OFFICE OF THE STATE AUDITOR
DIANA DIZOGLIO

Official Audit Report – Issued October 24, 2023

Massachusetts Board of Library Commissioners
For the period July 1, 2020 through March 31, 2022

October 24, 2023

Debby Conrad, Chair
Massachusetts Board of Library Commissioners
90 Canal Street, Suite 500
Boston, MA 02114

Dear Ms. Conrad:

I am pleased to provide to you the results of the enclosed performance audit of the Massachusetts Board of Library Commissioners. As is typically the case, this report details the audit objectives, scope, methodology, findings, and recommendations for the audit period, July 1, 2020 through March 31, 2022. My audit staff discussed the contents of this report with agency managers. This report reflects those comments.

I appreciate you and all your efforts at the Massachusetts Board of Library Commissioners. The cooperation and assistance provided to my staff during the audit went a long way toward a smooth process. Thank you for encouraging and making available your team. I am available to discuss this audit if you or your team have any questions.

Best regards,

Diana DiZoglio
Auditor of the Commonwealth

cc: James Lonergan, Director of the Massachusetts Board of Library Commissioners

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LIST OF ABBREVIATIONS

CARES	Coronavirus Aid, Relief, and Economic Security
CTR	Office of the Comptroller of the Commonwealth
EOTSS	Executive Office of Technology Services and Security
ICP	internal control plan
IMLS	Institute of Museum and Library Services
MBLC	Massachusetts Board of Library Commissioners
MMARS	Massachusetts Management Accounting and Reporting System
VPDL	Virtual Programming for Distance Learning

EXECUTIVE SUMMARY

In accordance with Section 12 of Chapter 11 of the Massachusetts General Laws, the Office of the State Auditor has conducted a performance audit of the Massachusetts Board of Library Commissioners (MBLC) for the period July 1, 2020 through March 31, 2022. In this performance audit, we examined whether MBLC did the following:

- administered Coronavirus Aid, Relief, and Economic Security (CARES) Act funding for its Summer Software and Virtual Programming for Distance Learning Grant Programs in accordance with Remarks 2 and 3(c), and the award period, of the Institute of Museum and Library Services[1] CARES Act Grant (award number LS-246539-OLS-20);

- implemented a post-construction review process for completed construction projects to ensure that the projects met their goals;

- updated its internal control plan to address the COVID-19 pandemic in accordance with the Office of the Comptroller of the Commonwealth's "COVID-19 Pandemic Response Internal Controls Guidance," dated September 30, 2020; and

- ensured that the employees responsible for managing COVID-19 grant funds completed cybersecurity awareness training as required by the state's Executive Office of Technology Services and Security.

Our audit revealed no significant instances of noncompliance by MBLC that must be reported under generally accepted government auditing standards.

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1. The Institute of Museum and Library Services is an independent agency of the federal government. According to its website, the institute's mission "is to advance, support, and empower America's museums, libraries, and related organizations through grantmaking, research, and policy development."

OVERVIEW OF AUDITED ENTITY

The Massachusetts Board of Library Commissioners (MBLC) was established in 1890 under Chapter 78 of the Massachusetts General Laws.

According to its website,

> [MBLC] is the agency of state government with the statutory authority and responsibility to organize, develop, coordinate, and improve library services throughout the Commonwealth. . . .
>
> The MBLC strives to provide every resident of the Commonwealth with full and equal access to library information resources regardless of geographic location, social or economic status, age, level of physical or intellectual ability, or cultural background. . . .
>
> The goals of the MBLC are to
>
> - maintain and strengthen the Commonwealth's free public libraries,
>
> - provide statewide and regional programs for the improvement of library services provided by libraries of all types,
>
> - support resource sharing, online access, and the utilization of technology by libraries, and
>
> - provide specialized library services to blind and physically handicapped residents.

MBLC is governed by a board of nine commissioners who are appointed by the Governor. The chair is appointed by the commissioners, and the commissioners hire a director, who is responsible for administering MBLC's programs and advisory services.

During our audit period, 24 people worked at MBLC. Its office is at 90 Canal Street, Suite 500, in Boston. In fiscal years 2021 and 2022, MBLC had operating budgets of $33,935,684 and $36,361,524, respectively.

Coronavirus Aid, Relief, and Economic Security Act

In response to the COVID-19 pandemic, Congress passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act, enacted on March 27, 2020, to provide economic assistance to American workers, families, and businesses. As part of this act, the Institute of Museum and Library Services (IMLS) received funding to provide grants to respond to the national emergency. These grants were meant to help museums and libraries preserve jobs, provide staff training and development, address the digital divide[2]

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2. The digital divide is the gap between people who readily have access to information and communication technologies (especially the internet) and those who do not, typically due to socioeconomic level and/or geographic area.

by enhancing internet access for various communities, plan for reopening after the pandemic, provide technical support, and promote online use of library resources (such as digital books and newspapers) while prioritizing the highest-need communities. MBLC received $622,796 in the form of an IMLS CARES Act Grant (award number LS-246539-OLS-20). These funds were expended on a variety of projects, including digital books for schools, summer reading software for public libraries, and virtual programming support for public libraries.

