational resources and services offered by the Boxford Town Library system.

Objective 1.1. By end of FY 2006, library staff will develop and begin to implement a public relations plan that is used to educate residents about the resources and services offered by the library.

Activity 1.1.1. By February 2006, with the support of the Friends of the Library, a public relations plan will be written delineating steps that the library staff will take to educate the public about the Library's information resources and services.

Activity 1.1.2. By June 2006, with the support of the Friends of the Library, a new, graphic information brochure will be created, then distributed to the each household in Boxford and made available at each library.

Objective 1.2. By end of FY2007, the Library Director, Assistant Director, Children's Librarian and Trustees will revise and update the Materials Selection Policy.

Activity 1.2.1. By September 2005 a schedule of meetings to review and rewrite the policy will be created.

Activity 1.2.2. By June 2006 a draft of the revised Materials Selection Policy will be completed.

Objective 1.3. By end of FY2010, residents will have improved access to current and popular materials for research, reading, viewing, and listening.

Activity 1.3.1. By September 2005, the Library Director, Assistant Director and Children's Librarian will develop and implement a materials allocation plan.

Activity 1.3.2. By May 2006, the materials allocation plan will be evaluated and updated.

Activity 1.3.3. By June 2006, library staff will use the 2005 community survey results and other data gathering tools to make the following improvements to the collections:

1.3.3.1. Reference

By December 2005, conduct usage survey of reference materials. (Follow up survey to determine change in usage to be done December 2006)

By February 2006, weed 10 % of the collection's least used items.

By June 2006, replace 5% of materials to update the collection.

By October 2005, complete a cost benefit analysis of providing online vs. print access to two (2) major reference resources.

By November 2005, complete one (1) online and print guide to the reference materials that we provide contributing in a 10% increase in website hits and usage of reference materials.

1.3.3.2. Fiction and Audio Books

By August 2005, add one new audio purchasing plan to the annual budget.

By November 2005, conduct a mini-survey of patrons to determine which formats (cassette, CD, digital, abridged, unabridged) and types (fiction, genres, non-fiction

& categories) of audio books are preferred, and adjust purchasing plans to maximize patron usage.

By July 2006, evaluate success of increased audio collection using circulation and a short audio book listener satisfaction survey.

By June 2006, determine on-shelf or storage status, and weed 10% of the Fiction collection, thereby making room for better circulating materials to be used by patrons.

1.3.3.3. Non-Fiction

By December 2005, weed and replace 10% of the Travel guide collection.

By March 2006, weed and recommend updates and replacements for 10% of the History collection.

1.3.3.4. Entertainment (DVDs, Videos and Music)

By September 2005, increase budget allocation for DVD's to 10% of the total materials budget.

By June 2006, closely track which kinds of DVD's circulate well and base future purchases on the results.

By June 2006, weed and recommend replacements for 5% of all entertainment formats.

1.3.3.5. Children's Non-Fiction

By December 2005, allocate \$1000 of the children's materials and purchase multiple copies of standard non-fiction titles meeting the new MCAS standards in Geography and History.

By June 2006, weed the out-of-date, unused non-fiction books at the West Boxford Branch library and replace with current materials.

1.3.3.6. Teen Collections

By June 2006, increase the teen materials by 3% over the current count of materials at the Boxford Town Library. By increasing materials and increasing teen programming and advertising, should result in a 5% circulation increase of teen materials.

Goal 2. By 2010, the residents of Boxford recognize and utilize the unique skills and professionalism of the staff members of the Boxford Town Library system.

Objective 2.1. By end of FY2006, the library staff will create and implement a public education program about the variety of professional level services that library staff members provide.

Activity 2.1.1. By June 2006, library staff will:

2.1.1.1. Conduct two (2) "Behind the Scenes" Tours attracting 30 members of the public;

2.1.1.2. Update and distribute the Library Services Brochure;

2.1.1.3. Create a changing "Snapshots" in- library and online display of library staff and the services they provide resulting in more positive comments about the work done by Library staff and contribute to a 10% increase in website hits.

Objective 2.2 By the end of FY2007, Library staff members will plan and participate in an annual Library-sponsored Staff Development Day designed to improve their knowledge and skill levels.

Activity 2.2.1. By February 2006, the Board of Library Trustees will approve a Staff Development date for late August, 2006.

Activity 2.2.2. From February 2006—July 2006, Library staff members will plan the Staff Development Day taking into consideration skills required to meet patron needs.

Activity 2.2.3. By April 2006, the Friends of the Library will approve a request to sponsor lunch and refreshments for the Staff Development Day.

Activity 2.2.4. By end of August 2006, Staff Development Day will be held

Objective 2.3. By end of FY2008, Trustees, Library staff, Union representatives and Town representatives will develop and implement a pay matrix, in cooperation with the Town's overall budgetary goals, which considers the level of education and skills required to provide competent library service.

Activity 2.3.1 By November 2005, conduct a meeting involving Library Trustees and staff as well as Town Hall Administration and staff for the purpose of discussing approaches that more appropriately reflect the work performed and education level required by Library staff.

Activity 2.3.2. By March 2006, conduct a follow-up meeting to continue the discussion begun in November 2005.

Goal 3. By 2010, the residents of Boxford experience a common ground in the Boxford Town Library system for a variety of educational, cultural, and civic activities.

Objective 3.1. By end of FY2010, 75% of the residents will recognize the library as the place to go for local information.

Activity 3.1.1. By April 2006, 90% of Boxford's community organizations will be listed in the Merrimack Valley Library Consortia's Community Information Database.

Activity 3.1.2. Library staff will be trained to use the Community Information Database resulting in a 10% increase in staff and patron usage.

Activity 3.1.3. By June 2006, library patrons will find easy and orderly access to local community information in the Libraries' foyers.

Objective 3.3. By end of FY2010, the Library will provide, and at least 3500 people per year will attend, interesting educational and cultural enrichment programs for children, teens and adults at the library.

Activity 3.3.1. By June 2006, the following programs will have been planned and executed:

3.3.1.1. Two (2) unique programs attracting at least 50 adult participants;

3.3.1.2. Two (2) unique programs attracting at least 20 teen participants;

3.3.1.3. One (1) series of cultural programs that will attract 15 children aged 9-12 per program.

Goal 4. By 2010, the residents of Boxford find leading edge technology incorporated into the programs and services of the Boxford Town Library system.

Objective 4.1. By end of FY2006, the library staff will create and the Board of Library Trustees will approve and implement a technology plan and timeline to guide the growth and maintenance of the library's technological tools and services.

