

Annual Report

2019

MISSISSIPPI LIBRARY COMMISSION



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, 2018 - JUNE 30, 2019

Janet Armour, Tupelo (through 11/18)
Suzanne Poynor, Florence (through 6/19)

Lori Barnes, Pascagoula
Stephen Cunetto, Starkville
Jolee Hussey, Oxford
Ann Marsh, Brandon

STATE STATUTE

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1, the Mississippi Library Commission respectfully submits the 2019 Annual Report for the fiscal year beginning July 1, 2018 and ending June 30, 2019.

The last months of any year and decade always bring changes and transitions. It is the time of year when thoughts and expressions of thanks are made. It is also a time when gifts are given not only to friends and family, but also to causes pertinent to the giver.

For public libraries, this time of year is much the same as it is for individuals. It is a time of change and transition. During the past year, the Mississippi Library Commission's qualified staff dedicated themselves to the work of creating and sustaining programs that support the public libraries of the state, maintained joint initiatives with the state's academic community, enabled cooperative work with school libraries and, most importantly, achieved success that directly benefited the citizens of Mississippi. The totality of this work helped to continue the progress of the state in a total view aspect and in an individual aspect in that many library services resulted in "one on one" improvements for individuals.

So, with the passage of another year and the forecast of a new year in a new decade to begin, the Mississippi Library Commission shall undertake the following changes and transitions that might be viewed in the spirit of New Year's resolutions.

The Mississippi Library Commission, working collectively with the public libraries of the state, shall:

1. Focus on our mission, vision, and values as the benchmark for our decisions and recognize that our responsibility is the pursuit of the greatest good for the State of Mississippi and not the satisfaction of any group's agenda.
2. Make decisions based on fact-based evidence and not allow ourselves to make bad decisions for the future based on the decibel level of critics in the present.
3. Recognize that it takes smart people to know when they need help in decision-making. Accordingly, we will value those who voice concerns that do not mesh completely with our initial efforts. Striving to truly understand their perspective while recognizing that understanding other perspectives makes us better shall be our goal.
4. Embrace our responsibilities as leaders, recognizing that if we are doing the job of others, we are not doing our job.
5. Place a greater emphasis on solutions than on problems, while working diligently not to offer solutions before we understand the problem.
6. Remain knowledgeable that mutual trust is the foundation for everything and that if we refuse to place our trust in others, they will be unable to trust us.
7. Understand that our deeply held beliefs, values, and positions will be strengthened, not compromised by our discourse if such is both courteous and respectful.
8. Strive to treat everyone with dignity and respect.

So, let us get to work on those changes and transitions that calendar 2020 shall bring. It is the beginning of a new decade with myriad opportunities.

Sincerely,
Hulen E. Bivins
Executive Director

EXECUTIVE OFFICE

The Executive Office staff works directly with the Board of Commissioners, the media, the Mississippi Legislature and other branches of government. Some of the accomplishments of this department in FY19 include: production of the online publication *On The Same Page*, and the planning and implementation of two successful agency events, Library Day at the Mississippi State Capitol and the Summer Reading Kickoff. This department arranges bimonthly board meetings held at the Library Commission building on Eastwood Drive. An advocacy program called "Snapshot Day" was created to determine the one-day usage of public libraries across Mississippi. Artwork from 14 Mississippi artists was showcased in the agency's gallery space over a six-month period through a partnership with the Mississippi Arts Commission.

In FY19, executive office staff made 12 site visits, created five publications, sent out 15 press releases, and planned and implemented two special events.



LIBRARY SERVICES BUREAU

The Library Services Bureau provides direct and indirect services to Mississippi's public libraries. The Information Services and Collection Management divisions provide access to databases such as MAGNOLIA. Interlibrary loan systems are also provided so that residents of the state can get materials from other libraries. Reference assistance is provided to give patrons answers for their questions, and cataloging assistance is provided to libraries so that materials are accessible and easy to find at the local level.



Information requests received in FY19 -- 30,178

The Library Development division 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 division provides free library materials in accessible formats for those unable to read or hold standard print materials.



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 K-12 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 databases totaled 52,298,475 in FY19.

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 citizens access to the online catalogs of all Mississippi public libraries. More than 50 public library systems, two community colleges, and MLC participate in the program.



Mississippi libraries received 13,124 items through Beehive Resource Sharing for their patrons in FY19. Based on an average book costing \$30.00, Mississippi libraries saved \$393,720 by borrowing materials from other libraries.

There were increased requests from public libraries (17%), school libraries (1,311%), and junior colleges (243%) in FY19.

