

MISSISSIPPI LIBRARY COMMISSION



ANNUAL REPORT

FISCAL YEAR 2018

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, 2017 - JUNE 30, 2018

Janet Armour, Tupelo

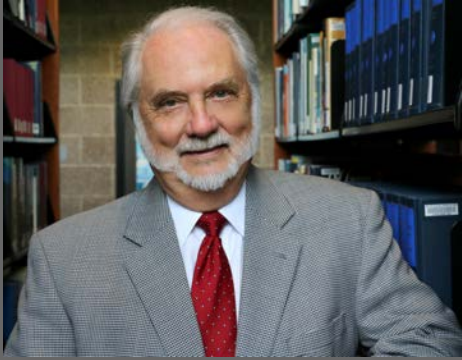
Jolee Hussey, Oxford

Ann Marsh, Brandon

Suzanne Poynor, Florence

Pamela Pridgen, Seminary

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1, the Mississippi Library Commission respectfully submits the 2018 Annual Report for the fiscal year beginning July 1, 2017 and ending June 30, 2018.



Challenges are a part of life. They may come for just a day, they may exist for only a week or they may be a catalyst for action during an entire year. These challenges come in many forms. The challenge may be to handle a professional project, improve a community situation or determine best policies to overcome financial concerns. Regardless of what the challenge may be, facing up to the challenge is the key.

Doing so helps the challenged appreciate what they presently have, as well as, in a more specific way, crystallize their goals. And although challenges may be hugely stressful and at times seemingly insurmountable, it should be remembered that facing challenges provides an opportunity to discern true capabilities.

In fulfilling its mission, the Mississippi Library Commission has faced many challenges during the past year. Foremost was the challenge to support the needs of all public libraries in the state by providing professional guidance in the areas of administration, technology, special needs clientele, subject matter research, programing for all ages, data analysis to assist business/economic development, literacy issues, and library staff training. An additional challenge was to provide informative advocacy on behalf of the public libraries via working with local, state and federal funding authorities to assure that funds expended were done so in a cost-effective manner and that all Mississippians had equal access to the quality library services these funds provided.

Challenges were also faced by the Mississippi Library Commission regarding determinations affecting federal government financial support for Mississippi's public libraries. In meeting this challenge, the Commission received aid and support from the Office of the Governor and Mississippi's U.S. Congressional Delegation along with the membership of the State Legislature.

As the following pages show, these challenges were successfully met by the Mississippi Library Commission's qualified, professional staff who have dedicated themselves to diligently working in projects and programs that support both state government and Mississippi libraries. Having embraced the attitude that, whatever the challenge, there are always solutions, the staff of the Mississippi Library Commission have effected changes that not only met challenges but also that exceeded the vision of the Commission.

The following pages highlight challenges that have been met in the past year and illustrate why, regarding library services in Mississippi, the future looks bright.

Sincerely,
Hulen Bivins
Executive Director

Executive Office

The Executive Office staff work directly with the Board of Commissioners, the media, the Mississippi Legislature and other branches of government. Services include production of the online publication *On The Same Page*. In FY18, eleven short films were created to promote libraries and the services of the Commission, and to serve as continuing education tools. Executive Office staff planned and implemented three highly successful agency events, including Library Day at the Mississippi State Capitol, the Librarian of Congress visit, and the Summer Reading Kickoff. The Commission also formed a partnership with the Mississippi Arts Commission to showcase the work of artists who received fellowship grants.

In FY18, executive office staff made 60 site visits, created eight publications, sent out 12 press releases, and planned and implemented three special events.



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 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 Library Development branch provides advice, assistance, and site visits to public libraries from library consultants, a continuing education program tailored to 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 materials.



Information requests received in FY18
37,148



MAGNOLIA

Mississippi Alliance for Gaining New Opportunities
Through Library Information Access

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.

Searches on the MAGNOLIA database totaled 57,051,424 in FY18.



The Library Services bureau supports statewide resource sharing through the Beehive Resource Sharing system, which allows libraries to borrow materials from each other at no cost. This system 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 in the program.

Mississippi libraries received 16,323 items through Beehive Resource Sharing for their patrons in FY18. Based on an average book costing \$30.00, Mississippi libraries saved \$489,690 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 who 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.