Activity 4.1.1. By October 2005, the Director and Assistant Director will develop and submit a draft Technology Plan for Trustee review.

Activity 4.1.2. By November 2005, submit final draft Technology Plan for Trustee approval.

Objective 4.2. By end of FY2007, a program of Library database trainings provided by Library staff and trained volunteers will serve at least 60 residents per year and increase usage of the online databases by 5%.

Activity 4.2.1. By June 2006, the Library Director will submit a grant to Verizon to provide funding for wireless access at both libraries, as well as a portable computer lab consisting of at least six (6) laptop computers, one (1) instructor laptop computer, one (1) LED projector, one portable projection screen and one (1) secure storage unit.

Goal 5. By 2010, the residents enjoy a well-maintained Boxford Town Library system with enough space for library services, collections and events to be effectively used by all ages in the community.

Objective 5.1. Between 2005 and 2010, grants, capital campaigns and voter approved local funds will be utilized to renovate and expand the 10 Elm Street facility, the Boxford Town Library.

Activity 5.1.1. By November 2005, the Board of Library Trustees gains voter approval for \$700,000 to develop final design concepts for the planned renovation/expansion of the Boxford Town Library at 10 Elm Street.

Activity 5.1.2. By March 2006, the Friends of the Boxford Town Libraries have a plan in place to pursue capital fundraising for the planned renovation/expansion of the Boxford Town Library.

Objective 5.2. By end of FY2007, the Library will conduct a preservation survey of the Library system's historic documents and papers, thereby setting a baseline for the future preservation of and access to the system's historic documents.

Activity 5.2.1. In FY2006, the Assistant Director will apply for a Library Services and Technology Act grant from the Massachusetts Board of Library Commissioners.

Objective 5.3. By end of FY2008, the West Boxford Library Branch facility will be preserved for use by all library patrons.

Activity 5.3.1. By January 2006, the Board of Library Trustees and the Board of Selectmen jointly develop a West Boxford Branch Library Building Committee responsible for overseeing the repair and code compliance of the West Boxford Branch Library.

Activity 5.3.2. By June 2006, the West Boxford Branch Library Building Committee and the Trustees gain voter approval to repair and bring to code the West Boxford Branch Library.

Assessment of Community Need

Methodology

In preparation for writing this long range plan, the Board of Library Trustees instructed the Long Range Planning Subcommittee and the Director to determine the process to be used to gather information and write the plan. The process developed by the Northeastern Massachusetts Regional Library System (NMRLS), based on the American Library Association's guide, *The New Planning for Results*, was selected. Trustees, residents, community stakeholders, library staff and NMRLS consultants worked together to prepare this plan.

This process consisted of three NMRLS facilitated meetings with library staff, Trustee and community representatives. During these Long Range Plan Advisory Committee (LRPAC) meetings information was solicited through various data gathering exercises such as: Library Strengths, Weaknesses, Opportunities and Threats (SWOT); Community Visioning Statements, and draft goal setting. A community survey was developed and mailed at the end of June with every Boxford resident's tax bill. Additionally, the survey was placed online through the assistance of NMRLS. Staff and the Trustee Long Range Planning Subcommittee then reviewed the results of the LRPAC meetings and survey data and worked to refine the draft goals and objectives.

The library Director followed a similar process of data gathering while working with the staff to develop parts of the Long Range Plan. The staff discussed library roles and values, did its own SWOT, reviewed the LRPAC meeting results and then drafted a mission statement and a values statement.

The Long Range Planning Subcommittee, the Director and the Assistant Director refined the goals and objectives based upon the factors determined during the long range planning process, the community survey results and Trustee goals for the next five years. The LRPAC on August 8, 2005 and the Board of Library Trustees on August 11, 2005 received a final draft of the long range plan. The Board of Library Trustees at their September 8, 2005 meeting approved the final Long Range Plan.

Trends

Several trends emerged from the data gathering. Both the Long Range Planning Advisory Committee (LRPAC) and the Library Staff indicated the need for better facility conditions and for enlarged space for growing collection, and holding meetings and events. Both groups noted that the Library system has many unexplored opportunities for outreach and partnership with other community organizations and the K-12 schools.

Many factors prevent residents from using their Town libraries, strongest among the factors were inconvenient hours, lack of materials the respondents need/want, personal purchase of materials and/or internet use, and using another library instead of Boxford's libraries. Of respondents who indicated they use another library regularly, the majority of them use the library in neighboring Topsfield. The Library Trustees and Staff have been aware of this—statistical data from the Merrimack Valley Library Consortium has indicated this usage for the past few years. It is typical for residents to seek other more enjoyable libraries to visit when their town library is in deteriorating condition and lacking in space. To us, it is another indication that Boxford needs an expanded, 21st-century library for its residents.

The community survey was designed to measure patron satisfaction with the libraries and community need for library services and programs, not whether Boxford should have one library or two libraries; however, the LRPAC noted and the community survey results indicated a continued resident loyalty to both libraries.

Although the community survey went to every household in Boxford, only 16% of the survey respondents indicated they primarily used the West Boxford Branch Library. These seemingly contradictory results are par for the course in Boxford as the residents, Town government and Library Trustees have struggled with the concept of one library or two libraries for at least the past 35 years!

Other trends for library service noted in the community survey were a desire for extended library hours at the libraries with both longer weekday hours and expanded weekend hours. Respondents indicated that they would like an improved collection, especially requesting more books, DVD's, and audio books on CD. Better computer connections and free wireless access were requested in several of the comment areas. Interest in more and enhanced programs for older children, teens and adults was strong.

A clear mandate for library-sponsored computer training for residents was indicated in several areas. About two-fifths of the survey respondents indicated using the online catalog, while an almost equal amount indicated that they *didn't* use the online catalog. Comments noted a lack of training in using this resource. The library's website is used mostly to access the online catalog and online databases. Respondents indicated a desire for more local and web-based information to be located on the website, as well as for enhanced collection information (booklists, new books, bestsellers, etc.). Several respondents also commented that they'd like email or online newsletter notification about the library, including upcoming events.

Respondents offered additional comments indicating strong support for a new library, stronger collections, and increased staff training. It should be noted that about one-fifth of the respondents consistently indicated that they were pleased with library facilities, collections and services as they are now.

