A Change of Hands

Mississippi Library Commission

2013
ANNUAL REPORT

INTRODUCTION

Cassagne

The Mississippi Library Commission (MLC) was established in 1926 to ensure that all Mississippians have access to quality library services in order to achieve their greatest potential, participate in a global society, and enrich their daily lives. While the methods and services provided have evolved over the last 87 years, these goals remain unchanged.

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1 - §27-101-11, the Mississippi Library Commission respectfully submits this 2013 Annual Report for the fiscal year beginning July 1, 2012 and ending June 30, 2013.

The FY2013 budget continued to be a challenge, as the budget has been for the past several years. State and federal cuts have caused adjustments in many of the programs provided. Nonetheless, MLC continues to strive to strengthen and enhance libraries and library services for all Mississippians, while embracing the technology our users expect.

The demand for agency services remained high in FY2013, whether customers were asking a research question, needing talking books when unable to read or hold a printed book, getting help with a library computer or internet issue, learning how to use a new device or download an eBook, needing assistance with online job applications or job searches, securing grants, seeking advice and assistance on a library management issue, or obtaining library staff training in order to better serve local library users.

This report highlights the past year's work and reflects MLC's ongoing commitment to ensuring all Mississippians have access to quality library services.

Susan

Susan S. Cassagne
Executive Director
Mississippi Library Commission

LIBRARY SERVICES BUREAU

The Library Services Bureau provides direct and indirect services to Mississippi's libraries and citizens to improve access to quality library services for all, including special populations. The Bureau serves as the point of entry for staff, guests, visitors, and callers. Each receives a pleasant and inviting welcome to the agency and efficient direction to the proper department. The number of visitors (5,280) to the agency increased in FY13 by 5%, which can be explained by the availability of the meeting rooms used by other state agencies after the worst of the complex's road construction was completed.

Information Services

MAGNOLIA

Although managed by a Steering Committee whose members represent five educational state agencies, the funding for MAGNOLIA is within the Commission's budget and staff report usage to the Legislature annually. MAGNOLIA usage increased by 15.7% over FY12's numbers.

Mississippi Center for the Book

Designated by the Library of Congress, the Center promotes Mississippi's literary heritage and calls attention to the importance of books, reading, literacy and libraries. Among the programs offered were:

Making Sense of the American Civil War — Libraries in Cleveland, Tupelo, and Vicksburg (with 20-40 participants at each site) each hosted four programs (funded by the National Endowment for the Humanities) in which participants read books about the Civil War and engaged in discussions by a scholar.

Poet Laureate Visit — In September 2012, the current Mississippi and United States Poet Laureate, Natasha Trethewey, visited Jackson and held a reading at JSU's auditorium. Representatives from the Mississippi Humanities Council, Mississippi Arts Commission, Jackson State University and MLC worked together to determine the best venue for this visit.

Valuing the Vote — MLC partnered with the Mississippi League of Women Voters on their grant project, Valuing the Vote (funded by the Mississippi Humanities Council), to promote awareness of voting rights and history. Voting history kits with books and videos were prepared for circulation to public libraries—the first two kits feature information on the struggle of African-Americans and women in obtaining voting rights.

Pictured are: (l) Tracy Carr, MLC, and Gene Everitt and Kay Brodbeck of The League of Women Voters.

Primary Resource Library — This service supplements the resources found in local libraries, providing access to professional reference specialists to research and respond to queries not filled at the local public library level, and circulating materials to a variety of customers including all types of libraries, state government, intellectual property researchers, as well as the public.

Learn-A-Test — This database subscription provided by MLC for all Mississippi residents through their local public libraries provides online access to dozens of standardized practice tests and tutorials ranging from 4th grade math to college entrance exams, professional level exams and job search skills courses. In FY 2013, users conducted 28,708 sessions and took 28,168 practice tests.