Summer Software Grant Program

MBLC expended $47,500 of the IMLS CARES Act Grant funds during our audit period on its Summer Software Grant Program. This program provided grants, in the form of software, to public libraries throughout the Commonwealth. (See Appendix A for a list of grant recipients.) MBLC contracted with a literacy software company, Zoobean Inc., which operates under the name Beanstack, that produces and administers the software provided to grant recipients. Each library is set up with a unique Beanstack website, where library patrons log in to access reading materials and complete reading activities. Families can use the website to track the reading progress of their children in school. Libraries can track reading and generate reports through Beanstack. All eligible libraries that applied received a grant for the software.

Virtual Programming for Distance Learning Grant Program

MBLC expended $126,161 of IMLS CARES Act Grant funds during our audit period on the Virtual Programming for Distance Learning Grant Program. These grants were provided to libraries within the Massachusetts Library System to support public access to virtual library programs and had a limit of $3,500 per grant. (See Appendix B for a list of grant recipients.) Libraries were required to submit an application for funding and those that received funds had to file a financial report and a narrative report with MBLC, detailing expenditures and use of grant funds.

The Office of the State Auditor created an interactive graphic to provide the public with additional information about the municipalities in Massachusetts that submitted applications and received grants for the Summer Software Grant Program and Virtual Program for Distance Learning Grant Program.

Post-Construction Reviews

According to MBLC's internal control plan (ICP), dated June 2021,

> *The agency's objective is to administer the Massachusetts Public Library Construction Program (MPLCP), which provides funds that aid municipalities with executing major capital improvement projects that involve the expansion and renovation of public library facilities.*

Our most recent audit (No. 2018-0165-3S), issued July 10, 2018, found that MBLC did not perform comprehensive post-construction reviews, which include a review of library needs assessments. This audit recommended that MBLC perform these reviews of projects to determine whether each fully met the needs of the community.

Office of the Comptroller of the Commonwealth's "COVID-19 Pandemic Response Internal Controls Guidance"

On September 30, 2020, the Office of the Comptroller of the Commonwealth provided guidance for state agencies in response to the COVID-19 pandemic. This guidance helped state agencies that were experiencing significant changes identify their goals, objectives, and risks associated with the COVID-19 pandemic. Those objectives included telework, return-to-work plans, changes to business processes, and safety protocols for staff members and visitors.

Cybersecurity Awareness Training

According to MBLC's ICP, dated June 2021, "[MBLC] protects against cyber threats by educating staff about password complexity, changing passwords, and other efforts to safeguard agency systems, networks, computers, and hardware."

The Executive Office of Technology Services and Security (EOTSS) has established policies and procedures that apply to all Commonwealth agencies. EOTSS's Information Security Risk Management Standard IS.010 requires that all new and existing Commonwealth employees be trained annually on cybersecurity awareness. Section 6.2 of this standard states that the objective of information security training is to "educate users on their responsibility to help protect the confidentiality, availability and integrity of the Commonwealth's information assets."

AUDIT OBJECTIVES, SCOPE, AND METHODOLOGY

In accordance with Section 12 of Chapter 11 of the Massachusetts General Laws, the Office of the State Auditor has conducted a performance audit of certain activities (specifically, those detailed in the table below) of the Massachusetts Board of Library Commissioners (MBLC) for the period July 1, 2020 through March 31, 2022.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Below is a list of our audit objectives, indicating each question we intended our audit to answer and the conclusion we reached regarding each objective.

Objective	Conclusion
1. Did MBLC administer funding for its Summer Software Grant Program in accordance with the guidelines outlined in Remarks 2 and 3(c) of the Institute of Museum and Library Services (IMLS) Coronavirus Aid Relief and Economic Security (CARES) Act Grant (award number LS-246539-OLS-20) and ensure that funds were disbursed within the grant award period of April 21, 2020 through September 30, 2021, in accordance with Remark 4 of the IMLS CARES Act Grant?	**Yes**
2. Did MBLC administer funding for its Virtual Programming for Distance Learning (VPDL) Grant Program in accordance with the guidelines outlined in Remarks 2 and 3(c) of the IMLS CARES Act Grant and ensure that funds were disbursed within the grant award period of April 21, 2020 through September 30, 2021, in accordance with Remark 4 of the IMLS CARES Act Grant?	**Yes**
3. Did MBLC implement a post-construction review process of all Massachusetts Public Library Construction Program projects to ensure that that the projects met their goals?	**Yes**
4. Did MBLC update its internal control plan (ICP) to address the COVID-19 pandemic in accordance with the Office of the Comptroller of the Commonwealth's (CTR's) "COVID-19 Pandemic Response Internal Controls Guidance," dated September 30, 2020?	**Yes**
5. Did MBLC employees who were responsible for managing COVID-19 grant funds complete cybersecurity awareness training as required by Sections 6.2.3 and 6.2.4 of the Executive Office of Technology Services and Security's (EOTSS's) Information Security Risk Management Standard IS.010?	**Yes**