Appendix

Boxford At-A-Glance

2004

2001

Population Estimate	8,631 residents	8388 residents
Number of Residences (2004)	2981	2804
Number of Registered Voters (Dec. 2004)	5784	5133
Land Size	24.39 square miles	
Population Density (2004)	353 persons/SM	343.9 persons/SM
Average House Value	\$608,000	\$450,000
Miles of Roads (Jan. 2004)	128	
Number of Named Streets	197	181
Tax Rate in FY05	\$10.53 per thousand	\$12.54 per thousand
Town Incorporated August 12, 1685		
K-6 th district enrollment:	950	993
<i>(Source: Boxford Annual Report, 2004)</i>		<i>(Source: Boxford Annual Town Report, 2001)</i>
Age Ranges of the Population		
Under 5 Years of Age	7%	
Ages 5-12	24%	
Ages 13-18	2%	
Ages 19-21	2%	
Ages 22-65	56%	
Older than 65 Years of Age	9%	
Ethnic Groups Represented		
Caucasian	97%	
Asian	1%	
Other	2%	
Language Spoken	English	
Percentage Unemployed	5%	
Median Family Income	\$119,491	
Percent of Residents ages 25 and older that have at least a high school diploma or GED	99.2%	
Percent of Residents ages 25 and older that have at least 4 years of college	62.8%	
<i>(Source: Massachusetts Municipal Profiles 2005)</i>		

**Boxford At-A-Glance
2004**

2001

Largest Employers in the Community	School System Town Government	
Major Industries	None	
Sources of Information for the Community:	3 Local Newspapers 1 Local Radio Station Local Community Access Cable Internet Service Providers	
Other Libraries that are Located in the Community:	2 Elementary School Libraries Masconomet J/S HS 1 Document Center 1 Preschool	
Public Schools	2 Elementary Schools 1 Middle/Junior High 1 High School 1 Vocational/Technical School	
Private Schools	5 Preschools 1 Elementary School	
Approximate Number of Home Schooling Families (per Tri-Town School Union)	6	
Social Service Providers (some are regional and not located within Boxford)	1 Daycare Center Baldpate Hospital Boxford Council on Aging Help for Abused Women and their Children Visiting Nurse Ass'n Tri-Town Council on Youth and Family Services	
Types of Organizations in the Community	Sports Associations Environmental Groups Friends of the Library Service Organizations Youth and Family Historical Society Agricultural Associations Veterans Organizations	
Sources: Variety including: Library, Town & School Websites; discussions with key individuals and groups in the community.		

Library At-A-Glance

Services	Boxford FY01	Other FY01	Boxford FY04	Other FY04
Library Users-- Residents with Library Cards	7406	5627	8507	
Library Hours/week-- Village Library	53		53	
West Library	30		30	
TOTAL	83	45	83	44.7
Evening Hours included both Libraries	18		18	
Saturday Hours included Village only			5	
Sunday Hours	0	NA	0	NA
Library Staff				
Total Number of Employees	20	11	16	12
Total Full Time Equivalents	9	7.5		
Number of Professional Staff (MLS degree)	3	1.7	3	2.2
Number of Paraprofessional Staff	8	8.6	7	8.9
Number of Clerical Staff	8	NA	5	NA
Number of Maintenance Staff	1	NA	1	NA
Number of other Employees (Minutes Secretary)	1	NA	1	NA
Average Weekly Volunteer Hours	14.5	19.5	8	26.3
Note: Employees reflect the composition of the community and speak the languages of the communities the library serves, including Mandarin (8 hrs/week), Hindi and Assamis (35 hrs/week)				
Salaries				
Director	\$24.98	\$26.53	\$22.59	\$29.45
Assistant Director	\$17.69	\$18.84	\$18.67	\$20.31
Children's Librarian	\$15.29	\$17.81	\$16.14	\$19.06
Senior Technician (Library Assistant--Union)	\$12.73	\$14.92	\$13.43	\$16.31
Library Technician (Library Assistant--Non Union)	\$9.93	\$14.02	\$10.49	\$14.80
Page/Circulation Desk Assistant	\$7.50	\$9.62	\$7.93	\$9.21
Administrative Assistant	\$12.73	\$14.12	\$13.43	\$16.26
Clerical (Minutes Secretary)	\$10.71	\$13.97	\$11.21	\$14.49
Custodial	\$12.49	\$14.50	\$13.19	\$15.07

Library At-A-Glance

Services, continued	Boxford FY01	Other FY01	Boxford FY04	Other FY04
Materials & Resources				
Print	59214	48680	64716	50199
NonPrint (audio, music, movies, microform)	4484	4486	5696	6194
Total	63700	54164	70412	56393
Subscriptions (newspaper, magazines, annual pubs)	215	136	227	130
Museum Passes (provided by the Friends/Library)	9	NA	13	NA
Public Internet Computers (Village*West)	7*2	5	7*2	?
Other Materials & Resources for Public Use				
Resource sharing through our membership in the Merrimack Valley Library Consortium and Northeastern MA Regional Library System				
MSOffice products and individual training on PCs				
Photocopiers at each library that double side, collate letter, legal and tabloid size paper				
Fax service at both libraries, \$1.50 for page 1, \$0.25 per page thereafter (sending or receiving)				
Databases courtesy of our membership in Merrimack Valley Library Consortium, and Northeastern MA Regional Library System Ebsco Host & NovelList (MVLIC). Infotrac, Net Library, Newsbank, OCLC WorldCat(alog), SIRS Discoverer, Grolier Online, Big Chalk E-Library, MA Special Collections Library (NMRLS)				
Home delivery to homebound via volunteers				
Daily delivery of materials from other libraries via our membership in NMRLS				
Participation in resource sharing (residents can borrow from other libraries) with other libraries across the state due to stable and adequate funding from the Town				
Cultural, informational and recreational programs for children and adults that results in a more knowledgeable & connected community				
14 newspaper subscriptions covering local, regional and world topics				
Over 200 magazine subscriptions covering current events, home and family, business, science, history, culture, handicrafts and more				
Sale of Town Trash Stickers for the convenience of residents				