Reference Services — Specialists responded to 38,565 questions posed by public, school, junior college and other libraries, state employees, individuals, out-of-state and LP direct, with an increase of 17.7% from public libraries and 58% from individuals.

Material/Database Circulation/Use — 16,344 items were circulated; with 20,463 MAGNOLIA database uses and 55,584 other database uses, bringing the total MLC items circulated or used to 108,382.

Large Print Services — The Interlibrary loan section of the Information Services department serves individuals with visual impairments, as well as libraries/agencies that serve these individuals.

Large Print Extended Loan Service — Allows libraries to borrow an unlimited number of large print materials to circulate to local communities; 13,209 items were loaned. Large Print Direct service allows patrons also registered with the Blind and Physically Handicapped Library Services program to receive large print materials mailed directly to their homes at no cost to the individual; 230 registered users borrowed 4,547 items.

Social Media

MLC can be accessed through a variety of social media outlets, including:

MLC Website: www.mlc.lib.ms.us
Blog/Reference Chat: mlcref.blogspot.com
Reference Text: 601.208.0868
facebook.com/mslibrarycommission
twitter.com/MSLibraryComm
pinterest.com/MSLibraryComm
foursquare.com/mslibrarycomm
goodreads.com/user/show/6193041-mlc-reference-department
youtube.com/mslibrarycommission

Collection Management Services

Collection Management Services includes acquisitions, cataloging and catalog record maintenance, serials, patents, documents, and online catalog maintenance.

Patent & Trademark Resource Center — As the only patent and trademark resource center in the state, specialized MLC Staff appeared at the Mississippi Science Teachers Association Convention and the Mississippi Market Wholesale Show, among others, to promote services. Services were rated as good or excellent by 95% of customers surveyed.

State Document Depository — Staff completed preparations for FY12's House Bill 1452 which established that the electronic version of public documents is the official copy and that the Library Commission is the permanent repository for that official copy. The MLC Digital Collection opened for public searching at the end of FY12, and staff sent letters to all state agencies reminding them to send new state documents in electronic format to the Recorder of State Documents.

LIBRARY SERVICES BUREAU

Blind and Physically Handicapped Library Services (BPHLS)

The Blind and Physically Handicapped Library Services department provides free statewide access to library materials in specialized formats to individuals with disabilities. Nationally, BPHLS serves as one of 57 regional libraries designated as a network library for the National Library Service for the Blind and Physically Handicapped (NLS) department of the Library of Congress. Those individuals eligible for this free federal program include adults and children with visual impairments (blindness or an inability to read standard print), physical limitations (unable to hold a book or turn a page), and those with a reading disability from an organic dysfunction.

Readers' Advisor — The first point of contact patrons have with BPHLS staff and service. On a daily basis, readers' advisors receive reference questions and interlibrary loan requests and provide referrals. All patrons are mailed a large print copy of the BPHLS quarterly newsletter, *The Reading Light*, as well as a copy in any additional format of their preference (audio, Braille, or via email). Active patrons participating number 2293, with 401 added in 2013.

BARD (Braille and Audio Recording Download) Service — The BARD service allows patrons to search for and download titles for direct access. Staff focused on increasing BARD usage with their patrons in FY13. NLS introduced Web-Braille on BARD, as well as more magazines, resulting in an increase of 39% in BARD usage in FY13; 20,251 BARD titles were downloaded. For patrons without a computer, staff offered Download on Demand, where they download the desired title onto a cartridge, which is then sent to the patron.