To achieve our audit objectives, we gained an understanding of the internal control environment in the areas related to the objectives by reviewing applicable policies and procedures, grant agreements, vendor contracts, and MBLC's ICP; interviewing MBLC management; and reviewing the processes related to our objectives. We evaluated the design of controls over the review of grant applications and the administration of these grants, the implementation of the post-construction review process, the update of the ICP, and the administration of employee cybersecurity awareness training. We also tested the operating effectiveness of controls over grant disbursements.

To obtain sufficient, appropriate evidence to address our audit objectives, we conducted the procedures detailed below.

Summer Software Grant Program

To determine whether MBLC administered funding for its Summer Software Grant Program in accordance with the guidelines outlined in Remarks 2 and 3(c) of the IMLS CARES Act Grant and ensured that funds were disbursed within the grant award period of April 21, 2020 through September 30, 2021, we performed the following procedures.

- We obtained the Summer Software Grant Program recipient list from MBLC that listed the 75 recipients of the Beanstack licenses provided by the grant from MBLC during our audit period. MBLC maintains this list in a Microsoft Excel spreadsheet. Based on a low risk level, we selected a random, nonstatistical sample[3] of 10 recipients of the Beanstack licenses and performed the following testing.

  - For our sample of 10 Summer Software Grant Program recipients, we reviewed MBLC's description of the Summer Software Grant Program, as documented on its website, and the Massachusetts Higher Education Consortium's[4] description of Beanstack and compared these to Remark 2 of the IMLS CARES Act Grant to determine whether the funding was used for the purposes specified in the grant guidelines.

  - We reviewed MBLC's directory of public libraries to confirm that the 10 Summer Software Grant Program recipients in our sample were listed in the directory. We reviewed Beanstack

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3. Auditors use judgmental (i.e., nonstatistical) sampling to select items for audit testing when a population is very small, the population items are not similar enough, or there are specific items in the population that the auditors want to review. Auditors use their knowledge and judgment to select the most appropriate sample. For example, an auditor might select items from areas of high risk. The results of testing using judgmental sampling cannot be used to make conclusions or projections about entire populations; however, they can be used to identify specific issues, risks, or weaknesses.
4. The Massachusetts Higher Education Consortium is a nonprofit purchasing group whose members include nonprofit public and private institutions of higher education; technical, charter, and vocational schools; preparatory schools; and educational nonprofit organizations.

welcome letters and the separate websites that were provided to libraries to determine whether eligible libraries received Beanstack licenses.

- We reviewed payments from the IMLS CARES Act Grant funds to the program vendor (Zoobean, Inc.) in the Massachusetts Management Accounting and Reporting System (MMARS) and confirmed that contracted amounts for our test sample of 10 Summer Software Grant Program recipients were made within the grant award period of April 21, 2020 through September 30, 2021, in accordance with Remark 4 of the IMLS CARES Act Grant.

VPDL Grant Program

To determine whether MBLC administered funding for its VPDL Grant Program in accordance with the guidelines outlined in Remarks 2 and 3(c) of the IMLS CARES Act Grant and ensured that funds were disbursed within the grant award period of April 21, 2020 through September 30, 2021, we performed the following procedures.

- We obtained Microsoft Excel spreadsheets containing two VPDL Grant Program recipient lists from MBLC, totaling 47 recipients. We selected a random, nonstatistical sample of 5 library grant recipients based on a low risk level. We performed the following testing with this sample.

  - We reviewed applications, final financial and written reports produced by the VPDL Grant Program recipients, and recipient grant agreements with MBLC specifying the use of these funds for the five library grant recipients in our sample and compared these to the requirements specified in the IMLS CARES Act Grant award language to determine whether these grants were provided for the purposes specified in this award language.

  - We reviewed MBLC's directory of state libraries to confirm that each of the five library grant recipients in our sample was listed in the directory. We also reviewed payment documentation to determine whether these funds were disbursed to eligible libraries.

  - We reviewed payments from the IMLS CARES Act Grant funds to the five library grant recipients in our sample in MMARS and confirmed that they were made within the grant award period of April 21, 2020 through September 30, 2021, in accordance with Remark 4 of the IMLS CARES Act Grant.

Post-Construction Review Process

To determine whether MBLC implemented a post-construction review process to ensure that the projects met their goals as recommended in our prior audit (No. 2018-0165-3S), issued July 10, 2018, we performed the following procedures.