Library At-A-Glance

Services, continued	Boxford FY01	Other FY01	Boxford FY04	Other FY04
Select Usage Data				
Holdings per capita	8	6.77	8.6	6.67
Circulation per capita	9.5	12	11	13.89
Ave. Weekly Reference Transactions*	161	69	301	92
Number of Programs for Children*Attendance at	187*3471	115*2755	182*2963	118*3421
Number of Programs for Adults*Attendance at	27*560	22*515	36*606	43*754
Meeting Room Use per event	NA	195	97	317
Interlibrary Loans To Others*From Others	4419*3972	3396*3438	10617*11409	9378*7740
*FY04 figure was estimated. FY05 figure (to be reported in fall 05) should be more accurate.				
Facilities				
	Excellent	Good	Adequate	Poor
Boxford Village Library, 10 Elm Street, Cummings House, 1841, Addition 1982, Total SF--5700				
Condition				x
Code Compliance				x
ADA; MA AAB Compliance				x
Electrical Wiring			x	
Plumbing/Septic			x	x
Exterior Appearance		x		
Interior Appearance			x	
Signage				x
Parking				x
Meeting Room Space				x
Location (Center of Village)	x			
	Excellent	Good	Adequate	Poor
West Boxford Branch Library, 188 Washington St, Rt. 133. Former Gardner A. Morse School, built in 1942 ; renovated for library use, 1972 ; Total SF--4700				
Condition		x	x	
Code Compliance			x	
ADA; MA AAB Compliance				x
Electrical Wiring			x	
Plumbing/Septic			x	
Exterior Appearance		x		
Interior Appearance		x		
Signage			x	
Parking		x		
Meeting Room Space				x
Location (Near Center of West Village)	x			

Library At-A-Glance

Financial Resources	Boxford FY01	Other FY01	Boxford FY04	Other FY04
Total Municipal Appropriation per capita	\$39.30	\$40.12	\$41.49	\$44.05
Total Operating Income per capita	\$41.66	\$44.28	\$43.05	\$47.30
Total Operating Expenditures per capita	\$39.76	\$42.55	\$43.42	\$46.24
Salaries Expenditures per capita	\$27.22	\$26.98	\$29.89	\$31.12
Materials Expenditures per capita	\$8.34	\$8.49	\$8.91	\$8.64
Other Expenditures per capita	\$3.47	\$6.16	\$3.80	\$6.98

List of Libraries used for comparison:

Cohasset
 Georgetown
 Groton
 Groveland
 Hamilton-Wenham
 Lincoln
 Middleton
 Millis
 Norwell
 Southborough
 Sterling
 Topsfield

Libraries with the same state designated "Kind of Community" were used for comparison to Boxford. Boxford is designated as a Residential Suburb by the MA Dept. of Education, and this designation is used by other state agencies, including the MA Board of Library Commissioners to compare between communities. This type of community is considered affluent with low levels of economic activity.

All statistical information varied widely from Groveland and Georgetown on the lower end of the continuum to Lincoln, Groton and Topsfield on the higher end of the continuum. The other criterion for inclusion in the list for comparison was towns within plus or minus 1000 of Boxford's population.

The Massachusetts Board of Library Commissioners prepares a series of booklets with statistical information reported by libraries each year. The Massachusetts Public Library Data reports are available online at the Board's website (www.mlin.org/advisory/statistics/public/index.php). This data is used by the state and local libraries to analyze library services statewide and locally. The information is used to plan future library services, compare growth or contraction of budgets and services over time, and to educate and advocate for strong local library services.

Library Services and Program Survey 2005

The **Boxford Town Library** and **West Boxford Branch Library** are evaluating services and programs in order to plan for the next 5 years. Please help us by completing this survey. We greatly welcome your views regardless of whether you currently use the library's services. *Diane Giarrusso, Director*

Please return this form to boxes at the Libraries, Town Hall, and general stores in Boxford by July 22, 2005. Alternately, you can complete the survey online at: www.nmrls.org/surveys/boxford_survey.htm

1. Please help us analyze your responses by supplying the following:

Gender: Male Female

2. Age: _____

3. Do you have a library card? Yes No

4. Which facility do you use most often? Boxford Town Library West Boxford Branch Library

Please answer these questions according to the library you use most often.

5. How often do you use the library? (Circle one)

4/month or more 1-3/month less than 1/month never

6. What prevents you from using the library? (Check all that apply)

- Doesn't have what I need/want
- Use another library
- Library is too noisy/crowded
- Library hours are inconvenient
- Use the internet/buy my materials
- Can't get to the library
- Just fell out of the habit
- Unpleasant past experience
- Other _____

7. What could we do to bring you back?

8. Are you satisfied that the facilities are:

<i>Safe</i>	Very satisfied	Mostly satisfied	Satisfied	Not satisfied
<i>Well-lit</i>	Very satisfied	Mostly satisfied	Satisfied	Not satisfied
<i>Clean</i>	Very satisfied	Mostly satisfied	Satisfied	Not satisfied

9. Please rate the following:

<i>Audio Books selection</i>	Excellent	Good	Fair	Poor	Not Used
<i>Computers</i>	Excellent	Good	Fair	Poor	Not Used
<i>Book selection</i>	Excellent	Good	Fair	Poor	Not Used
<i>Movies and music selection</i>	Excellent	Good	Fair	Poor	Not Used
<i>Newspaper/magazine selection</i>	Excellent	Good	Fair	Poor	Not Used
<i>Reference resources</i>	Excellent	Good	Fair	Poor	Not Used
<i>Online databases</i>	Excellent	Good	Fair	Poor	Not Used
<i>Children's programs</i>	Excellent	Good	Fair	Poor	Not Used
<i>Adult Programs</i>	Excellent	Good	Fair	Poor	Not Used
<i>Interlibrary Loan</i>	Excellent	Good	Fair	Poor	Not Used

10. Have you ever borrowed a museum pass? Yes No I didn't know you had them

How would you rate service from our staff?

<i>Staff helpfulness</i>	Excellent	Good	Fair	Poor
<i>Staff knowledge</i>	Excellent	Good	Fair	Poor
<i>Staff courtesy</i>	Excellent	Good	Fair	Poor

11. Do you visit or call other libraries regularly? Yes No If yes, which one(s)?

12. For what purposes do you use the library? (Check all that apply)

- Books/Audio Books
- Movies/Music
- Information/Reference
- Newspapers/magazines
- School/education
- Job/career/business
- Children's Programs
- Adult programs
- Photocopier
- Computers/internet
- Study/tutoring
- Interlibrary loan
- Museum passes
- Book sale
- Trash Stickers
- Attending Meetings

Fax

Other _____

13. What type of material would you like to see more of at the library?

14. Do you use the library's online catalog? Yes No I didn't know it existed

15. Are you able to find what you need at the library—either in the library or through interlibrary loan?
 Always Usually Sometimes Rarely

16. What types of programs would you like the library to offer that it currently does not?

17. If the library could offer one new service that is NOT currently provided, what would it be?

18. If you use the library's website (www.boxfordtownlib.org), for what purpose do you use it?

- | | |
|---|---|
| <input type="checkbox"/> Online catalog | <input type="checkbox"/> Boxford links |
| <input type="checkbox"/> Databases | <input type="checkbox"/> Booklists |
| <input type="checkbox"/> Children's program information | <input type="checkbox"/> To access the internet |
| <input type="checkbox"/> Teen/adult program information | <input type="checkbox"/> Library hours/directions/service |

What additional information would you like to see available via the library's website?