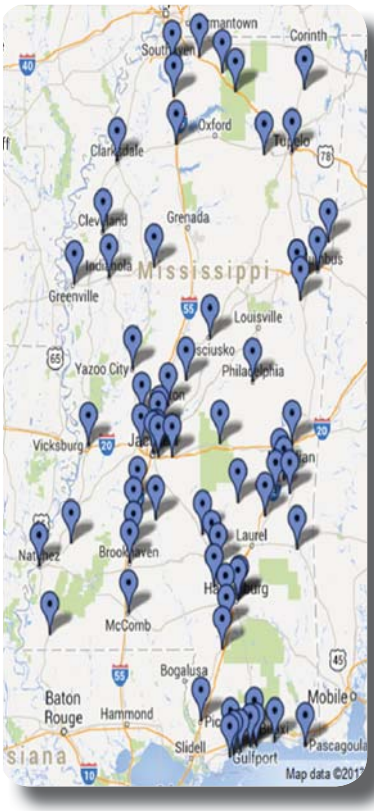
Circulation of Materials — BPHLS offers a variety of material types for circulation to their patrons besides recorded books, including Braille, large print magazines, descriptive videos, and equipment. In FY12, a total of 144,910 items were circulated.

DEVELOPMENT SERVICES BUREAU consists of the Library and Network Development divisions, provides consulting, continuing education, programming and technical assistance and support to Mississippi public libraries.

Library Development Division

General Support of Public Libraries — The division strengthens and enhances management of public libraries in Mississippi by providing advice and support to library administration, library staff, library trustees, and public officials through general consulting, specialized consulting on E-rate and public library statistics, and assistance to library administrative boards of trustees.

In FY13, over 2,777 hours of direct consulting were provided through advice and support to public library systems, with 94 consulting visits in the field. In addition to consulting interactions, library development division staff engaged in 2,764 interactions with public libraries and 2,356 interactions with other public library stakeholders that were not consulting. Of the 52 public library entities in the state, 33 received site visits. This map indicates the visited libraries:



Specialized Consulting: Digital Services, E-Rate and Public Library Statistics - the Digital Services Consultant is dedicated to assisting public libraries develop and implement digital library services. Of the 52 public library entities, 28 now offer eBooks to their communities. Public libraries are also implementing digitization programs of local history materials which require specialized expertise available through the digital services consultant. The E-Rate Consultant spent 693 hours on E-Rate activities in FY2013 with Mississippi's public libraries receiving 247 E-rate funding commitments for a total of $2,145,215.00. All 52 public library entities completed the annual statistical report. The state-wide report is available online at www.mlc.lib.ms.us/docs/stats%202012.xls.

Programs & Programming Support – Provide sustained growth and advancement of libraries to enhance access to quality library services. Summer Reading Program assistance was provided for children, teens, and adults through participation in the Collaborative Summer Library Program (CLSP). As a result of the 2013 Collaborative Summer Library Program:

- 2,405 programs for children were held by public libraries;
- 106,424 children attended programs at public libraries throughout the state;
- 603,702 juvenile items were circulated by public libraries during the months of June and July;
- 24 public library systems offered a Summer Library Program specifically for teens;
- 393 programs specifically for teens were held throughout the state;
- 6,002 teens attended summer library programs;
- 55,365 young adult or teen items were circulated during the months of June and July; and
- 15 public library systems offered a Summer Library Program specifically for adults.

Three unique themes were supported during the FY13 Summer Library Program: "Dig Into Reading" for Children; "Beneath the Surface" for Teens, and "Groundbreaking Reads" for Adults.

First Regional Library's Children Librarian Victoria Penny is shown with the Abbeyville bookmobile Summer Library Program participants.

Continuing Education – Is an integral part of strengthening public library services by increasing the skills, knowledge, and expertise of public library staff members, directors and trustees. In FY13, 18 different workshops were coordinated by the Library Development Division. A total of 38 continuing education programs were actually held (several of the workshops were repeated at multiple locations throughout the state). Surveys taken following workshops indicated that the overall rating of the FY13 Continuing Education Program was 4.76 out of 5.0.

The flagship programs of the Continuing Education program include two multi-day, in-residence workshops. The Librarianship 101 Institute supports training needs for paraprofessional public library staff. The Directors' Symposium supports the training and development needs of public library directors.

