Libraries build communities

MISSISSIPPI LIBRARY COMMISSION ANNUAL REPORT FY 2015

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, 2014 - June 30, 2015

Jolee Hussey, Oxford

Ann Marsh, Brandon

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INTRODUCTION

The Mississippi Library Commission 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 89 years, these goals remain unchanged.

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1, the Mississippi Library Commission respectfully submits the 2015 Annual Report for the fiscal year beginning July 1, 2014 and ending June 30, 2015.

The agency continues to serve communities across Mississippi. Our facility is committed to offering outstanding services for the public. The state of the art library provides qualified research assistance by reference librarians, computer and internet services, answers to patent and trademark questions, and provides many options for those readers with special needs. In our mission to support libraries across the state, the agency offers guidance on library management issues, and furnishes many professional development opportunities to personnel of all libraries so they may better serve their patrons.

This report highlights some interesting facts and reflects the agency's ongoing commitment to ensuring all Mississippians have equal access to quality library services.

Sincerely,

Susan S. Cassagne
Executive Director
Mississippi Library Commission

LIBRARY SERVICES BUREAU

The Library Services Bureau provides direct and indirect services to Mississippi's public libraries—and by extension, all Mississippians. The Information Services and Collection Management branches provide access to databases such as MAGNOLIA and LearningExpress Library, interlibrary loan systems so that Mississippians can get materials from other libraries, reference assistance to provide patrons with the best answer for their questions, and cataloging software so that materials are accessible and easy to find at the local level. The Development Services branch provides advice, assistance, and site visits from library consultants; a continuing education program tailored for Mississippi libraries' needs; and support for the public library statistics program. The Talking Book Services branch, which provides free library materials in accessible formats for those unable to read standard print, is also housed in Library Services.

Building Reception

Insuring staff, guests, visitors, and callers receive a warm welcome is an important part of the agency's mission. Our staff are highly trained to serve as ambassadors to all those who call or visit seeking information or assistance.

Visitors in FY15	**7458**

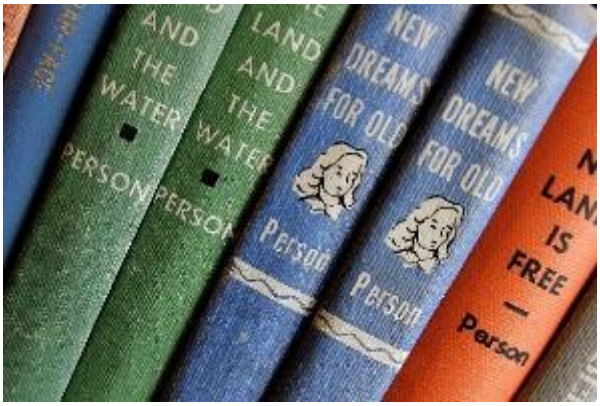
MAGNOLIA

MAGNOLIA is a statewide consortium funded by the Mississippi Legislature that provides online research databases for publicly funded K-12 schools, public libraries, community college libraries, and university libraries in Mississippi. MAGNOLIA provides Mississippi residents with access to electronic databases through their local public, school, community college, or university libraries. Although managed by a Steering Committee whose members represent five educational state agencies, the funding for MAGNOLIA is within MLC's budget.

MAGNOLIA searches have continued to rise since FY11 and have seen significant increases in the last two fiscal years as shown in the graph below.

FY11	FY12	FY13	FY14	**FY15**
21,554,166	28,614,700	33,976,915	63,048,390	**70,011,151**

Resource Sharing
MLC supports statewide resource sharing through two systems to allow maximum use of owned materials. Both services are provided by the MLC free of charge to all Mississippi public library systems and independent library systems.



Because of these free resource sharing services, libraries across the state were able to save over $750,000 in FY15 by sharing their collections with each other, thereby saving the approximate $30 cost per book.