19. How do you hear about upcoming library programs and events? (Please check all that apply)

- Library's website
- Flyers and posters
- Cable television
- Word of mouth
- Local Newspapers
- Regional Newspaper

AdditionalComments:

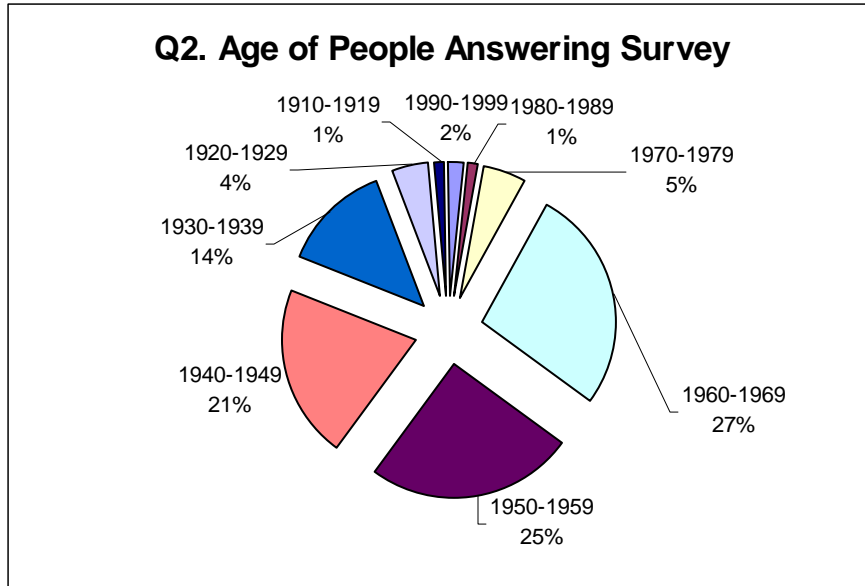
Again, thank you for your time. Look for survey results in late August and for the Long-Range Plan in late September.

Survey Results

Number of People Responding to Survey: 225

Number of Surveys mailed to resident households: approx 2400.

Q.1 Gender:		
Choice	Count	Percentage of Sample Answering
Female	166	76%
Male	52	24%

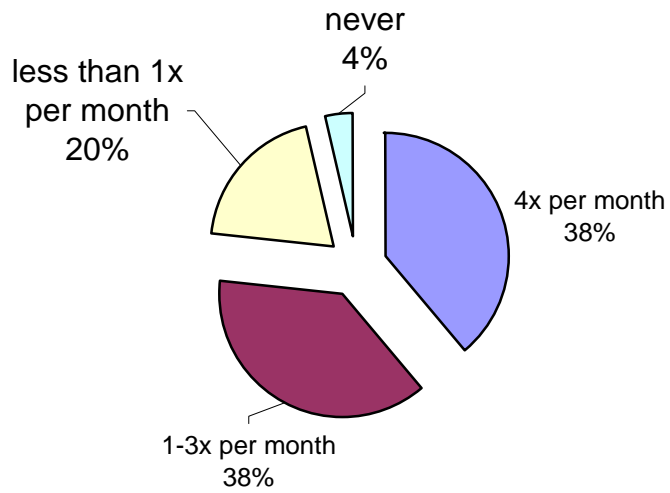


Q.3 Do you have a Library Card?		
Choice	Count	Percentage of Sample Answering
Yes	187	97%
No	6	3%

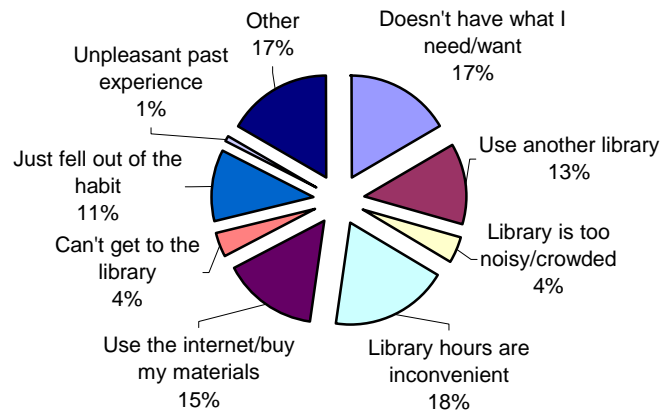
Q.4 Which facility do you use most often?		
Choice	Count	Percentage of Sample Answering
Boxford Town Library	182	83.90%
West Boxford Branch Library	35	16.10%

Survey Results

Q.5 How Often Do you Use the Library?

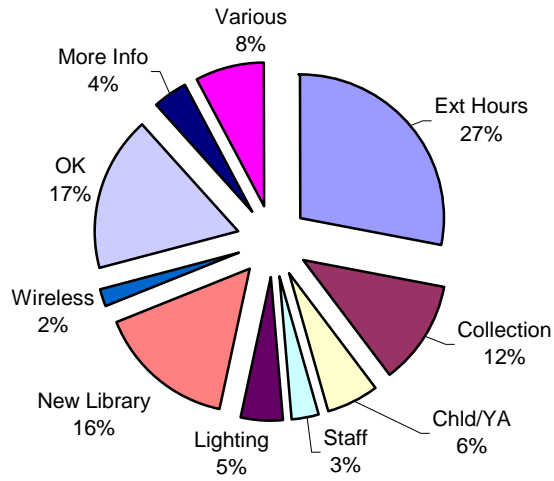


Q.6 What Prevents Use of the Library?

