

Mississippi Library Commission

2011 ANNUAL REPORT





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, 2010 - June 30, 2011

Russell Burns, Brookhaven

Celia Fisher, Okolona

Jolee Hussey, Oxford

Pamela Pridgen, Hattiesburg

Glenda Segars, Tupelo

The economic downturn continued to impact the agency's budget and services in Fiscal Year 2011, with an appropriation \$1.6 million below beginning FY10. Having lost \$3.4 million in state funds over the previous three (3) years has also jeopardized receipt of federal Library Services and Technology Act (LSTA) funding, threatening approximately \$1.8 million in federal funding for libraries annually. The mounting loss of state funds required the Library Commission to request a federal MOE waiver. Such requests will be required annually for at least two (2) more years. Additional reductions in state funding for libraries will further threaten federal funding and will weaken the agency's waiver arguments to the federal government.



Sharman B. Smith
Executive Director

Ironically, while the agency budget continued to decline, demands for library services increased dramatically with:

- +28% Subject-matter queries received
- +26% Books & other materials checked out
- +38% Loans to state government officials and employees
- +20% Patent/trademark queries from entrepreneurs
- +223% Learn-A-Test online courses taken over past 3 years
- +10% Booksharing among libraries through Statewide Virtual Union Catalog/ Interlibrary Loan System
- +400% Participation in Letters About Literature competition
- +11% Visitors to Library Commission building signed Summer Library Programs in public libraries
- 160,000 +15% in check out of "talking books" and other materials for blind & physically handicapped

112,000 Children, kindergarten to 6th grade, participated in Summer Library Program across the state, checking out more than 535,000 books and other library materials

14,500 Teens attended specifically-designed Summer Library Programs in public libraries

160,000 +15% in check out of "talking books" and other materials for blind & physically handicapped

1,400 HelpDesk questions were handled by Network Services

Mississippians are depending more and more on their libraries. It is critically important that people have access to quality library services in order to:

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

The Mississippi Library Commission remains committed to strengthening and enhancing libraries and library services for all Mississippians. That commitment is reflected in this report.

Sharman Bridges Smith

Executive Director
Mississippi Library Commission
December 2011



INTRODUCTION

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.

Primary Resource Library

- 28% increase in topical queries received
- 25.7% increase in books and other materials used (electronic and paper)
- 38% increase in books and other materials loaned to Mississippi government officials. The value of material loaned to state employees is estimated at \$263,367.
- 20.4% increase in entrepreneurs seeking assistance from the Patent & Trademark Depository Library Service.

Libraries and individuals saved more than \$365,000 by borrowing over 12,000 large print books from the Library Commission.

Collection Development over the last five (5) years has focused primarily on online databases. FY11 marked the first year over 1/2 of the materials budget was devoted to online resources (55% in FY11). This trend is expected to continue.

Patent & Trademark services also moved toward more online services as the federal Patent Office began transitioning to more online content. As a result, many traditional on-site consultations were accomplished via telephone or email. However, the final search prior to submission must still be performed on-site to access the most current Patent database. Trademark research still requires on-site visits.

Learn-A-Test

Learn-A-Test, an online interactive tutorial service, helps prepare residents for testing in a wide variety of academic and career subject areas. The service is free to all Mississippians through the network of public libraries.

In FY11, Learn-A-Test:

- Saw an increase of over 13.9% from FY10 in total courses taken
- Increased 223% in online courses taken over past 3 years.

- Learn-A-Test usage over the past 3 years (FY11 vs FY08) found visits increased 106%; total tests taken increased 142%; and total courses taken increased 223%.

Resource Sharing

FY11 saw a 10.2% increase in library materials shared by public libraries through the Statewide Virtual Union Catalog/Interlibrary Loan System.

Through resource sharing programs managed by the Library Commission, Mississippians received books and other materials valued at over \$868,000.

Reading Programs

FY11 brought a 400% increase in participation in the *Letters About Literature* competition. Through schools and libraries, students of all ages from across the state participated.

Book Club in a Box continued to be popular with libraries. The program provides copies of popular titles by Mississippi authors with discussion guides to assist libraries in developing local programs.

Services for the Blind & Physically Handicapped

Mississippians who cannot read or hold traditional books due to vision or physical issues are eligible to receive audiobooks/players/other specialized equipment and materials through the Library Commission's Blind & Physically Handicapped Library Services. In FY11, users of the service received "talking books" valued at more than \$6.8 million.

Staff continued to work with patrons on the transition to new digital talking books and machines which provide better quality sound and easier operation.

Outreach efforts to promote the service culminated in 19 exhibits and 9 formal presentations.



Volunteer Recognition

The Development Services Bureau consists of the Library Development Division and the Network Services Division.

Services provided by the Library Development Division include general support of public libraries through consulting services, programming support for public libraries, and skills development (continuing education) programs to support the learning needs of public library staff in Mississippi.

