

# Annual Report

Fiscal Year 2017





## 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

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, 2016 - June 30, 2017

Janet Armour, Tupelo

Jolee Hussey, Oxford

Ann Marsh, Brandon

Suzanne Poynor, Florence

Pamela Pridgen, Seminary

# INTRODUCTION



The Mississippi Library Commission (MLC) was established in 1926 to ensure that all Mississippians have access to quality library services. While methods and services have evolved over the last 91 years, our goals have remained constant. Public libraries provide the citizens of Mississippi the opportunity to reach their greatest potential, through education, programming, and access to the latest technology.

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1, the Mississippi Library Commission respectfully submits the 2017 Annual Report for the fiscal year beginning July 1, 2016 and ending June 30, 2017.

MLC's state of the art library in Jackson provides qualified research assistance by reference librarians, computer and internet services, answers to patent and trademark questions, and offers many options for readers with special needs.

To support public libraries across the state, the agency offers guidance on library management, extensive professional development opportunities, and technology support and training for all library staff.

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

Sincerely,  
Sharman Bridges Smith  
Interim Executive Director  
Mississippi Library Commission

# EXECUTIVE OFFICE

The Executive Office at the Mississippi Library Commission works directly with the Board of Commissioners, the media, the Mississippi Legislature and other branches of government. Services include production of an online publication, *On the Same Page*. In FY17, films were created about library programming in two Mississippi communities. These films can be viewed on MLC's YouTube Channel.

In FY17, 20 site visits were made, 12 publications were created, and 13 press releases were sent.



mslibrarycomm • Following

mslibrarycomm We are doing another interview for our film on Big House Books. Such a compelling story. Stay tuned!

12 likes

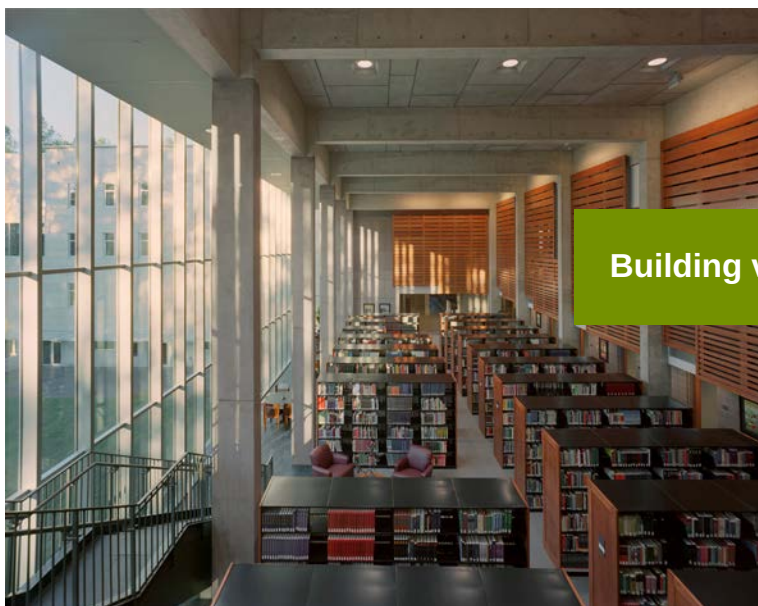
NOVEMBER 17, 2016

Add a comment...



# 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 answers for their questions, and cataloging assistance so that materials are accessible and easy to find at the local level. The Development Services branch provides advice, assistance, and site visits to public libraries 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 provides free library materials in accessible formats for those unable to read or hold standard print.



Building visitors in FY17

6,966

## MAGNOLIA

MAGNOLIA, a statewide database consortium funded by the Mississippi Legislature, provides online research databases for all publicly-funded K12 schools, public libraries, community college libraries, and university libraries in Mississippi. Through these locations, MAGNOLIA provides Mississippi residents with online access to numerous resource databases including books and magazines. MLC staff provide MAGNOLIA training and support to libraries of all kinds across the state.