- MBLC officials told us that they instituted a new post-construction review policy for projects approved in the 2016–2017 grant award period and that MBLC conducted post-construction reviews for projects that were completed for at least one year. We obtained a list of all five Massachusetts Public Library Construction Program projects from MBLC that were completed

during our audit period. We then identified those projects that had been complete for at least one year. MBLC maintains this list in a Microsoft Excel spreadsheet.

- We requested documentation, such as project evaluations and survey reports, to determine whether MBLC conducted post-construction formal reviews for the two projects that we determined had been completed for at least one year during our audit period.

- We obtained and reviewed Construction Project Final Reports for both projects and determined whether these documents (1) described the types of projects; (2) documented proposed versus actual costs; (3) addressed the success, or other results, of the completed projects; and (4) described the completed projects' impact on stakeholders, such as the community and employees.

ICP Update

To determine whether MBLC updated its ICP to address the COVID-19 pandemic in accordance with CTR's

"COVID-19 Pandemic Response Internal Controls Guidance," we performed the following procedures.

- We reviewed MBLC's most recent ICP to determine whether it had been updated with COVID-19 guidance, as required by CTR's "COVID-19 Pandemic Internal Controls Guidance," because COVID-19 had caused a significant change to the work environment.

- We also examined the most recent ICP to determine whether it contained the components required by CTR's "COVID-19 Pandemic Response Internal Controls Guidance."

Cybersecurity Awareness Training

To determine whether MBLC employees who were responsible for managing COVID-19 grant funds

completed required cybersecurity awareness training, we performed the following procedures.

- We obtained a list of employees who had worked at MBLC during the audit period from MBLC. MBLC maintains this list in a Microsoft Excel spreadsheet.

- We identified the four employees who worked at MBLC during our audit period who were responsible for managing COVID-19 grant funds.

- We requested from MBLC management all certificates of completion of cybersecurity awareness training for MBLC employees responsible for managing COVID-19 grant funds during the audit period. We determined whether they completed the training in accordance with Section 6.2.3 (if they were newly hired employees) and Section 6.2.4 (if they were existing employees) of EOTSS's Information Security Risk Standard IS.010, as well as CTR's "COVID-19 Pandemic Response Internal Controls Guidance."

- Our review found that MBLC employees were not able to take fiscal year 2020 cybersecurity awareness training, as this training was not initially offered to them by EOTSS. This error was not resolved until the fiscal year 2021 training was offered.

- We reviewed cybersecurity awareness training certificates of completion to confirm that those employees completed training during our audit period.

When nonstatistical sampling methods were used, we did not project the results of our testing to the population.

Data Reliability Assessment

Summer Software Grant Program

We assessed the reliability of the Summer Software Grant Program recipient list that we obtained from MBLC by interviewing knowledgeable personnel at MLBC about this list and testing for hidden records and duplicate values. MBLC maintains this list in a Microsoft Excel spreadsheet. In addition, we reviewed supporting documentation for a total of 10 Summer Software Grant Program recipients out of a total of 75 from the list to ensure that the list was accurate. We confirmed that these grant recipients were awarded Beanstack licenses by obtaining an extract of participant records from the Beanstack directory and obtained and verified the unique Beanstack website for each selected grant recipient.

VPDL Grant Program

We assessed the reliability of the VPDL Grant Program recipient list from MBLC by interviewing knowledgeable personnel at MBLC about these lists and testing for hidden records and duplicate values. MBLC maintains these lists in Microsoft Excel spreadsheets. Further, to verify that the list was complete and accurate, we traced a total of 10 VPDL Grant Program records out of a total of 47 from the list to and from source documents, such as grant agreements.

Post-Construction Review Process

We assessed the reliability of the list of construction projects from MBLC by interviewing knowledgeable personnel at MBLC about this list and testing for hidden records and duplicate values. MBLC maintains this list in a Microsoft Excel spreadsheet. We verified the total number of 2016–2017 construction grant awards by comparing the total number of records on MBLC's list of construction projects to the records published on MBLC's website.

To verify that the list was complete and accurate, we traced a total of 10 libraries from this list to and from source documents, such as contract agreements. Finally, for the construction projects identified

as completed, we reviewed letters from municipalities to MBLC confirming that the projects were closed. We also reviewed MMARS payment confirmations and MBLC 2016–2017 Construction Grant Round Disbursement Forms to confirm that MBLC had made its final payments to the municipalities.

MBLC Employee List

We assessed the reliability of the list of employees who worked at MBLC during the audit period from MBLC by interviewing knowledgeable personnel at MBLC about this list. We verified that the list that we received from MBLC was complete and accurate by executing a query in the Human Resources Compensation Management System, the Commonwealth's human resources and payroll system, and comparing our list to the records provided by MBLC. Further, we identified the employees who were responsible for managing COVID-19 grant funds by inquiring with MBLC and reviewing COVID-19 grant funds approvals and MMARS transactions. Finally, we determined whether a hardcopy human resources file existed for each of the four employees identified as responsible for managing COVID-19 grant funds.