There were increased requests from state employees (19%), individuals (23%), and school libraries (650%) 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.

MLC's reference department received 23,117 requests, an average of 1,926 per month.

SOCIAL MEDIA

MLC has over 7,846 followers across all social media platforms in FY18. This represents a 14% increase over FY17.



COLLECTION MANAGEMENT SERVICES includes acquisitions, cataloging and catalog maintenance, serials, patents and trademarks, 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. MLC's Patent & Trademark Resource Center is one of only six of its kind located in a state library.



During FY18, MLC's patent librarian received 689 requests for information and performed 115 patent orientations.

TALKING BOOK SERVICES



Talking Book Services (TBS) provides 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 FY18 patron survey revealed that the program received an excellent rating from 95% of the respondents. Some patrons comments included:

"After losing most of my eyesight, I understandably became very depressed. When my daughter learned of your program, and I began receiving tapes, my depression became so much better. You all do such an outstanding job with the selection you send me. Thank you a million times & God bless you all."

"I don't know what I would do without my books. They are essential to my life. I thank all of you for the job you do there. You will never know how much these books continue to help maintain blind people's lives. Thank you so much!"

"I would like to take this opportunity to say thank you for your time and work you do. The Talking Books have been a blessing to me for many years. They have been a joy."

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 addition to consulting and site visits in FY18, the consultants provided 15 individual library staff trainings on storytime, Friends groups, trustees, collection development, readers' advisory, and customer service.



During FY18, Library Development provided 2,430 hours of direct consulting time and conducted 68 site visits.



CONTINUING EDUCATION

MLC's continuing education programs serve to strengthen public library services by increasing the skills, knowledge, and expertise of public library staff members. Continuing education workshop subjects in FY18 included E-Rate, youth services, legal resources, technology, and American Sign Language. Implementation of webinar software allowed additional training at a significant cost savings. Webinar topics included patron privacy, collection development, trustee training and writing professional book reviews.

SUMMER LIBRARY PROGRAMS

MLC is committed to helping Mississippi's public libraries with summer library programs by providing training and support to library staff. In FY18, MLC hosted a "**Summer Reading Kickoff**" event. Staff and area partners welcomed over 200 children to the MLC building who were met with many fun activities, including storytime with celebrity readers, including First Lady Debra Bryant.



A total of 143,186 children were served and 993,648 items were circulated during the FY18 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. In FY18, MLC was honored to welcome Dr. Carla Hayden, Librarian of Congress, along with Representative Gregg Harper. They spent the morning reading to a group of children from the Mississippi School for the Deaf and then addressed a group of librarians from across Mississippi.



LETTERS ABOUT LITERATURE

FY18 marked the 11th year Mississippi participated via the Center for the Book in the Library of Congress'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.



MISSISSIPPI BOOK FESTIVAL

MLC was pleased to be involved in the planning of the third Mississippi Book Festival in August 2017. The Festival opened with Representative Gregg Harper, Mississippi Humanities Council Director Stuart Rockoff, and MLC's Tracy Carr unveiling the updated Mississippi Literary Map live on C-SPAN. (The map was funded through a Bicentennial Grant administered by the Mississippi Humanities Council in FY17.) Dr. Carla Hayden then kicked off the Festival with remarks.



The Mississippi Center for the Book and the Mississippi Humanities Council hosted a Mississippi Marathon Read, where Festival authors read from works of authors on the literary map. Thanks to the Library of Congress, MLC was again invited to be the only state agency with an exhibit table in the Capitol's rotunda. The exhibit table showcased two programs that are affiliated with the Library of Congress, Talking Book Services and the 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, consulting on technical concerns, E-rate, and network services.

TECHNOLOGY SERVICES provides a helpdesk system for public libraries to get assistance with any technical issues or concerns they experience with computers, hardware, software, email, internet connectivity or anything relating to technology. In addition, Technology Services offers support to all public library systems by providing email and website hosting, data center backups and monitoring of networks, training on a variety of technical topics and free Microsoft Office 365 to public libraries.

Technology Services resolved
1,405 help desk tickets in FY18.