For FY17, MAGNOLIA searches totaled 52,135,712



**MAGNOLIA**

Mississippi Alliance for Gaining New Opportunities  
Through Library Information Access

## RESOURCE SHARING

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

### LEARNINGEXPRESS (LEARN-A-TEST)

LearningExpress Library 3.0 is a database subscription provided by MLC for all Mississippi residents through their local public library. It 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 FY17, 28,516 Mississippians used LearningExpress Library to access 5,448 courses, 14,042 practice tests and 5,755 ebooks in order to further their careers and education. There were 4,968 new users. In FY18, the service was discontinued due to budget cuts.

### INTERLIBRARY LOAN - BEEHIVE RESOURCE SHARING AND OCLC



The bureau supports statewide resource sharing through two systems. The Beehive Resource Sharing system (formerly the Virtual Union Catalog & ILL System [VUC/ILL]) provides citizen access to the online "card catalogs" of all Mississippi public library catalogs. More than 50 public library systems, two community colleges, and MLC participate. To reach university, college, and out-of-state libraries, public libraries were provided access to the OCLC Resource Sharing System. Access to the OCLC system was discontinued in FY18 due to budget cuts.

Mississippi libraries received 21,842 items through book sharing systems for their patrons in FY17. Based on an average book costing \$36.50, Mississippi libraries saved \$797,233 by borrowing materials from other libraries.



**PRIMARY RESOURCE LIBRARY** is designed to supplement the resources found in local libraries, provide access to professional reference specialists to research and respond to queries not filled at the local public library level, and to circulate materials. Information Services and Collection Management Services work cooperatively to provide direct and indirect customer services to all types of libraries, state government, intellectual property researchers, and the public.

Total requests increased by 119% in FY17. Social media efforts are attributed for this increase. Greater outreach efforts are planned to state employees and school libraries in FY18.

**REFERENCE SERVICES** endeavors to meet the information needs of all Mississippians through a variety of professional services. Requests for information on specific topics range from

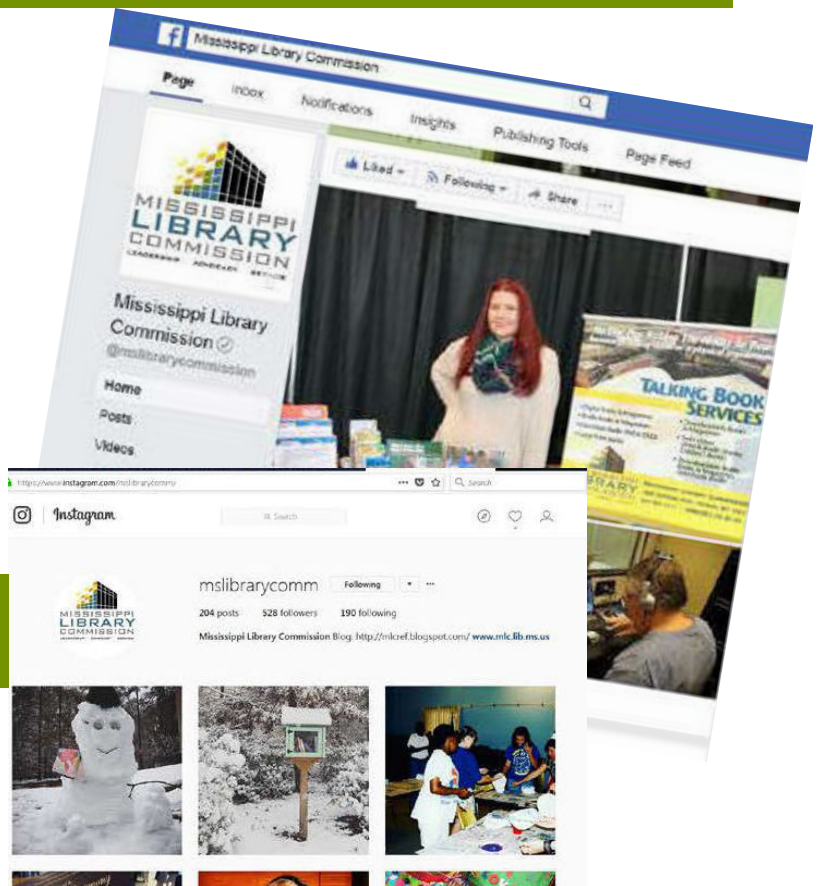
quick facts to highly specialized and unique topics that require in-depth and time-intensive research of print and online resources, contact with other agencies, and identification of other specialists to provide complete and timely answers. Reference staff have primary responsibility for researching subject and information requests.