MMARS

In 2018 and 2022, the Office of the State Auditor performed a data reliability assessment of MMARS that focused on testing selected system controls (access, security awareness, audit and accountability, configuration management, identification and authentication, and personnel security). As part of our current audit, we reviewed MBLC's cybersecurity awareness policies and procedures and personnel security policies and procedures. Further, we verified that all nine MBLC employees who had access to MMARS during the audit period had MMARS authorizations.

Based on the results of our data reliability assessments, we determined that the information obtained for our audit period was sufficiently reliable for the purposes of our audit objectives.

Conclusion

Our audit revealed no significant instances of noncompliance by MBLC that must be reported under generally accepted government auditing standards.

APPENDIX A

Summer Software Program Grant Recipients

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population— White Only**	Percentage of Population— Hispanic**	Percentage of Population— Black Only**	Percentage of Population— Asian Only**	Percentage of Population— Other**[†]
Acton Memorial Library	Acton	$138,163	$618,500	63.1%	3.8%	2.4%	25.1%	5.6%
Acushnet Public Library	Acushnet	$78,362	$309,200	91.8%	2.4%	0.5%	0.6%	4.7%
Jones Library	Amherst	$56,905	$392,900	61.5%	9.7%	5.7%	17.8%	5.4%
Cotuit Library	Barnstable[‡]	$82,816	$430,100	76.2%	5.4%	4.4%	1.7%	12.2%
Whelden Memorial Library	Barnstable[‡]	$82,816	$430,100	76.2%	5.4%	4.4%	1.7%	12.2%
Woods Memorial Library	Barre	$67,895	$262,400	90.3%	3.4%	1.0%	0.8%	4.4%
Belmont Public Library	Belmont	$151,502	$941,700	69.6%	4.7%	1.9%	18.5%	5.4%
Sargent Memorial Library	Boxborough	$136,875	$576,200	67.1%	4.0%	2.2%	21.5%	5.2%
Boylston Public Library	Boylston	$127,833	$470,500	86.8%	3.1%	0.6%	5.2%	4.4%
Bridgewater Public Library	Bridgewater	$107,757	$403,500	81.3%	4.4%	6.9%	1.9%	5.5%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population—White Only**	Percentage of Population—Hispanic**	Percentage of Population—Black Only**	Percentage of Population—Asian Only**	Percentage of Population—Other**†
Gleason Public Library	Carlisle	$216,000	$863,700	78.8%	3.2%	0.7%	11.3%	6.0%
Carver Public Library	Carver	$61,811	$321,200	91.0%	2.0%	0.9%	0.6%	5.5%
Charlton Public Library	Charlton	$106,558	$340,600	90.4%	4.0%	0.9%	1.1%	3.6%
Paul Pratt Memorial Library	Cohasset	$156,689	$875,000	92.8%	2.3%	0.3%	1.2%	3.4%
Peabody Institute Library	Danvers	$105,654	$490,200	87.3%	4.4%	1.9%	2.3%	4.1%
Dennis Public Library	Dennis	$105,508	$423,600	87.0%	2.9%	4.1%	0.9%	5.1%
Simon Fairfield Public Library	Douglas	$135,250	$356,700	91.0%	3.2%	0.6%	0.9%	4.3%
Emily Williston Memorial Library	Easthampton	$63,098	$281,100	85.1%	6.8%	1.1%	2.6%	4.5%
Millicent Library	Fairhaven	$79,432	$321,400	90.0%	3.1%	0.7%	1.3%	4.9%
Fall River Public Library	Fall River‡	$46,672	$347,600	71.0%	13.4%	4.9%	2.6%	8.0%
Falmouth Public Library	Falmouth	$52,635	$460,800	86.1%	2.5%	2.0%	1.7%	7.6%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population— White Only**	Percentage of Population— Hispanic**	Percentage of Population— Black Only**	Percentage of Population— Asian Only**	Percentage of Population— Other**[†]
Framingham Public Library	Framingham	$94,023	$575,400	53.7%	16.8%	5.9%	7.2%	16.4%
Greenfield Public Library	Greenfield	$52,211	$208,000	82.5%	8.3%	2.2%	1.6%	5.4%
Holmes Public Library	Halifax	$98,264	$360,200	92.7%	1.8%	0.9%	0.4%	4.2%
John Curtis Free Library	Hanover	$149,048	$575,500	91.9%	1.9%	0.8%	1.8%	3.7%
Hanson Public Library	Hanson	$116,000	$407,900	91.6%	1.9%	0.8%	1.0%	4.6%
Hingham Public Library	Hingham	$206,384	$1,020,600	91.5%	2.2%	0.6%	2.3%	3.4%
Holbrook Public Library	Holbrook	$89,763	$347,300	65.6%	7.2%	14.6%	4.6%	8.0%
Gale Free Library	Holden	$124,638	$359,600	86.6%	4.2%	2.0%	3.4%	3.8%
Holyoke Public Library	Holyoke[‡]	$45,045	$209,900	42.1%	51.3%	2.9%	1.0%	2.8%
Thayer Memorial Library	Lancaster	$109,963	$373,700	74.7%	11.5%	6.7%	1.8%	5.2%
Lee Library Association (Lee Library)	Lee	$64,271	$280,300	87.8%	5.3%	0.9%	2.4%	3.6%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population—White Only**	Percentage of Population—Hispanic**	Percentage of Population—Black Only**	Percentage of Population—Asian Only**	Percentage of Population—Other**†