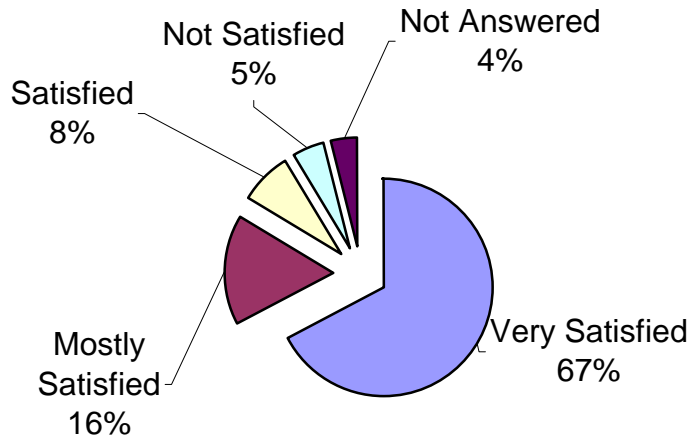


Survey Results

Q.7 What Could We Do to Bring You Back?

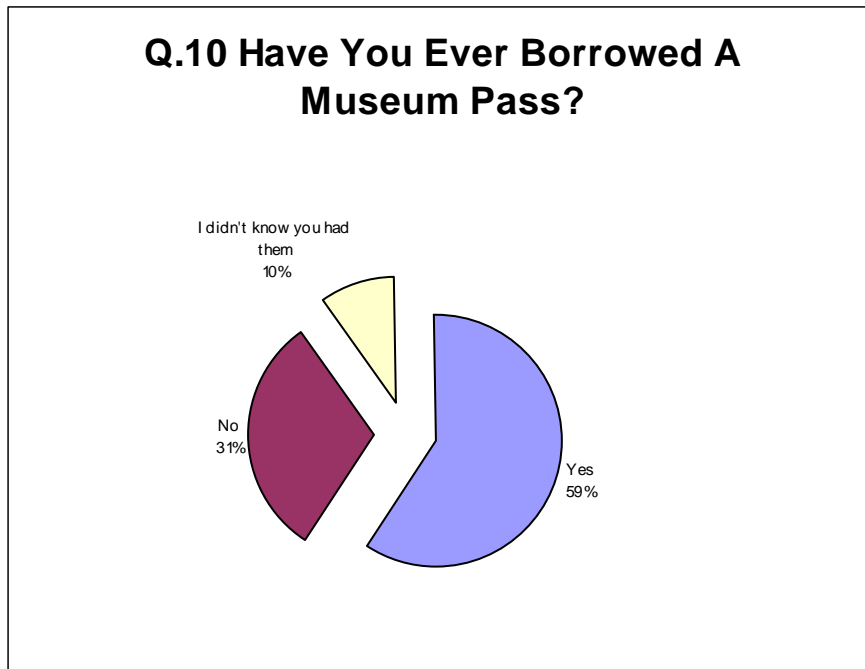


Q.8 Facility Conditions



Survey Results

Q.9 Rate the Collection:						
Topic	Excellent	Good	Fair	Poor	Not Used	Not Answered
Audio Books selection	13	50	32	10	90	30
Computers	14	26	31	19	102	33
Book selection	42	91	45	7	16	24
Movies and music selection	19	59	45	13	60	29
Newspaper/magazine selection	43	58	16	4	81	23
Reference resources	21	49	25	9	87	34
Online databases	17	31	14	3	125	35
Children's programs	30	35	12	4	116	28
Adult Programs	14	21	14	4	134	38
Interlibrary Loan	115	42	3	0	36	29



Q.11 How would you rate service from our staff?

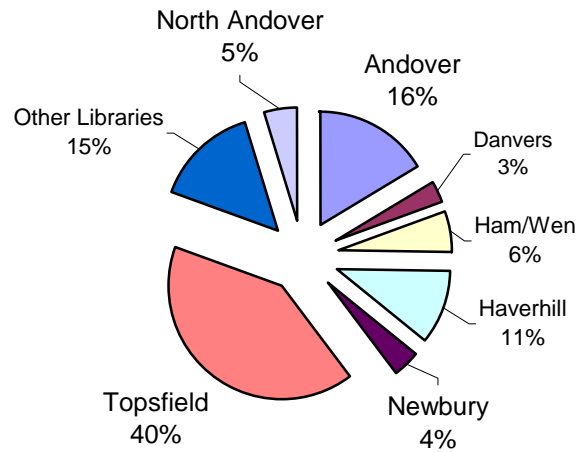
Topic	Excellent	Good	Fair	Poor	Not Answered
Staff helpfulness	178	32	9	3	3
Staff knowledge	158	48	11	2	6
Staff courtesy	179	29	7	5	5

Survey Results

Q.12 Do you visit or call other libraries regularly?

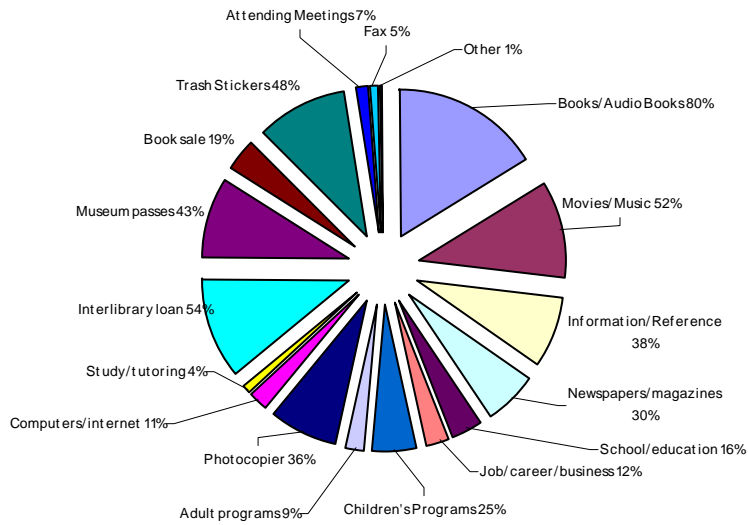
Choice	Count	Percentage of Sample Answering
Yes. If yes, which one(s)?	94	42.20%
No	129	57.80%

Q.12A Which Libraries Do You Visit?