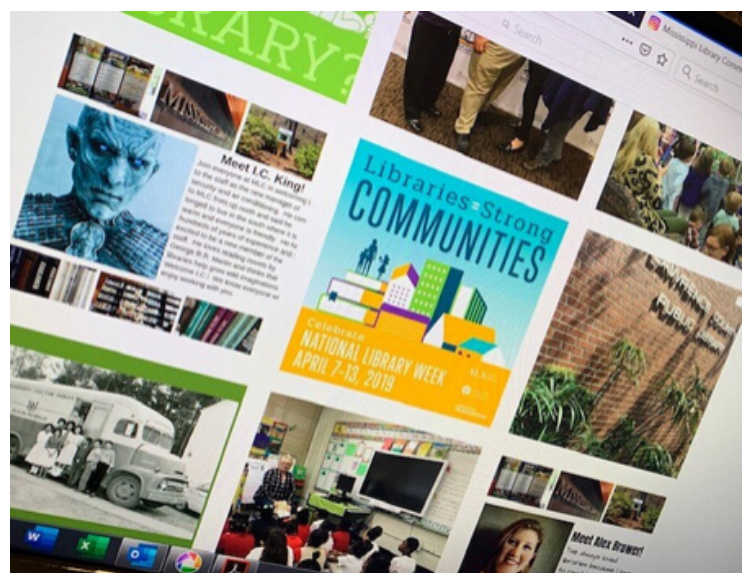
THE PRIMARY RESOURCE LIBRARY is designed to supplement the resources found in local libraries, provide access to professional reference specialists who research and respond to queries not filled at the local public library level, and to circulate materials. Information Services and Collection Management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

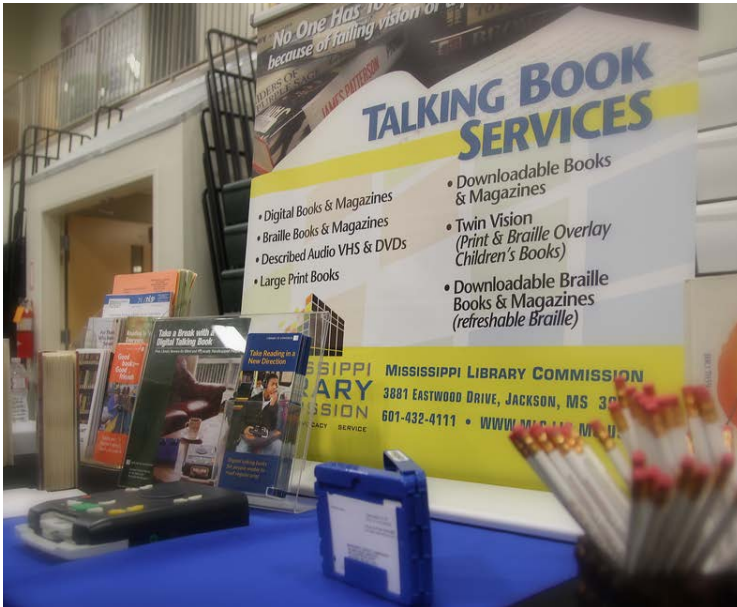
REFERENCE SERVICES endeavors to meet the information needs of all Mississippians through a variety of professional services. Requests for information on specific topics range from quick facts to highly specialized and unique topics that require in-depth and time-intensive research of both print and online resources, contact with other agencies, and identification of other specialists to provide complete and timely answers.

MLC's reference department received 19,246 requests in FY19, an average of 1,601 per month.

SOCIAL MEDIA

MLC has over 7,648 followers across all social media platforms in FY19. There were 3,700 views of films and webinars on the agency's YouTube channel and 52 posts have been added to the blog.





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 FY19 patron survey revealed that the program received good to excellent ratings from 96% of the respondents. Some patrons comments included:

- *"I have been using talking books since the late 1970s. If I didn't have this service, I would be totally lost. Thank all of you who change our lives with these books. You have no idea how much a person depends on your service."*
- *"I have really enjoyed being able to have books in my life again. I used to be an avid reader. Macular Degeneration changed that. You restored an important part to my happiness."*
- *"I have been receiving talking books since 1995 and give them the credit for making my life worth living."*

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

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 the only one in the state, and one of only six of its kind located in a state library nationwide.



During FY19, MLC's patent librarian received 734 requests for information.



CONSULTING SERVICES are provided by professional library staff to provide advice and guidance on library services, policies, planning, and management to strengthen and enhance public library service throughout the state. In FY19, the consultants made 101 visits to public libraries in order to provide consulting advice, attend programs, and provide trainings.