The Network Division provides technology support including email and website hosting, troubleshooting network/computer issues for public libraries, support/maintenance of a wide area network (MissIN3), and the agency's local area network (MissLIB2).

LIBRARY DEVELOPMENT DIVISION

Consulting

In FY11, the division provided:

- 846.75 hours of direct, general consulting to public library systems
- 2,607 hours non-consultations with public libraries
- 1,817 hours non-consultations with other public library stakeholders

Site visits were made to libraries in thirty-eight (38) of fifty (50) public library systems.



Pearlington Public Library, branch of the Hancock County Library System.

Consulting assistance on the following topics was provided during the year:

- Administration – Grants; working with local governments; budget cuts; advertising for bank bids; Internet filtering; difficult patrons; strategic planning; purchasing; incident reports; Board/Director relations; travel regulations; maintenance of effort; liability issues; effective board meetings; library volunteers; selecting an auditor; preparing a budget; E-Rate; system dissolution
- Policy development – social networking; teen spaces; personnel; holiday & leave; meeting rooms
- Personnel – layoffs; grievances; hiring; Fair Labor Standards Act; job descriptions; Family Medical Leave Act; nepotism; performance reviews; hiring a new director
- Library services – reference services; programming; collection development; teen services; tutoring; E-Books
- Technology – laptop computers; technology planning; automation systems; using Tech Soup
- Grant opportunities – LSTA; USDA; Mississippi Development Authority Energy Efficiency grants, etc.
- Buildings & facilities – maintenance; renovation; furniture; new construction; signage
- Ethical issues – Gift Law
- Outreach – public perception of libraries; Friends groups; public relations; library foundations



National Continuing Education Forum hosted by MLC in Jackson.

DEVELOPMENT SERVICES

2011 ACTIVITIES AT A GLANCE . . .



Art Exhibitions



Mississippi Capitol - Spring 2011



MLC Capitol Exhibit
Spring 2011



"Letters About Literature" Awards



Training for Librarians



MLA Legislative Day
Spring 2011



Artist Reception



Public Library Directors Meeting



Public Library Gathering



2011 MLA Legislative Day



Ribbon Cutting – Pearlington Public Library



Opening Reception – Mississippi Writers Guild Annual Conference



Table Talks
Public Library Directors Meeting



2011 Librarianship 101 Institute



Talking Partnerships –
Public Library Directors Meeting

Consulting Highlights

The Pass Christian Public Library opened a permanent new facility after the library was destroyed by Hurricane Katrina. Library Development staff worked closely with local library staff on developing services for teens and on user-friendly/functional organization of collections. Wendy Allard, Children's Librarian at the Pass Christian Public Library sent the following email:

After MLC helped so much with our new library, I just wanted you to know what a hit our graphic novel collection has been. Not just the juvenile collection, but the adult and YA collections as well.

Since this is our first experience with a larger collection of graphic novels, we are very pleased with the response. Graphic novels are also very popular request items on our holds list. We hope we can continue to tweak and grow the collection for our patrons in the Harrison County Library System.

The Covington County Board of Supervisors, on the advice of the Covington County Library Advisory Board, withdrew from the Pine Forest Regional Library System. Assistance was provided in and establishing the new county library system. Budget recommendations for various levels of service were made,

bylaws and a policy manual were developed, trustee orientation for the newly appointed Covington County Library System Administrative Board of Trustees was provided, a job description for a new director was developed, guidance on library automation systems/ technology

issues and connections to various agencies such as Public Employees Retirement System (PERS) and Mississippi Department of Employment Security (MDES) was provided to ensure a successful transition.



Pictured from left are Covington County Library System Board Chair Sandra Boyd and Library Director, Robin Hosey.

Orientation for New Library Directors

In FY11, six (6) new permanent and provisional public library directors were invited to participate in a three-day New Director Orientation program. Three directors attended the orientation program on Mississippi library law, library administration, grants administration, and library services provided by the Mississippi Library Commission.

Programs & Programming Support

2011 Collaborative Summer Library Program:

Children:

- 2,382 programs for children were held by public libraries in Mississippi
- 112,388 children attended programs at public libraries throughout the state
- 538,337 juvenile books and other materials were checked out during the months of June and July

Teens:

- 27 public library systems offered a Summer Library Program specifically for teens;
- 936 programs specifically for teens were held throughout the state
- 14,451 teens attended summer library programs
- 140,485 young adult or teen items were checked out during the months of June and July

Adults:

Adult Summer Library programs continue to grow in popularity as libraries customize services for local communities. Library programming for adults included: Japanese Tea Parties & Origami; Digital Photography; Weather; Coffee Sampling from around the World; Cruising the Caribbean; The Great American Yard Sale; Motorcycling America; Scrapbooking Your Vacation; and Salsa Dancing.