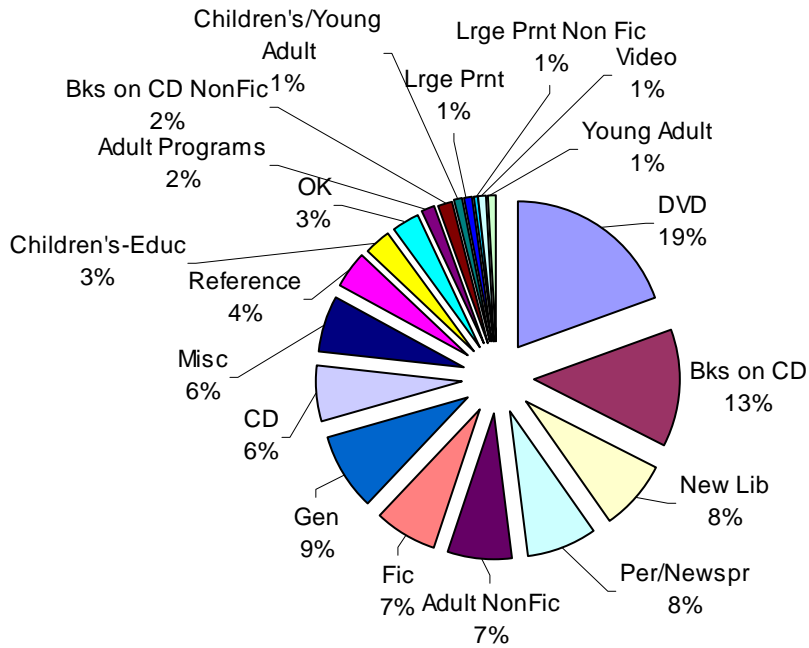


Survey Results

Q. 13 What Purposes Do You Use the Library?

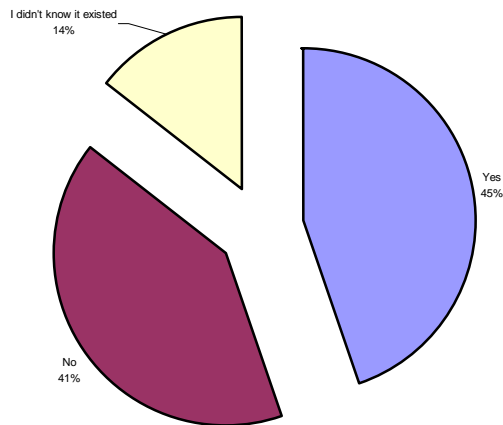


Q.14 What type of material would you like to see more of?

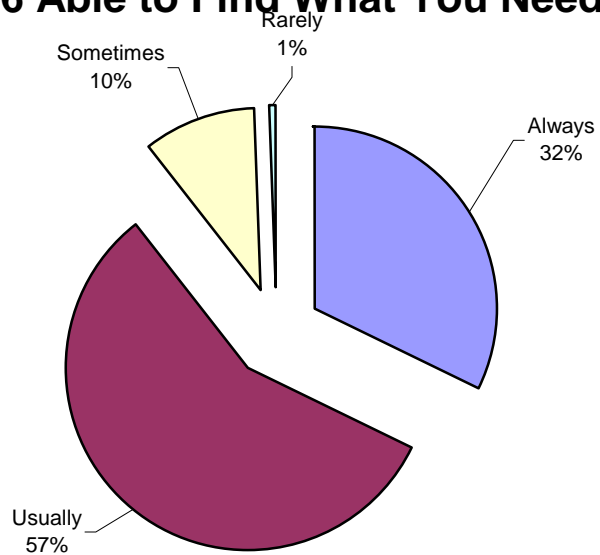


Survey Results

Q.15 Do You Use the Online Catalog?