Robertson Memorial Library	Leyden	$97,625	$285,800	95.5%	3.0%	0.1%	0.3%	1.1%
Lynn Public Library	Lynn‡	$64,986	$423,800	34.1%	44.0%	10.6%	6.7%	4.5%
Malden Public Library	Malden‡	$86,410	$586,200	40.0%	10.4%	14.2%	25.8%	9.5%
Medway Public Library	Medway	$147,257	$450,300	88.3%	3.1%	1.3%	2.9%	4.4%
Milford Town Library	Milford	$85,291	$348,400	66.0%	12.3%	2.3%	2.2%	17.2%
Monson Free Library and Reading Room Association	Monson	$72,305	$261,900	91.4%	3.1%	0.6%	0.8%	4.1%
Nantucket Atheneum	Nantucket	$116,571	$1,082,900	69.4%	16.2%	7.1%	1.8%	5.5%
Morse Institute Library	Natick	$122,914	$621,700	75.6%	4.8%	2.1%	12.0%	5.5%
Newbury Town Library	Newbury	$152,356	$617,500	92.7%	2.3%	0.4%	1.0%	3.5%
North Adams Public Library	North Adams	$48,575	$152,200	85.7%	4.6%	2.4%	0.8%	6.5%
Stevens Memorial Library	North Andover	$120,954	$547,300	78.7%	7.9%	2.4%	7.1%	4.0%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population— White Only**	Percentage of Population— Hispanic**	Percentage of Population— Black Only**	Percentage of Population— Asian Only**	Percentage of Population— Other**†
Dickinson Memorial Library	Northfield	$51,163	$267,000	91.2%	2.7%	0.2%	0.5%	5.3%
Oak Bluffs Public Library	Oak Bluffs	$50,179	$760,800	73.4%	2.5%	7.2%	1.0%	15.9%
Berkshire Athenaeum	Pittsfield‡	$59,522	$183,600	77.8%	8.1%	6.5%	1.4%	6.2%
Plymouth Public Library	Plymouth	$97,956	$391,400	88.2%	2.9%	1.8%	1.1%	6.0%
Plympton Public Library	Plympton	$118,098	$403,200	94.0%	1.3%	0.7%	0.4%	3.5%
Princeton Public Library	Princeton	$148,438	$419,600	91.3%	3.1%	0.8%	1.1%	3.7%
Raynham Public Library	Raynham	$96,830	$399,600	84.1%	3.0%	4.6%	2.8%	5.6%
Sandwich Free Public Library	Sandwich	$90,500	$422,300	90.9%	2.4%	0.6%	1.7%	4.5%
Scituate Town Library	Scituate	$110,477	$634,000	93.4%	1.6%	0.3%	0.7%	4.0%
Sherborn Library	Sherborn	$218,906	$817,700	81.7%	3.4%	0.6%	7.6%	6.7%
Hazen Memorial Library	Shirley	$78,783	$324,000	73.9%	10.5%	7.7%	2.7%	5.2%
Shrewsbury Public Library	Shrewsbury	$117,909	$447,400	63.3%	4.2%	2.4%	24.6%	5.5%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population— White Only**	Percentage of Population— Hispanic**	Percentage of Population— Black Only**	Percentage of Population— Asian Only**	Percentage of Population— Other**†
Somerset Public Library	Somerset	$96,967	$316,600	91.8%	2.4%	0.8%	1.2%	3.9%
Southborough Library	Southborough	$170,223	$648,300	75.5%	3.6%	1.0%	14.5%	5.4%
Stockbridge Library	Stockbridge	$46,458	$496,100	91.5%	4.5%	1.0%	0.7%	2.3%
Stoneham Public Library	Stoneham	$105,541	$549,600	81.4%	4.2%	2.8%	6.5%	5.1%
Randall Library	Stow	$147,841	$555,200	85.7%	3.6%	0.9%	4.3%	5.4%
Joshua Hyde Library	Sturbridge	$113,180	$320,800	87.4%	4.3%	1.4%	2.0%	4.9%
Sunderland Public Library	Sunderland	$58,750	$340,000	73.8%	5.7%	3.1%	12.0%	5.5%
Taunton Public Library	Taunton‡	$66,787	$313,300	72.9%	7.9%	8.1%	1.2%	9.8%
Tewksbury Public Library	Tewksbury	$111,696	$445,600	86.0%	4.0%	2.3%	4.1%	3.6%
Truro Public Library	Truro	$83,992	$655,500	89.6%	2.7%	3.0%	0.7%	4.0%
Waltham Public Library	Waltham	$103,498	$602,200	60.4%	16.4%	6.8%	12.2%	4.2%
Wellfleet Public Library	Wellfleet	$90,208	$575,900	90.7%	2.2%	1.3%	1.0%	4.9%
Beaman Memorial Public Library	West Boylston	$91,780	$322,400	83.1%	7.4%	3.4%	1.9%	4.3%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population—White Only**	Percentage of Population—Hispanic**	Percentage of Population—Black Only**	Percentage of Population—Asian Only**	Percentage of Population—Other**[†]
G.A.R. Memorial Library	West Newbury	$164,250	$603,400	91.2%	3.2%	0.2%	1.1%	4.3%
West Stockbridge Library	West Stockbridge	$83,571	$345,500	90.9%	3.4%	0.7%	0.9%	4.1%
West Tisbury Free Public Library	West Tisbury	$117,035	$900,200	85.6%	1.5%	2.0%	0.6%	10.3%
Forbush Memorial Library	Westminster	$107,738	$317,200	89.9%	4.3%	1.0%	1.1%	3.5%
Weymouth Public Libraries	Weymouth	$91,592	$416,000	77.4%	4.5%	4.6%	6.9%	6.6%
Winthrop Public Library & Museum	Winthrop	$86,780	$516,700	78.9%	12.5%	2.1%	1.5%	5.0%
Yarmouth Town Libraries	Yarmouth	$72,124	$382,700	81.2%	4.6%	3.9%	1.6%	8.7%