**MLC's reference department received 22,143 requests in FY17, a 119% increase over FY16. The department answered an average of 1,845 requests per month.**

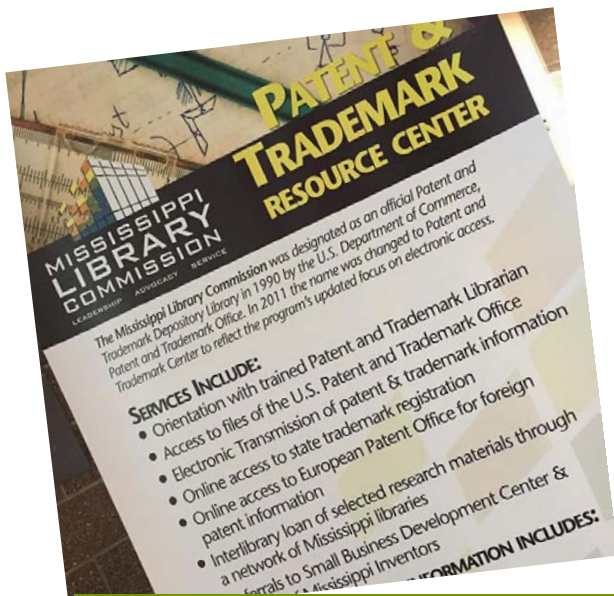
### SOCIAL MEDIA

Reference librarians, along with the public relations director, maintain and update the MLC social media sites which include Facebook, Twitter, Pinterest, Instagram, and a blog, located at <http://www.mlcref.blogspot.com>.

**MLC has over 6,757 followers across all social media platforms.**



**COLLECTION MANAGEMENT SERVICES** includes acquisitions, cataloging and catalog record maintenance, serials, patents, and documents.



### **PATENT & TRADEMARK RESOURCE CENTER**

The Mississippi Library Commission was designated as an official Patent & Trademark Resource Center in 1990 by the U.S. Department of Commerce, Patent & Trademark Office. A wide variety of information is provided from extensive holdings of patent and trademark resources. While primary users are inventors, attorneys, and researchers, the services are open to the general public at no charge.

**During FY17, MLC's patent librarian received 728 requests for information and performed 132 patent orientations.**

**TALKING BOOK SERVICES (TBS)** provides free statewide access to library materials in specialized formats to individuals with disabilities. Individuals eligible for this free 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.

The FY17 patron survey revealed that the program received an excellent rating from 96% of the respondents. Some patrons comments included:



- *“This is a wonderful program and very well may have saved my sanity.”*
- *“I’m so pleased that the Talking Book Service allows me to be more connected with everything that I’m hearing.*
- *“I was an avid reader before my eyes began to get to the stage of not being able to read even with a magnifying glass. Thanks to MLC for giving me the books free.”*



## LIBRARY DEVELOPMENT



## 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 FY17 consultants provided 10 individual library staff trainings on storytime, Friends groups, trustees, collection development, readers' advisory, and customer service.

**In FY17, Library Development provided 2,043 hours of direct consulting time and conducted 77 site visits.**

## THE CONTINUING EDUCATION PROGRAM

strengthens public library services by increasing the skills, knowledge, and expertise of public library staff members.

Continuing education workshop subjects in FY17 included E-Rate, youth services, LSTA, copyright compliance, genealogy, technology, and the Americans

with Disabilities Act. Implementation of webinar software allowed additional training at a significant cost savings. Webinar topics included MAGNOLIA, statistics, Attorney General opinions, patron privacy, collection development, trustee training, and writing professional book reviews.