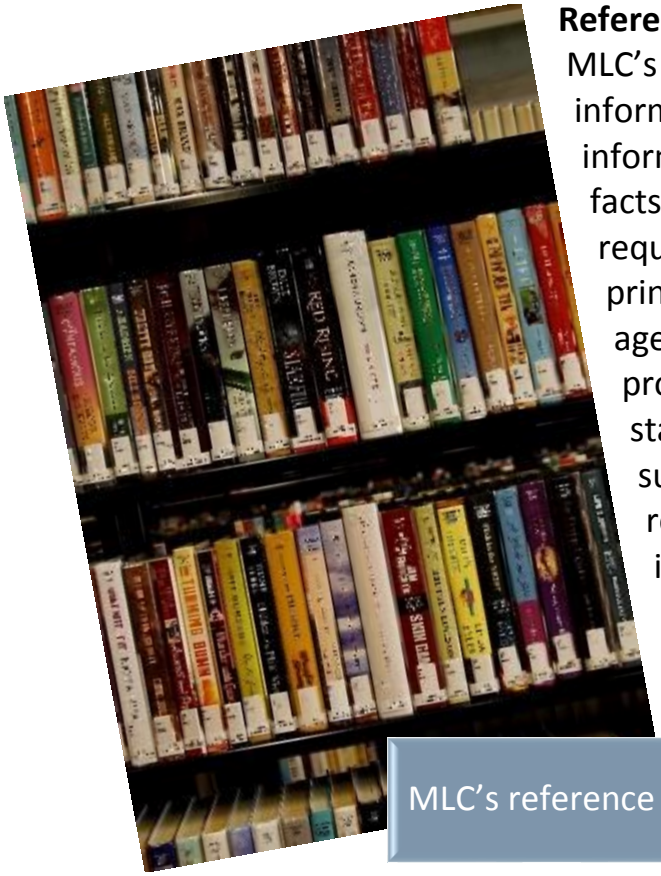
LearningExpress Library 3.0 is a database subscription provided by MLC for all Mississippi residents free of charge through their local public library. It provides online access to hundreds of standardized practice tests and tutorials ranging from 4th grade math to college entrance exams, professional level exams, and job search skills courses.

In FY15, 33,963 Mississippians used LearningExpress Library to take 20,775 practice tests in order to further their careers and education.

Talking Book Services
Talking Book Services provides free statewide access to library materials in specialized formats to individuals with disabilities. Nationally, TBS 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, such as dyslexia.

Talking Book Services patrons said:

- "I'm so happy to be reading again! I thought I wouldn't be able to anymore. Thank you for bringing books back into my life."
- "We thank you so much for this service. It has saved my mother and helped her not go into depression from loss of her sight."
- "Talking Books is a lifesaver for me. I use it at least 6-9 hours a day."



Reference Services

MLC's reference services endeavors to meet the information needs of all Mississippians. Requests for information on specific topics ranged from quick facts to highly specialized and unique topics that required in-depth and time-intensive research of print and online resources, contact with other agencies, and identification of other specialists to provide complete and timely answers. Reference staff has primary responsibility for researching subject requests, but they respond to all types of requests received individually or at the information desk.

MLC's reference staff answered 26,818 queries in FY15.

Social Media

MLC is committed to staying on top of trends as they relate to social media. Reference Librarians are responsible for actively updating, monitoring, and responding to social media comments as well as maintain an agency blog, located at http://www.mlcref.blogspot.com. MLC has over 4340 followers across all the social media platforms.

Patent & Trademark Resource Center

The Mississippi Library Commission was designated as an official Patent & Trademark Resource Center (previously Patent & Trademark Depository Library) in 1990 by the U.S. Department of Commerce, Patent and Trademark Office. A wide variety of services are provided from extensive holdings of patent & trademark resources. While the primary users are inventors, attorneys, and researchers, the services are open to the general public.

During FY15, the patent librarian received 635 requests for information (up from 620 in FY14) and performed 104 patent orientations (up from 84 in FY14).

Consulting
Professional library staff provide advice and guidance on library services, policies, planning, and management to strengthen and enhance public library service throughout the state.

In FY15, Library Development provided 1417 hours of direct consulting time and went on 59 site visits.

Continuing Education
MLC's continuing education department is an integral part of strengthening public library services by increasing the skills, knowledge, and expertise of public library staff members. Subjects in FY15 included design in library promotions, successful Friends of the Library events and partnerships, E-Rate, statistics, summer literacy program, Tech Academy and Librarianship 101.

In FY15 there were 25 programs with 762 people in attendance, and the average score for workshops was 4.81/5.00.

Summer Library Program
MLC administers the Summer Library Program for public libraries and is a member of the Collaborative Summer Library Program. This program helps mitigate the "summer slide," the loss of reading skills over the summer.

In FY15, 126,912 Mississippi children attended 2,427 summer library programs.

Center for the Book

MLC houses Mississippi's Center for the Book in the Library of Congress. The purpose of the Center is to promote Mississippi's literary heritage and call attention to the importance of books, reading, literacy, and libraries.

Letters About Literature

FY15 marked the seventh year Mississippi participated in the Center for the Book's Letters About Literature competition where students in grades 4-12 write letters to the authors of their favorite books explaining how the books changed their lives. Mississippi students submitted 600 letters and nine students (first, second, and third place in three age categories) were declared winners. An Educator of the Year award was also given to the teacher or librarian who submitted the most winning letters.