*   Median household income and median housing value data are for 2021 and from the United States Census Bureau's website.

**   Racial and ethnicity percentages are from 2020 census data from the University of Massachusetts Amherst Donahue Institute's website.

[†]   Other includes the percentage of people who self-identified within one of the following groups: American Indian and Alaska Native only, some other race only, or two or more races (non-Hispanic).

[‡]   These are gateway municipalities as defined by Section 3A of Chapter 23A of the Massachusetts General Laws as having a population between 35,000 and 250,000, a median household income below the state average, and a rate of educational attainment of a bachelor's degree or above that is below the state average.

APPENDIX B

Virtual Program for Distance Learning Grant Recipients

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population—White Only**	Percentage of Population—Hispanic**	Percentage of Population—Black Only**	Percentage of Population—Asian Only**	Percentage of Population—Other**[†]
Amesbury Public Library	Amesbury	$87,433	$379,900	89.7%	3.9%	1.2%	1.0%	4.2%
Jones Library	Amherst	$56,905	$392,900	61.5%	9.7%	5.7%	17.8%	5.4%
Belding Memorial Library	Ashfield	$72,944	$339,300	92.6%	2.5%	0.5%	0.3%	4.2%
Athol Public Library	Athol	$54,897	$183,200	87.7%	5.6%	1.0%	0.8%	5.0%
Centerville Public Library	Barnstable[‡]	$82,816	$430,100	76.2%	5.4%	4.4%	1.7%	12.2%
Whelden Memorial Library	Barnstable[‡]	$82,816	$430,100	76.2%	5.4%	4.4%	1.7%	12.2%
Porter Memorial Library	Blandford	$83,365	$249,600	93.7%	2.4%	0.0%	0.2%	3.6%
Burlington Public Library	Burlington	$124,755	$610,000	70.0%	3.9%	4.6%	17.8%	3.7%
Chelsea Public Library	Chelsea[‡]	$64,782	$383,800	20.2%	65.8%	6.5%	3.2%	4.3%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population—White Only**	Percentage of Population—Hispanic**	Percentage of Population—Black Only**	Percentage of Population—Asian Only**	Percentage of Population—Other**[†]
Hamilton Memorial Library	Chester	$75,144	$222,700	90.5%	4.2%	0.0%	0.2%	5.1%
Chicopee Public Library	Chicopee[‡]	$56,509	$198,000	66.7%	23.4%	4.0%	1.6%	4.2%
Bigelow Public Library	Clinton	$68,958	$290,600	70.9%	16.8%	2.5%	1.5%	8.2%
Dighton Public Library	Dighton	$100,307	$399,400	89.5%	2.7%	1.4%	0.7%	5.6%
Ames Free Library	Easton	$112,116	$441,500	82.9%	3.8%	5.1%	3.2%	4.9%
West Falmouth Library	Falmouth	$52,635	$460,800	86.1%	2.5%	2.0%	1.7%	7.6%
Framingham Public Library	Framingham	$94,023	$575,400	53.7%	16.8%	5.9%	7.2%	16.4%
Georgetown Peabody Library	Georgetown	$129,153	$474,000	91.5%	3.0%	0.4%	1.2%	4.0%
Hamilton-Wenham Public Library	Hamilton	$116,699	$589,900	88.9%	2.6%	0.7%	4.1%	3.7%
	Wenham	$154,375	$682,600	87.4%	4.6%	1.7%	4.0%	2.3%
Haverhill Public Library	Haverhill[‡]	$80,388	$420,900	66.3%	23.6%	3.7%	1.9%	4.5%
Holyoke Public Library	Holyoke[‡]	$45,045	$209,900	42.1%	51.3%	2.9%	1.0%	2.8%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population— White Only**	Percentage of Population— Hispanic**	Percentage of Population— Black Only**	Percentage of Population— Asian Only**	Percentage of Population— Other**[†]
Richard Salter Storrs Library	Longmeadow	$129,780	$361,200	83.3%	3.9%	1.5%	7.7%	3.6%