During FY19, Library Development provided 5,899 hours of direct consulting time to Mississippi's 53 public library systems.

CONTINUING EDUCATION programs at MLC strengthen public library services by increasing the skills, knowledge, and expertise of public library staff members. Continuing education workshop subjects in FY19 included E-Rate, youth services, Spanish for Librarians, and Fighting Fake News. Webinars were moved to the agency's YouTube channel to allow easier access to these cost-effective training tools. Webinar topics included, collection development, trustee training, and a wide variety of Summer Reading program offerings.



MLC provided 39 workshops and webinars for 1,040 attendees in FY19.



A total of 125,769 children were served and 760,833 items were circulated during the FY19 Summer Library Program in Mississippi's public libraries.

ADMINISTRATIVE SERVICES BUREAU

The Administrative Services Bureau has five divisions providing 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 division provides a helpdesk system for public libraries to get assistance with any technical issues or concerns they experience with computers; computer hardware and 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.



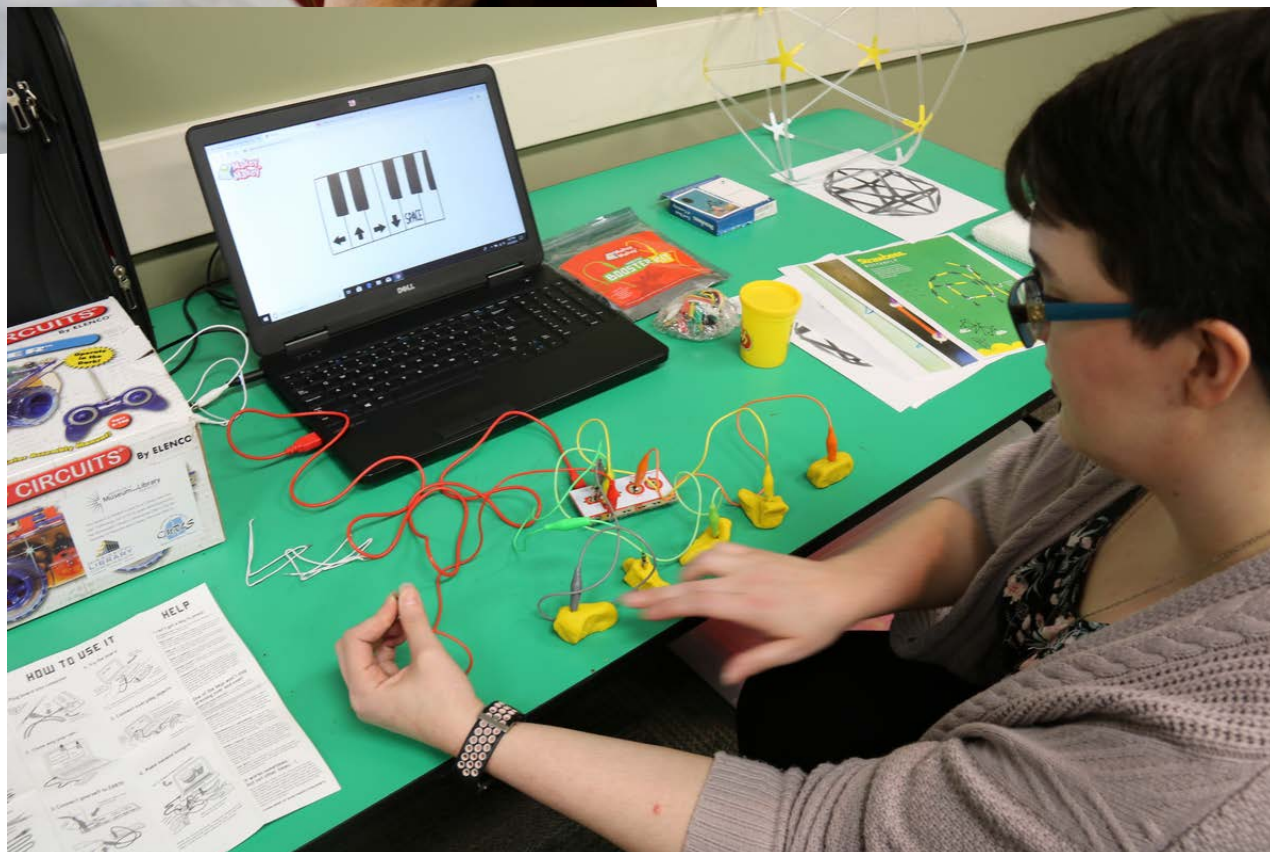
Technology Services resolved 1471 helpdesk tickets and went on 104 site visits in FY19.