Mississippi Reads: An Online, Statewide Book Club

This online book club encourages all Mississippians to read the same book, then come to the website to engage with the community. Launched in June 2015, the first selection was *Sycamore Row*, intended to align with the Mississippi Book Festival's featured guest, John Grisham. A copy of *Sycamore Row* was placed in each Little Free Library in the state, along with a note that urged the reader to visit msreads.lib.ms.us when finished to participate in the discussion.

Libraries provide knowledge

ADMINISTRATIVE SERVICES BUREAU

The Administrative Services Bureau has four divisions that provide the planning, directing and coordinating of supportive services. Business Services oversees fiscal management, purchasing, facilities maintenance, inventory control and fleet management; Human Resources guides recruitment and retention, performance development assessments, employee benefits, compensation assistance and staff development; Grants Programs administers and reports for both state and federal subgrant awards; and Technology Services provides technical assistance, training and consulting for Digital Services, E-Rate, and Network Services.

Personnel/Human Resources 48 Authorized Positions

Grant Programs

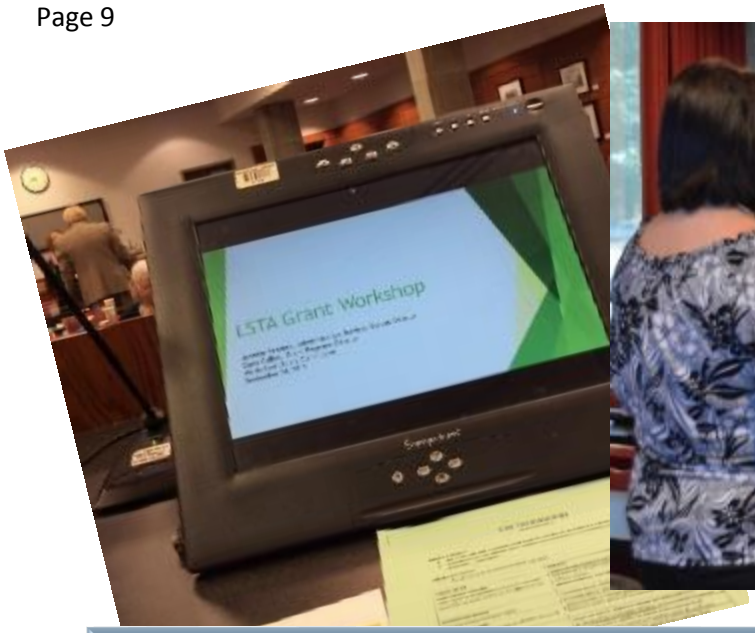
MLC acts as a conduit for state and federal funding in the form of subgrant awards passed through to public library systems to enhance and increase services provided to the taxpayers of Mississippi. The actual amounts of grant awards are dependent on state appropriations and federal grant awarding.

Personnel Incentive Grant Program (PIGP) – established in 1971 to supplement funding for salaries to ensure libraries have qualified personnel.

FY15 $5,243,588

Health and Life Insurance Program – provides assistance with health and life insurance premiums for all qualified public library personnel.