Mansfield Public Library	Mansfield	$122,274	$456,300	82.9%	3.5%	4.0%	5.5%	4.1%
Marlborough Public Library	Marlborough	$86,230	$382,900	59.1%	15.9%	3.1%	5.9%	16.1%
Massachusetts Library System	Massachusetts	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Medway Public Library	Medway	$147,257	$450,300	88.3%	3.1%	1.3%	2.9%	4.4%
Middleborough Public Library	Middleborough	$81,809	$359,700	89.1%	2.5%	1.9%	0.9%	5.7%
Morse Institute Library	Natick	$122,914	$621,700	75.6%	4.8%	2.1%	12.0%	5.5%
Needham Free Public Library	Needham	$182,813	$939,800	81.1%	3.8%	1.4%	9.5%	4.3%
Newbury Town Library	Newbury	$152,356	$617,500	92.7%	2.3%	0.4%	1.0%	3.5%
Norfolk Public Library	Norfolk	$168,281	$563,800	84.1%	5.2%	5.1%	2.6%	3.0%
Haston Free Public Library	North Brookfield	$66,673	$261,800	90.3%	4.1%	0.6%	0.6%	4.4%
Forbes Library	Northampton	$72,687	$341,600	78.0%	9.1%	2.8%	4.4%	5.7%
Morrill Memorial Library	Norwood	$96,414	$482,200	72.5%	7.4%	7.3%	7.4%	5.4%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population— White Only**	Percentage of Population— Hispanic**	Percentage of Population— Black Only**	Percentage of Population— Asian Only**	Percentage of Population— Other**†
Fobes Memorial Library	Oakham	$85,078	$320,300	90.5%	3.8%	0.9%	0.9%	3.9%
Peabody Institute Library	Peabody‡	$83,570	$441,100	77.3%	9.9%	3.3%	2.4%	7.0%
Thomas Crane Public Library	Quincy‡	$81,748	$563,500	54.2%	5.1%	5.4%	30.7%	4.6%
Phinehas S. Newton Library	Royalston	$89,417	$274,700	94.1%	1.3%	0.2%	0.6%	3.8%
M. N. Spear Memorial Library	Shutesbury	$86,339	$291,200	86.3%	5.0%	0.9%	0.9%	6.9%
Somerville Public Library	Somerville	$107,651	$818,100	65.2%	11.3%	5.2%	10.6%	7.7%
Springfield City Library	Springfield‡	$42,498	$198,200	28.2%	46.7%	18.3%	2.8%	3.9%
Tewksbury Public Library	Tewksbury	$111,696	$445,600	86.0%	4.0%	2.3%	4.1%	3.6%
Waltham Public Library	Waltham	$103,498	$602,200	60.4%	16.4%	6.8%	12.2%	4.2%
Wareham Free Library	Wareham	$68,274	$317,100	81.7%	3.2%	2.4%	0.9%	11.8%
Wayland High School (District)	Wayland	$203,789	$762,400	76.8%	3.9%	0.9%	13.5%	5.0%
Westfield Athenaeum	Westfield‡	$73,692	$256,300	82.1%	9.7%	1.7%	2.3%	4.2%

Recipient	Municipality	Median Household Income in Municipality*	Median Housing Value in Municipality*	Percentage of Population— White Only**	Percentage of Population— Hispanic**	Percentage of Population— Black Only**	Percentage of Population— Asian Only**	Percentage of Population— Other**[†]
Wilmington Memorial Library	Wilmington	$146,250	$542,600	86.2%	3.0%	1.3%	5.4%	4.1%
Burncoat Middle School	Worcester[‡]	$84,952	$317,800	48.9%	24.6%	13.7%	7.1%	5.7%

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** Racial and ethnicity percentages are from 2020 census data from the University of Massachusetts Amherst Donahue Institute's website.

[†]   Other includes the percentage of people who self-identified within one of the following groups: American Indian and Alaska Native only, some other race only, or two or more races (non-Hispanic).

[‡]   These are gateway municipalities as defined by Section 3A of Chapter 23A of the Massachusetts General Laws as having a population between 35,000 and 250,000, a median household income below the state average, and a rate of educational attainment of a bachelor's degree or above that is below the state average.