- 20 public library systems offered a Summer Library Program specifically for adults
- 3,133 adults participated in the adult summer library program



"High Tea" — Adult Summer Library Program activities at Bay St. Louis Public Library.

Skills Development

Skills Development is integral to strengthening public library services by increasing the expertise of public library staff, directors and trustees through continuing education programs.

In FY11, sixteen (16) different workshops were provided by the Library Development Division. With several workshops repeated at multiple locations, sixty-four (64) continuing education programs were held and 1,195 individuals from 46 public library systems participated.

The four-day, in-residence *Librarianship 101 Institute* continues to be an essential component in the Continuing Education

program with forty (40) applicants from 21 different library systems in FY11.

Focusing on the basics of librarianship, the Institute equips front-line public library

staff, without masters degrees in library science, to deliver outstanding public library service. One participant described her experience at the Institute as follows:

I just wanted to send you a note, because I wanted to let you know what a great experience Librarianship 101 was for me. You and your staff went the extra mile to make me feel welcomed and calm.

The presenters made me feel that no question was unimportant. It was obvious that the material was put together with much thought, work, and care. However, the nicest surprise was seeing all of you so willing to talk and share your time with us even in our down time.



Continuing Education



Attendees of the National Continuing Education Forum hosted by MLC in downtown Jackson.

National Continuing Education (CE) Forum.

The Library Commission hosted the 2011 CE Coordinators Forum, a two day conference for staff

responsible for continuing education activities at state library agencies throughout the U.S.

NETWORK SERVICES DIVISION

Technology assistance to public libraries and the agency provided through a 24/7 help desk, consulting and troubleshooting via email, telephone, and on-site visits, and mediation on connectivity and service issues with third party providers.

In FY11:

- 606 public library help desk tickets were resolved
- 883 in-house issues were resolved
- 10 public library site visits were conducted
- 418 hours of consulting were provided

Connectivity and Service

The agency provides access to Internet service for the majority of Mississippi public libraries. Network Services works to maintain statewide networks, enhance Internet services, and provide ancillary services such as email and website hosting.

In FY11, Network Services:

- Supported an average of 64,000 incoming emails per day
- Blocked approximately 763,000 spam emails and blocked/cleaned 1,300 viruses
- Hosted and supported 29 public library websites

Administrative Services provides financial management and administrative support for the agency. Responsibilities include strategic planning, grants, accounting, purchasing, facilities and property management, and human resources management.

In FY2011, the Mississippi Library Commission was appropriated:

- \$14,241,059 (A reduction of \$1,592,485 from beginning FY10)
- 52 authorized full-time positions

Grant programs strengthen the efforts of Mississippi libraries in enhancing library services for all Mississippians. The Library Grant Program includes:

- **State Aid**

- Personnel Incentive Grant Program

- The Personnel Incentive Grant Program, established in 1971, is a major part of the state aid program for Mississippi public libraries. The Program ensures that Mississippians have equitable access to well-managed libraries and qualified library staff.

- **Expended:** \$5,272,763

- Health/Life Insurance Program for Public Librarians

- The Health/Life Insurance Program for Public Librarians funds health and life insurance coverage for more than 800 public library employees, enabling public libraries to recruit and retain qualified staff.

- **Expended:** \$3,513,864



MLC Executive Director Sharman Smith speaking with Senator Tommy Moffatt at State Capitol during MLC exhibit.



Representative Steve Holland at the MAGNOLIA display with First Regional Library System Director Catherine Nathan. (MLC Capitol Exhibit)

MAGNOLIA

Mississippi Alliance for Gaining New Opportunities through Library Information Access was established in 1997. The program benefits all Mississippians by providing statewide access to electronic information databases. With library-issued passwords, Mississippians can access the databases from any Internet-accessible computer at home, at work, at school, or at the library.

Expended: \$1,118,425 (\$1,000,000 state/\$118,425 LSTA)

- **Federal Grants**

- Library Services and Technology Act (LSTA)

- **Expended:** \$676,925



Lincoln-Lawrence-Franklin Regional Library System Director Henry Ledet and staff share information about library's digital photo project. (MLC State Capitol Exhibit)

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Bureau Director	601.432.4098
Fiscal Services	601.432.4042
Grant Management Programs	601.432.4098
Purchasing	601.432.4049
Human Resources/Payroll	601.432.4071
Development Services Bureau:	
Bureau Director	601.432.4068 or 800.647.7542
Consulting Services	601.432.4067 or 800.647.7542
Network Services HelpDesk	601.432.4158 or 877.652.8324
Library Services Bureau:	
Bureau Director	601.432.4124
Reference	601.432.4492 or 877.594.5733
Patent & Trademark	601.432.4120
Government Information	601.432.4124
Interlibrary Loan	601.432.4127
Large Print	601.432.4126
Blind & Physically Handicapped Library Services	601.432.4153 or 800.446.0892

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