During FY13, 3 new components were added to the Continuing Education program:

Technology Academy - provided the opportunity for 15 public library employees to improve their computer skills and increase their ability to assist patrons with low level digital literacy skills use public access computers in the library. The Academy consisted of 6 training sessions held at MLC, once a month over a six month period. Participants were selected in a competitive application process.

A Laura Bush 21st Century Librarian Program Grant from the Institute of Museum and Library Services funded the *Mississippi Library Leadership Institute* (MLLI), designed to grow the next generation of library leaders and directors in the state of Mississippi. The Institute features training, as well as project and mentoring components designed to create a transformational experience for participants. The Institute emphasizes experiences that build strong relationships with peers and involve a very high level of intensity and risk-taking. Participation for the 28 individuals is through a competitive application process.

MLLI participants discuss solutions to a problem during an exercise in conflict solutions.

DEVELOPMENT SERVICES BUREAU

WebJunction – Is a web-based subscription community helping libraries meet their training needs offering access to online learning opportunities. *WebJunction* is available to all members of the library community in Mississippi through http://www.webjunction.org/partners/mississippi.html; 192 online courses were completed during FY13.

Special Projects and Professional Engagements - a number of special projects benefitting public libraries in Mississippi were also undertaken through several partnerships:

MS State Extension Broadband Education and Adoption Team (e-BEAT) – A mutually beneficial partnership to provide technology training to public library staff members and to support public library staff members more effectively serving the public's information needs through the use of technology.

Friends of Mississippi Libraries - is supported by maintaining the group's correspondence, membership database, and coordinating meetings.

Mississippi Library Association (MLA) - the mission is to provide professional leadership for the development, promotion, and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.

Beta Phi Mu - the International Library & Information Studies Honor Society
American Library Association (ALA)
Collaborative Summer Library Program (CLSP)
Bill and Melinda Gates Foundation
Magnolia Children's Choice Award

Beta Phi Mu Chapter President Mara Villa of Pearl Public Library presented newly inducted member Jennifer Nabzdyk with the chapter's scholarship.

Network Development Division

Support & Services for Public Libraries – Provides technical assistance and technical consulting to public libraries and MLC through a 24/7 help desk which can be contacted through a local phone number, toll free number or email, consulting and troubleshooting via email, telephone, and on-site visits, and mediation on connectivity and service issues with third party providers.

In FY13, 498 help desk tickets were resolved; 7 different onsite network consultation visits were made to the following libraries: Harriette Person Memorial Library, Humphreys County Library System, Jackson/Hinds Library System, Greenwood-Leflore Public Library System, Carroll County Library System, and the Judge Armstrong Library; approximately 775 library email accounts are supported by the MLC staff (a daily average of 1,967 outgoing emails and 20,668 incoming emails); and 28 web sites are hosted and supported.

Pictured (far right) is MLC's Network Service Senior Systems Administrator Murphy Mann setting up laptop computers for a public library directors meeting.

DEVELOPMENT SERVICES BUREAU

Consulting

Consulting is provided both in-house and onsite with assistance for new hardware and software purchases such as servers, workstations, switches, cabling, operating system and wireless implementation. A general network assessment to evaluate the current configuration of a network was also provided, as was support by phone for problems with computer, hardware, software, email and internet connectivity problems. Remote support allows Network Development staff to login to a library's server or PC at the user's invitation to help troubleshoot a local or network problem that could otherwise not be done over the phone.

Services include email accounts and webmail hosted by a third party vendor at no cost to the libraries (that choose to participate). These services are administrated by MLC staff. Internet circuits, bundled services such a VPN (virtual private network) and filtering are available through the MPLS statewide contract at significantly discounted rates. Internet filtering is provided by AT&T and allows public libraries to decide and control what content and categories are blocked to ensure CIPA compliance.

Support & Services for MLC provide maintenance and support for staff PC, printers, local area connections, multiple software applications, email issues and wireless connections for MLC staff and patrons.