GRANT PROGRAMS

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

The Grants division also 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.



FY19 Expenditures

Health and Life Insurance program for public library employees

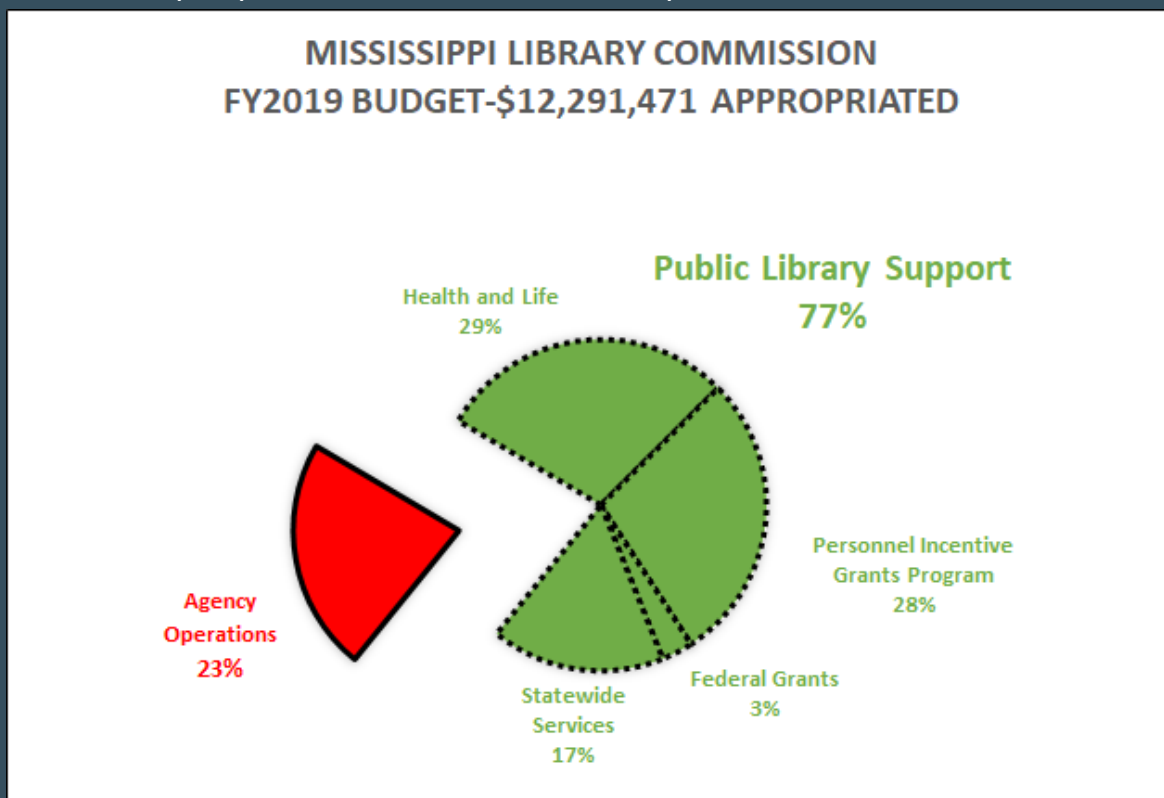
FY19 \$3,377,880

Federal Grants to public libraries

FY19 \$356,895

Personnel Incentive Grants supplements local funding for public library salaries

FY19 \$3,300,000



In FY19, MLC underwent both a federal review from Institute of Museum and Library Services (IMLS) and a state audit with the Mississippi Office of State Auditor (OSA).

IMLS found that MLC provides a comprehensive approach to assist the subgrantee public libraries of Mississippi and offers to those libraries strong support, helping to assure positive results of all actions undertaken using federally provided funding. With “no findings” of any misuse, MLC was commended for the attention to detail it provided regarding federal funding requirements and best practices. IMLS issued a final report indicating that the federal grant funds program, as administered by MLC, was a program that is extremely well-organized and fulfilled all federal governmental mandates.

Mississippi's OSA performed an internal control and compliance review audit of MLC operations. After a comprehensive four-week audit, OSA found no deficiencies in MLC’s internal controls, found no material weaknesses or significant deficiencies, and found no instances of noncompliance with state laws that required the attention of management.

Having no findings shows that MLC strives to set a standard regionally and nationally that other similar agencies might emulate. These recent reports demonstrate the commitment of MLC to ensure that all funds provided are used in a manner consistent with both federal and state requirements.



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