



FY 23
ANNUAL
REPORT

3881 Eastwood Dr.
Jackson, MS 39211



MISSISSIPPI
LIBRARY
COMMISSION
LEADERSHIP ADVOCACY SERVICE



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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, 2022- JUNE 30, 2023

Jolee Hussey	Oxford
Ann Marsh	Brandon
Stephen Cunetto	Starkville
Lori Barnes	Hernando
Becky Wright	Banner

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1, the Mississippi Library Commission respectfully submits the 2023 Annual Report for the fiscal year beginning July 1, 2022 and ending June 30, 2023.



EXECUTIVE COMMENTS

Hulen Bivins, Executive Director of the Mississippi Library Commission

In the lives of most people, there is an event when things did not go as well as they wanted. It might have been as a teenager when a particular girl or boy was unwilling to be your prom date. It could have been a disappointment in college when you were not selected for a school team like debate, volleyball, track, or baseball. Also, things might have not gone well as an adult when your choice of corporate stock investments went belly up. Additionally, some people end their marriages in divorce and such a catastrophic event is certainly not in the plans of anyone. The thread of mutuality in all of these events is that recovery was necessary. A new baseline of stability that harbored success was created.

For many people, recovery included the encouragement of their dad who would say, "Pull yourself together, work to overcome your challenging event, and set a new target goal for your individual improvement."

In FY22 the Mississippi Library Commission (MLC) and the public libraries of the state that MLC aids fully embraced synergistic actions to maintain post-pandemic problems so prevalent in the COVID time. It was understandable that the conclusion of libraries was that events had not gone well. The anticipation was that FY23 would be better. But it was not. The work of libraries was criticized and demeaned. People, too many times not even residents in a particular library's locale, waged a war to cheapen the education and work of librarians. No other profession that requires an earned master's degree has been so disrespected in our society. No one attacks the credibility of plumbers, electricians, schoolteachers, medical practitioners, dentists, house builders, or politicians with the severity experienced by librarians in FY23. Most unfortunately, physical violence was even threatened against select librarians.

Dad said, "Pull yourself together, work to overcome your challenging event, and set a new target goal for your individual improvement." And Mississippi's libraries did that.

Library materials continue to be evaluated and quality materials, as judged by librarians, continue to be acquired and shared among those who seek knowledge via nonbiased renderings that impart understanding and mutual respect. Substantive proof for these actions can be seen in the following pages of this MLC Annual Report wherein circulation numbers show the need and demand for knowledgeable materials in both electronic and paper formats. Certainly, the overwhelming response to the meanness of the year has been overcome by the librarians and libraries. Pulling together, MLC and the state's public libraries have worked to continue serving their communities. Do problems still exist? Certainly, they do. But we are moving forward because we owe quality service to be rendered to our senior citizens, our physically impaired, our business development concerns, our college students, K-12 population, as well as to the next generation leaders of our government. It is the hope that all, working together, can develop and sustain the Mississippi we want.

Was Dad right? Absolutely! And our future is awesome.

LIBRARY SERVICES BUREAU

Tracy Carr, Deputy Director of Library Services

The Library Services Bureau provides direct and indirect services to Mississippi's public libraries by providing materials and answers to reference questions; library management software so libraries can catalog, borrow, and loan books to each other; books in alternative formats for patrons with disabilities; and advice, support, and training to public libraries in order to improve library operations and develop staff knowledge.

Information Services

MLC strives to meet the information needs of all Mississippians through a variety of professional services. In FY23, MLC's Information Services staff received 22,752 information requests. Whether they were requests for materials, in-depth research questions, requests for genealogy assistance, information on patents, or support for school projects, Mississippians were able to receive professional assistance for their information needs, usually within 24 hours.

In FY23, Mississippi's public libraries saved \$338,200 by borrowing books from each other through interlibrary loan. Because of statewide resource sharing in public libraries, over 5,000,000 books are available to all Mississippians, regardless of their location.

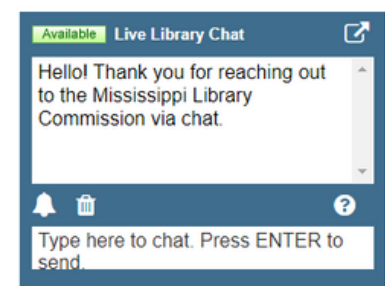
Using cataloging software provided by MLC, Mississippi's public libraries cataloged 106,631 books. Cataloging ensures that books are not only described correctly, but can be accurately located within the stacks.



Mississippi is one of a few states that provides individualized assistance with researching and registering patents and trademarks.



Ask-a-Librarian Live Chat



The MAGNOLIA suite of databases is provided to every Mississippian through the Mississippi Legislature since 1997. MAGNOLIA provides online research databases for all Mississippians through publicly funded schools, libraries, community colleges, universities, and state agencies.

In FY23, Mississippians searched MAGNOLIA 36,376,741 times!