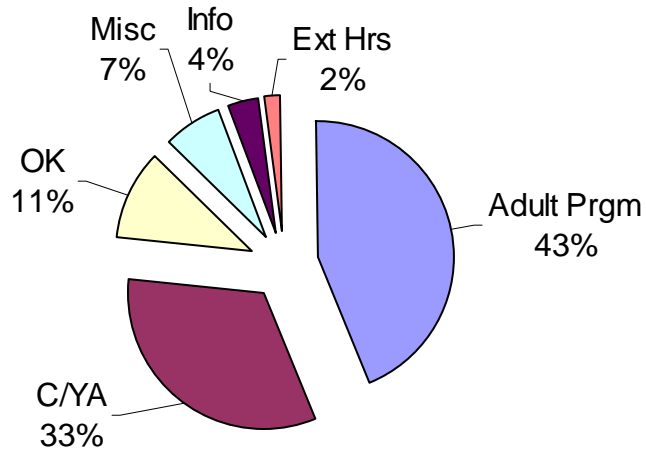


Q.16 Able to Find What You Need

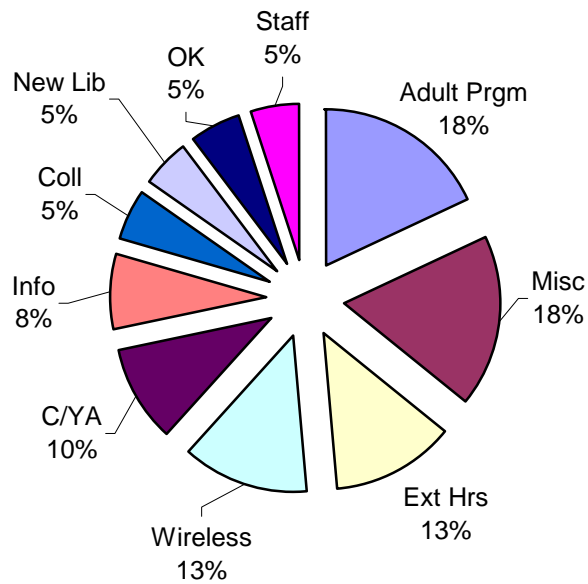


Survey Results

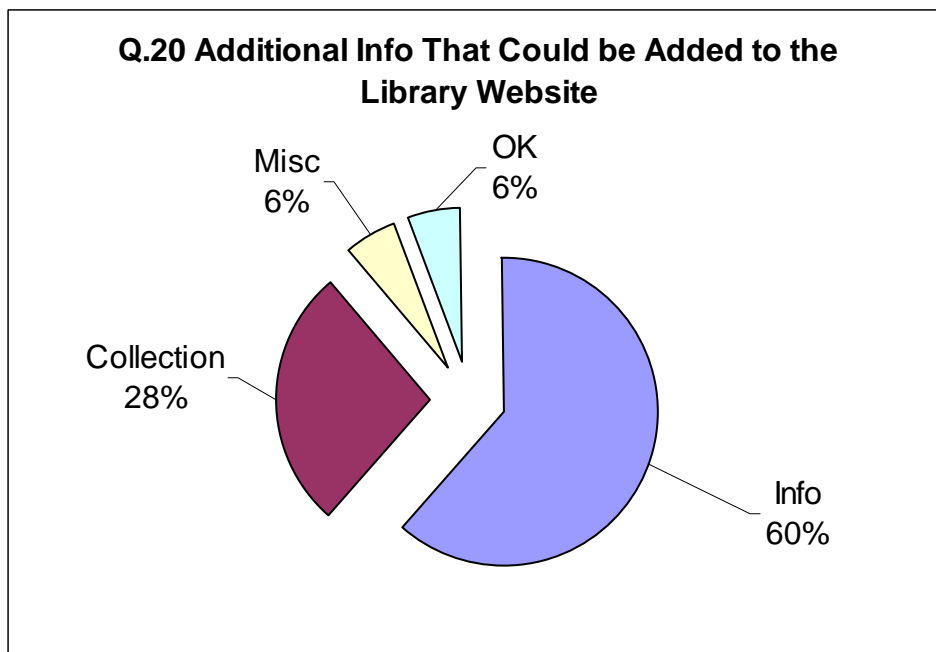
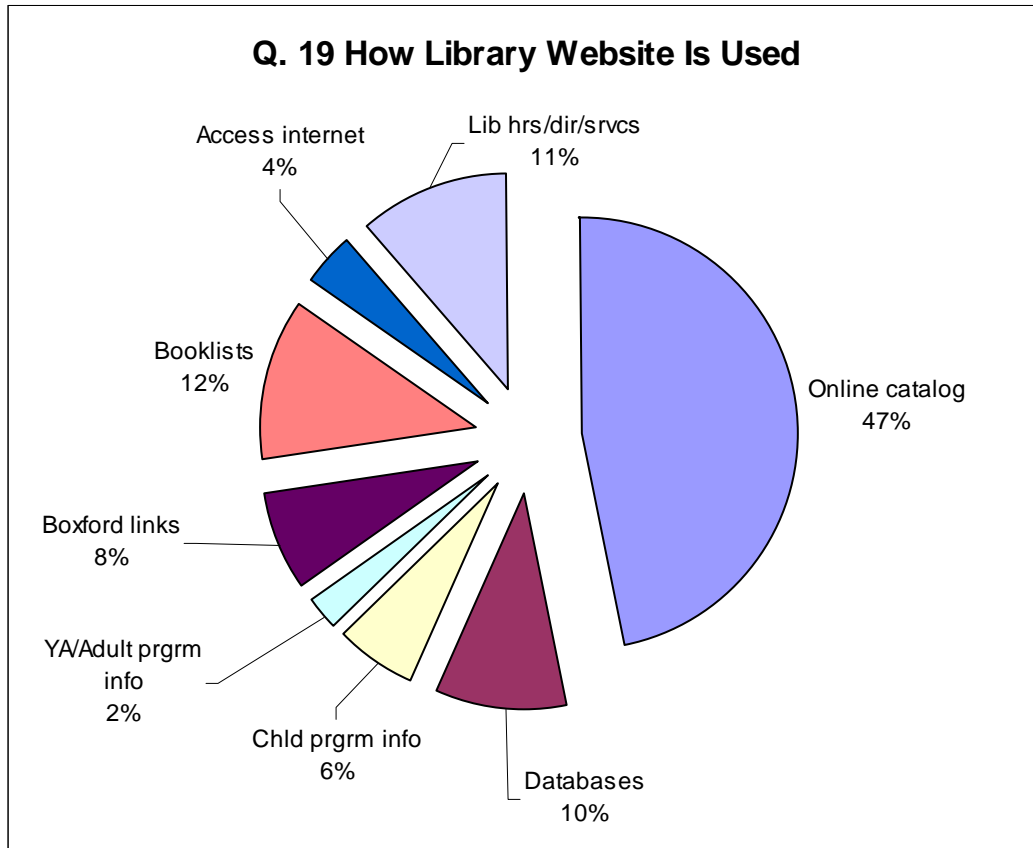
Q.17 Types of Programs You Would Like the Library to Offer That It Currently Does Not



Q.18 One New Service That is Currently Not Offered

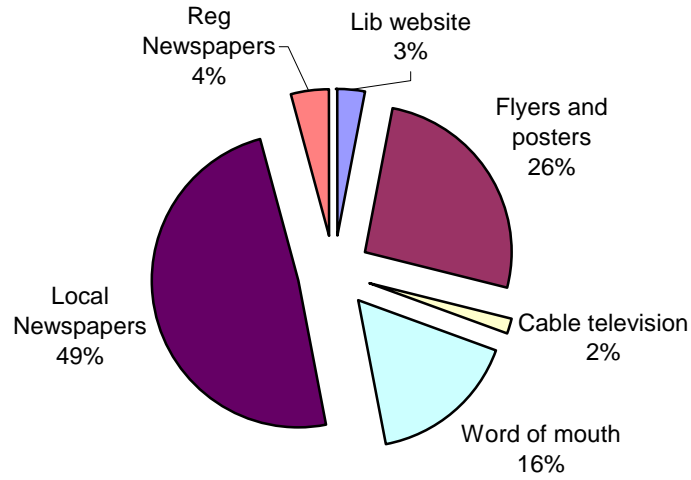


Survey Results

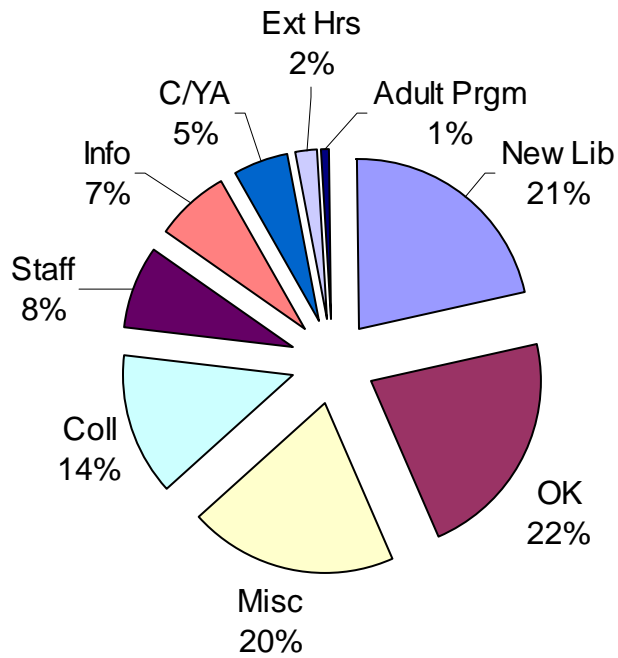


Survey Results

Q.21 How Do You Hear About Upcoming Programs & Events?



Q.22 Additional Comments



Information compiled and charts created 8/8/05.