## SUMMER LIBRARY PROGRAM

MLC provides the Summer Library Program support for public libraries. This program helps mitigate the "summer slide," the loss of children's reading skills over the summer. Adult summer library programs were also held in 25 library systems with 3,086 participants.



**A total of 138,931 children were served and 1,006,014 items were circulated during the FY17 Summer Library Program in Mississippi's public libraries.**



## MISSISSIPPI CENTER FOR THE BOOK

MLC houses the Mississippi Center for the Book, an affiliate of 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

FY17 marked the tenth year Mississippi participated in the Library of Congress Center for the Book's Letters About Literature competition. Students in grades 4-12 write letters to the authors of their favorite books explaining how the books changed their lives. Mississippi students submitted 488 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. At the awards ceremony, young adult fiction author Taylor Kitchings spoke and each student finalist received a copy of his book, *Yard War*.



### MISSISSIPPI BOOK FESTIVAL

MLC was pleased to be involved in the planning of the second Mississippi Book Festival in August 2016. MLC provided programming activities outside of the author panels, including a demonstration of a 3D printer. MLC shared exhibit space with the Mississippi Digital Library in the Capitol rotunda, showcasing two programs affiliated with the Library of Congress: Talking Book Services and the Mississippi Center for the Book.



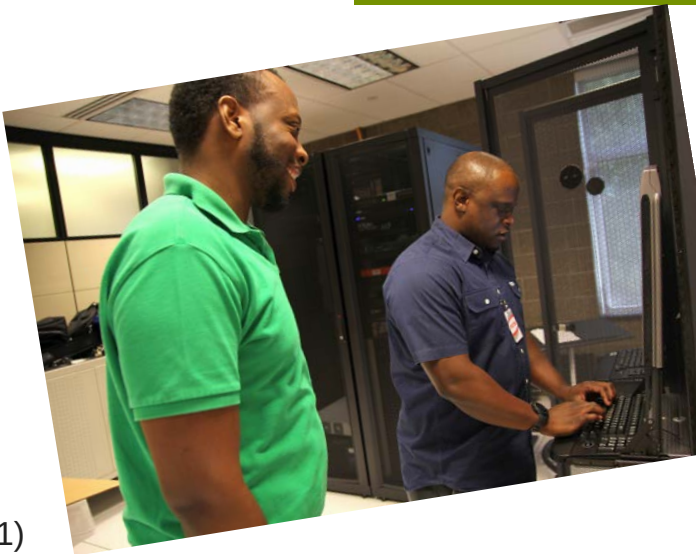
# ADMINISTRATIVE SERVICES BUREAU

The Administrative Services Bureau has five divisions that provide planning, direction and coordination of supportive services. Business Services oversees fiscal management, purchasing, and inventory control. Human Resources guides recruitment and retention of staff, performance development assessments, employee benefits, compensation assistance, and staff development. Operations maintains the MLC facility and grounds, as well as fleet management. Grant Programs administers and reports on both state and federal subgrant awards to libraries. The Technology Services department works with public libraries to provides technical assistance, training, and consulting on digital services, E-rate, and network services.

**TECHNOLOGY SERVICES** provides a helpdesk system for public libraries to get assistance with any technical issues with computers, hardware, software, email, internet connectivity, and other technology issues. In addition, Technology Services offers support to all public library systems by providing email and website hosting, a data center with daily backups and monitoring the agency's and libraries' networks 24/7, and training on a variety of technical topics. As a new benefit in FY17, MLC began offering the Office 365 Suite to public libraries.



**Technology Services resolved 1,417 help desk tickets, which reflects an 18% increase from FY16.**



## GRANT PROGRAMS

MLC provides state and federal subgrant awards to public library systems to enhance and increase library services provided to Mississippi residents.

The Grants division reimburses public libraries for the health and life insurance premiums of all public library employees working 20 hours or more per week. Personnel Incentive Grants Program (PIGP) funds are also dispersed to public libraries. PIGP was established in 1971 to ensure that all Mississippi's public libraries have and keep qualified staff to meet the needs of library patrons.