FY15 $3,415,935

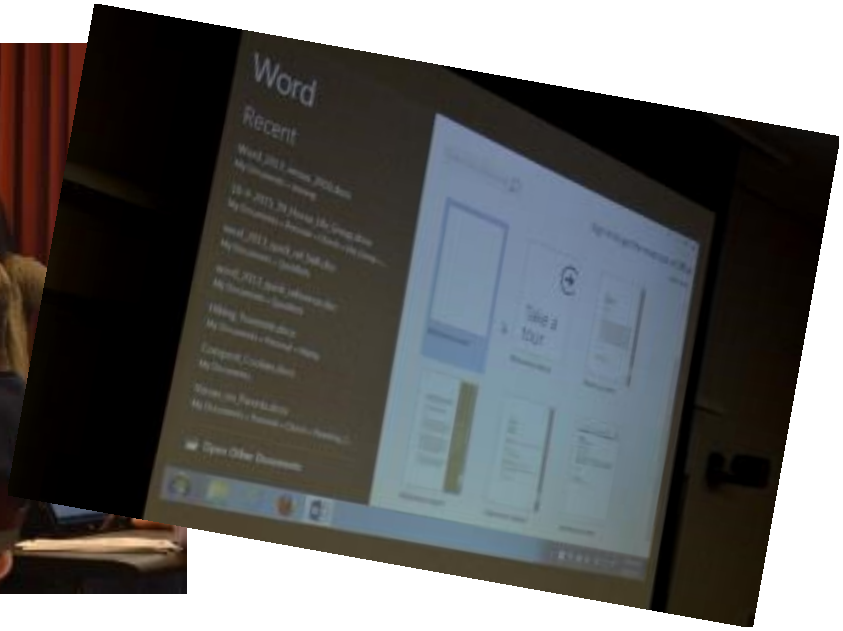


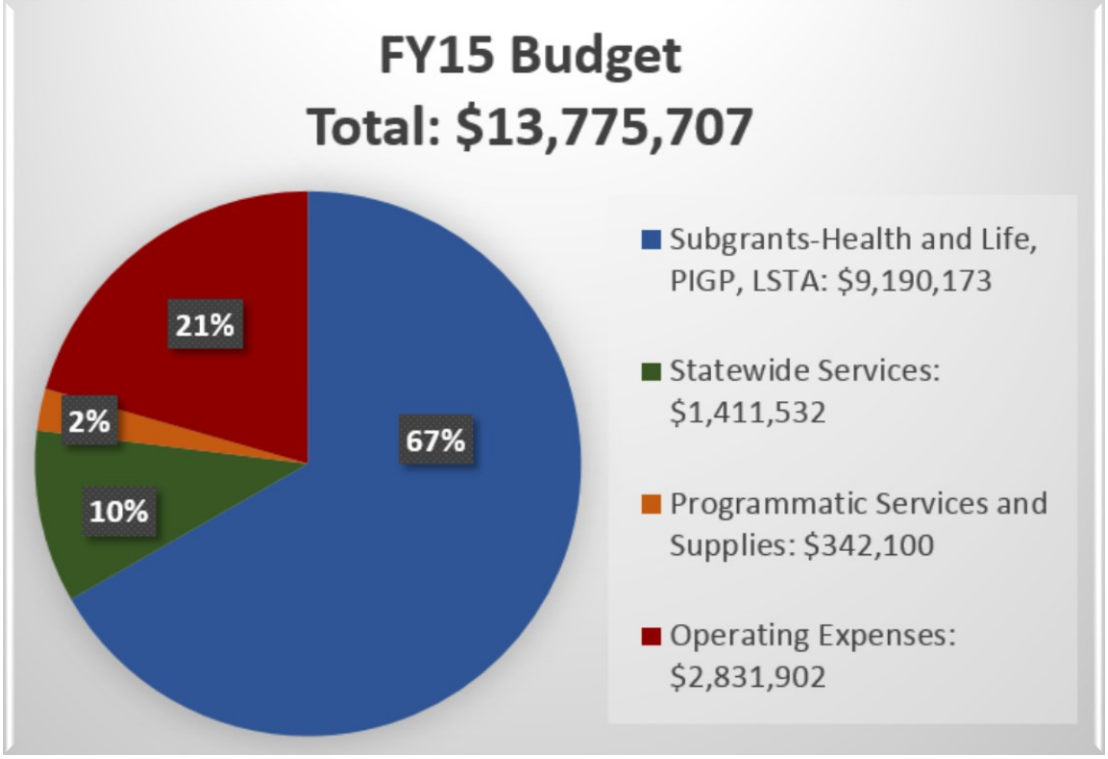
Library Services and Technology Act (LSTA) – funded through the Institute of Museum and Library Services and administered by MLC, these competitive and noncompetitive subgrants offer additional opportunities for libraries to strengthen their library services for all Mississippians.

FY15 $530,650

Technology Services

Technology Services offers a helpdesk where agency and public library staff can report any technical issues they may have with computers, hardware, software, email, internet connectivity, and any other issues a library may encounter in the technology field. In addition, Technology Services offers support to all public library systems by providing email and website hosting; a data center that conducts daily backups and monitors the agency's and libraries' network 24/7; and consultation and training on a variety of technical topics.





Total funds allocated in FY15	$13,775,707

Mississippi Library Commission
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General Information	601.432.4111or 800.647.7542
Executive Director's Office	601.432.4039
Administrative Services Bureau	
Bureau Director	601.432.4042
Business Services	601.432.4098
Grant Programs	601.432.4054
Human Resources/Payroll	601.432.4071
Technology Services HelpDesk	601.432.4158 or 877.652.8324
Library Services Bureau	
Bureau Director	601.432.4450
Reference	601.432.4492 or 877.594.5733
Patent & Trademark	601.432.4120
Interlibrary Loan	601.432.4127
Talking Book Services	601.432.4123 or 800.446.0892

Libraries change lives