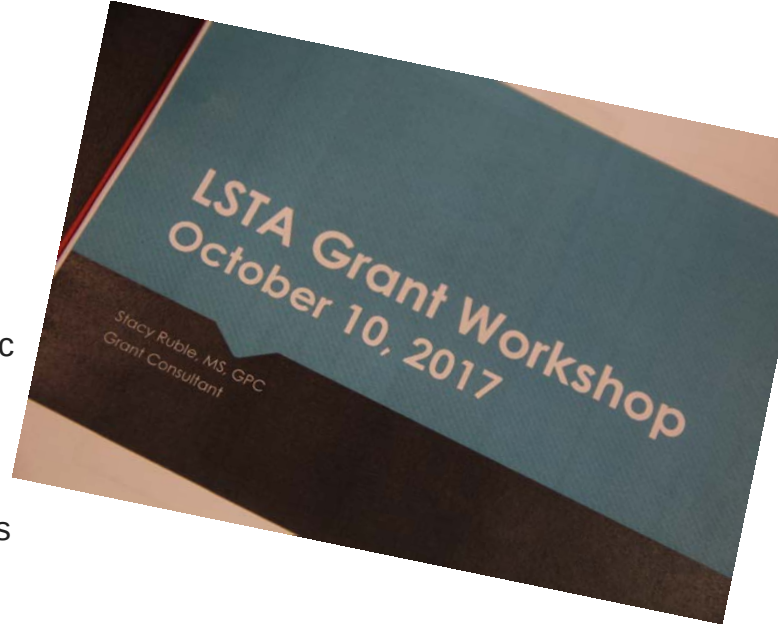


GRANT PROGRAMS

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

Additionally, the Grants division reimburses all public libraries for the health and life insurance premiums of full time public library employees.

The Personnel Incentive Grants Program (PIGP), established in 1971 and administered by MLC, helps public libraries meet the needs of their patrons.



FY18 Expenditures

Health and Life Insurance
*program for public
library employees*

FY18 \$3,345,280

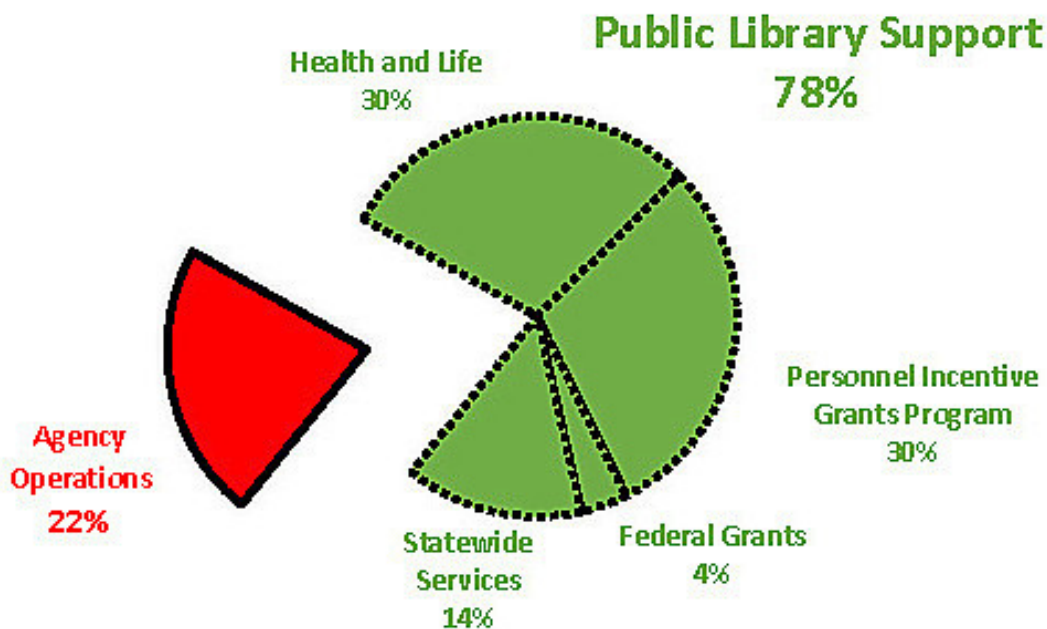
Federal Grants
to public libraries

FY18 \$430,790

Personnel Incentive Grants
*supplements local funding
for public library salaries*

FY18 \$3,413,115

MISSISSIPPI LIBRARY COMMISSION FY18 BUDGET-\$12,218,917 APPROPRIATED





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