**Health and Life Insurance  
program for public  
library employees**

FY17 \$3,404,345

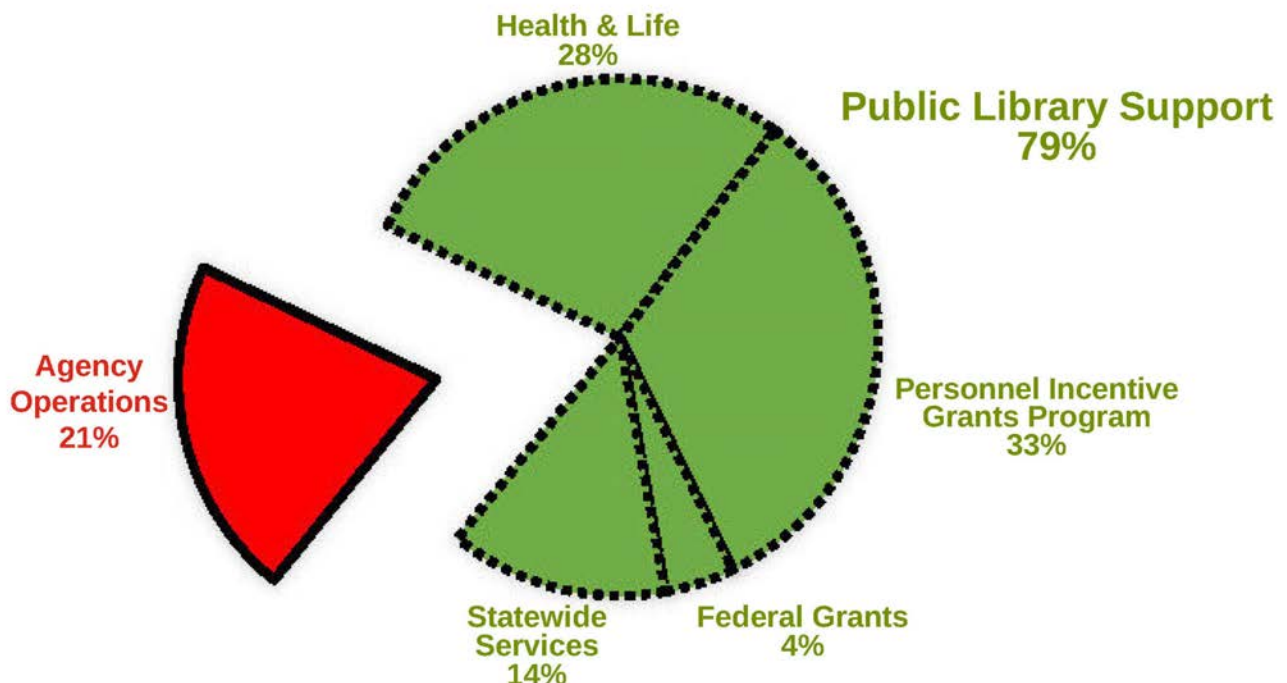
**Personnel Incentive Grants  
Program (PIGP)  
supplements local funding  
for public library salaries**

FY17 \$3,941,601

**Federal Grants  
to public libraries**

FY17 \$532,536

### MISSISSIPPI LIBRARY COMMISSION FY17 BUDGET - \$12,900,864 APPROPRIATED



<b>General Information</b>	601.432.4111 or 800.647.7542
<b>Executive Director's Office</b>	601.432.4039
Public Relations	601.432.4056
<b>Library Services Bureau</b>	
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
<b>Administrative Services Bureau</b>	
Bureau Director	601.432.4042
Business Services	601.432.4098
Grant Programs	601.432.4054
Human Resources/Payroll	601.432.4071
Technology Services Help Desk	601.432.4158 or 877.652.8324



3881 Eastwood Drive  
 Jackson, Mississippi 39211  
[www.mlc.lib.ms.us](http://www.mlc.lib.ms.us)