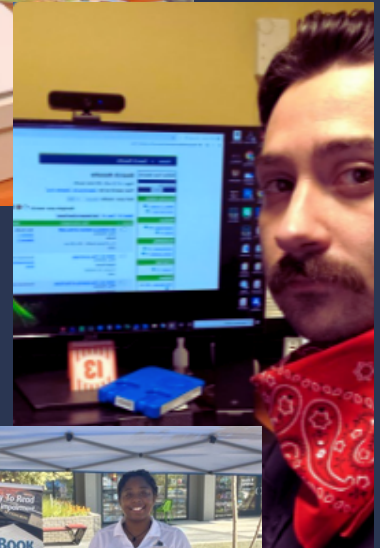
MLC offers a variety of non-traditional items curated to enhance public library programming. In FY23, Mississippi public libraries, public schools, community colleges, and other state partners reserved 408 of MLC's Book Club Kits, costumes, STEM kits, puppets, storywalks®, and other specialty items at over 290 events involving 11,263 people. Sharing resources not only means cost sharing but enhancing the lives of Mississippians.

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 reading disabilities from organic dysfunctions, such as dyslexia.

Talking Books patrons checked out 141,106 items in FY23, an increase of 24% over FY22. Implementation of Books-on-Demand began in FY23 and allows TBS patrons to receive up to 20 books on each cartridge instead of one book on each cartridge. This means TBS patrons can get more materials at a time and have an easier time keeping track of what they've checked out.

**142,882 total items were used by
5,737 Talking Books patrons—
meaning that each patron checked
out an average of 25 books in FY23!**



Library Development

CONSULTING

Professional library staff provides advice and guidance on library services, policies, planning, and management to strengthen and enhance public library service throughout the state. In FY23, the consultants made 104 visits to public libraries in order to provide consulting advice, to attend programs, and to provide trainings. MLC's consultants provided 6,160 hours of consulting to Mississippi's public libraries in FY23.

In order to strengthen and improve public library service across the state, professional library staff offers advice and direction on library services, policies, planning, and management. The consultants offered individual library staff trainings in weeding, user experience, customer service, and related topics, and performed additional trainings for administrative boards of trustees and Friends of the Library groups.



6,160
consulting hours

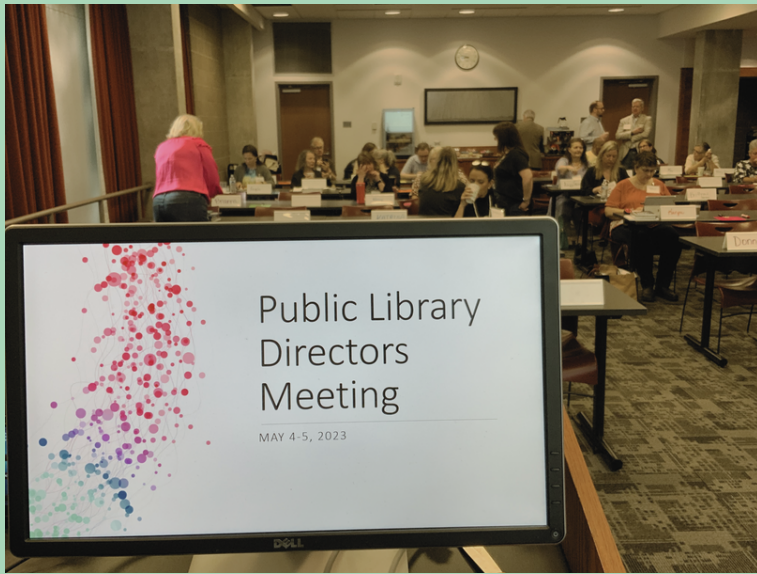
with Mississippi public libraries

CONTINUING EDUCATION

Continuing Education (CE) programs at MLC strengthen public library services by increasing the skills, knowledge, and expertise of public library staff members. Continuing education workshop subjects in FY23 included strategic planning, deaf resources and programming, adapting programming for accessibility, best privacy practices, readers' advisory, basic computer troubleshooting, summer library program, cataloging, networking basics, interlibrary loan software training, and records retention.

- 20 live workshops/trainings with 518 attendees
- 23 recorded webinars with 3,593 views





SUMMER LIBRARY PROGRAM

187,828 Mississippians attended summer reading programs in Mississippi's public libraries in FY23. The theme, All Together Now, was implemented in early literacy, children's, teens, adults, and family programming across the state.



MLC staff in various departments across the agency made 218 site visits to libraries in FY23 and welcomed 4,667 visitors to MLC's beautiful building, over double the number of visitors in FY22.