ADMINISTRATIVE SERVICES BUREAU provides financial management and administrative support for the Mississippi Library Commission. Responsibilities include: fiscal management, budget monitoring and management, purchasing services, facilities and property management, human resources and developing/management of agency grant programs and reporting.

Financial Management

FY13 Appropriation - $13,976,684 *(Decrease of 2.4% from FY2012)*

FY13 Total Budget; after escalations - $14,280,464 *(Decrease of 1.1% from FY 2012)*

FY13 Total Expenditures - $14,256,750

MLC continues to be diligent in reducing expenses in all possible areas; however, further reductions will directly impact agency services provided statewide.

Personnel/Human Resources

Positions — The loss of 6 authorized positions in FY13 hindered the agency in two significant ways. The flexibility afforded with all positions filled allowed the agency to assess each vacancy and choose to fill it as it was vacated or put a different position in its place if warranted. The additional unfilled positions also allowed the agency to move staff into a more appropriate job title when services and needs changed. Currently, there are 49 authorized positions.

- Average staffing level – 43.8
- Vacancy rate – 10.5%
- Positions filled – 46
- Held vacant due to funding – 3
- Positions recruited – 13
- New hires – 5

Training - Essential to retain quality staff, professional development, and continuation of programs/services with staffing reductions.

- Number of trainings attended by staff – 260
- Average per staff – 6

Facilities/Operations

MLC strives to maintain the building (opened in 2005) in "like new" condition. Respect and care for the facility are instilled in new staff through word and deed of current staff.

- Facility
  - Preventive maintenance/Regular system checks
  - Repairs & Issues Logged - 5.2 avg. opened monthly; 4.6 avg. resolved monthly
- Operations
  - Shipping – 1,718 items shipped monthly
  - Vehicles – 4; miles traveled 23,914
  - General Support – 104 deliveries and pickups; 167 meeting room setups

Grant Programs

Grants equal cash going into local libraries and economies. Grant programs focused on public libraries are available through MLC utilizing State and Federal funding through the Library Services and Technology Act (LSTA) administered by the Institute of Museum and Library Services.

- Total expended $9,576,621; accounting for 65% of all agency expenditures; 244 individual subgrants administered.
  - State funds are focused on retention of personnel through supplementing salaries and benefits.
  - Federal funds through the LSTA program allow libraries to meet a wide variety of needs with competitive and non-competitive grant programs.

VISION

The vision of the Mississippi Library Commission is that all Mississippians have access to quality library services in order to:

- Achieve their greatest potential,
- Participate in a global society, and
- Enrich their daily lives.

MISSION STATEMENT

The Mississippi Library Commission is committed—through leadership, advocacy, and service—to strengthening and enhancing libraries and library services for all Mississippians.

BOARD OF COMMISSIONERS

July 1, 2012 - June 30, 2013

Russell Burns, Brookhaven

Celia Fisher, Okolona

Jolee Hussey, Oxford

Pamela Pridgen, Hattiesburg

Glenda Segars, Tupelo

Mississippi Library Commission
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Jackson, MS 39211

www.mlc.lib.ms.us

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Executive Director's Office	601.432.4039
Administrative Services Bureau:	
Bureau Director	601.432.4098
Fiscal Services	601.432.4042
Grant Management Programs	601.432.4098
Purchasing	601.432.4054
Human Resources/Payroll	601.432.4071
Development Services Bureau:	
Bureau Director	601.432.4068
Consulting Services	601.432.4067
Network Services HelpDesk	601.432.4158 877.652.8324
Library Services Bureau:	
Bureau Director	601.432.4450
Reference	601.432.4492 or 877.594.5733
Patent & Trademark	601.432.4120
Government Information	601.432.4450
Interlibrary Loan	601.432.4127
Large Print	601.432.4126
Blind & Physically Handicapped Library Services	601.432.4123 or 800.446.0892

NIGHT CURTAIN WALL/rear view of MLC

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