ADMINISTRATIVE SERVICES BUREAU

Jennifer Lena, Deputy Director of Administrative Services

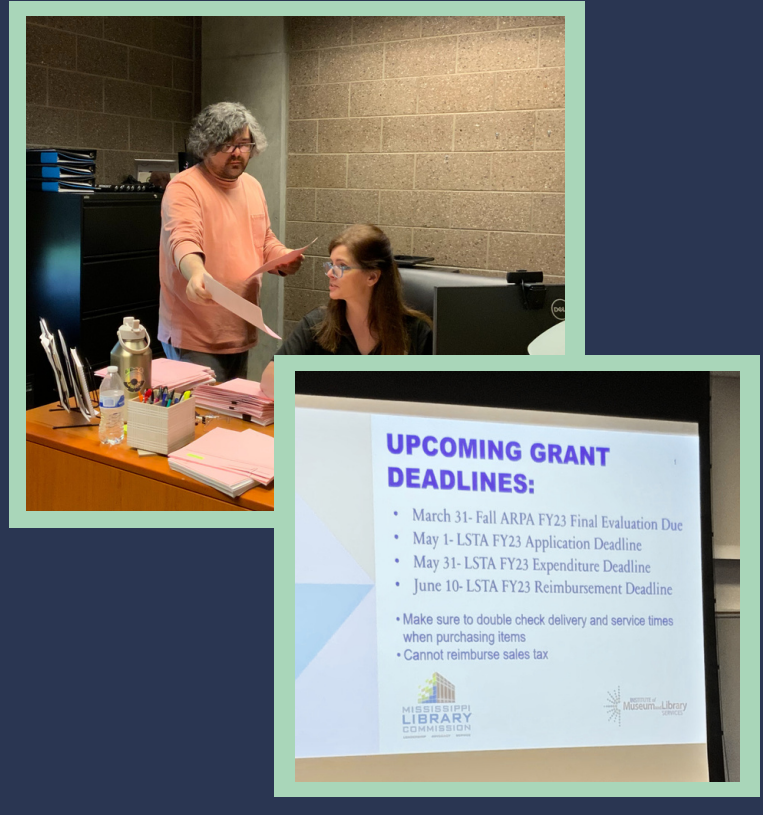


The six divisions that make up the Administrative Services Bureau are responsible for organizing, directing, and planning supportive services. Purchasing, inventory control, and financial administration are under the purview of Business Services. Human Resources directs hiring and retaining employees as well as staff development, benefits for employees, compensation support, and performance reviews. Fleet management and upkeep of the MLC building and grounds are handled by operations. Grant Programs oversees and documents federal and state subgrants awarded to libraries. The department of Technology Services collaborates with public libraries to offer network services, E-rate, training, and technical advice. In addition to being accessible to the organization, Public Relations helps libraries and MLC with their marketing and advocacy needs.



Grants

MLC's Grant Programs provides subgrants with state and federal funding to support public library services available to all citizens of Mississippi. Through the Library Service and Technology Act (LSTA), federal money from the Institute of Museum and Library Services provides support for a variety of initiatives, including programming, materials, technology, and professional development. In addition to paying full-time employees' health and life insurance premiums, State Aid subgrants also support public libraries through the Personnel Incentive Grants Program, which was created in 1971 to help with staff costs.



Public Relations

In addition to providing information on the agency, the Public Relations division supports and champions public libraries around the state. This is done through providing templates, graphics, video, and other items that can be used by public libraries to not only showcase services and activities but to also help them with their strategic marketing goals.

In FY23, the PR department received their second national award for the video *Sharks in the Library*, promoting MLC's special collections for public libraries.



REVIEW TBS MATERIALS & LEARNING EXPRESS. SHARE WITH SCHOOL COUNSELORS.

CELEBRATE LIBRARY CARD SIGN UP MONTH. USE THIS AS AN OPPORTUNITY TO EXPLORE DIFFERENT SOCIAL MEDIA POST TYPES.

ASK A LIBRARY PATRON TO WRITE OR FILM THEIR SUPPORT AND ENDORSEMENT OF THEIR LIBRARY.

ARTICULATE THE VALUE & IMPORTANCE OF YOUR LIBRARY TO ITS COMMUNITY. WRITE IT DOWN. SHARE IT.

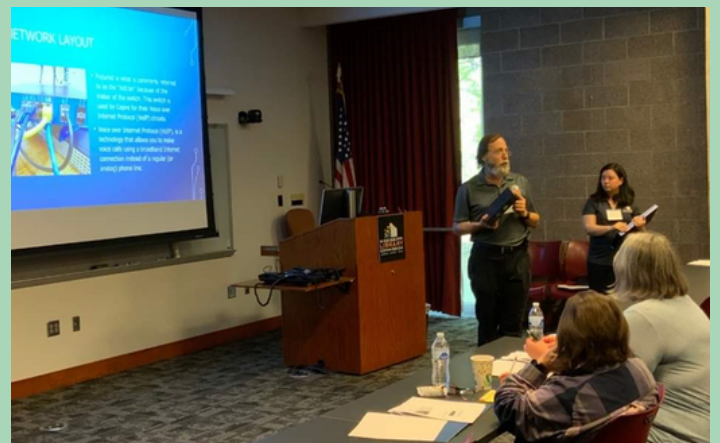
year of advocacy

Technology Services

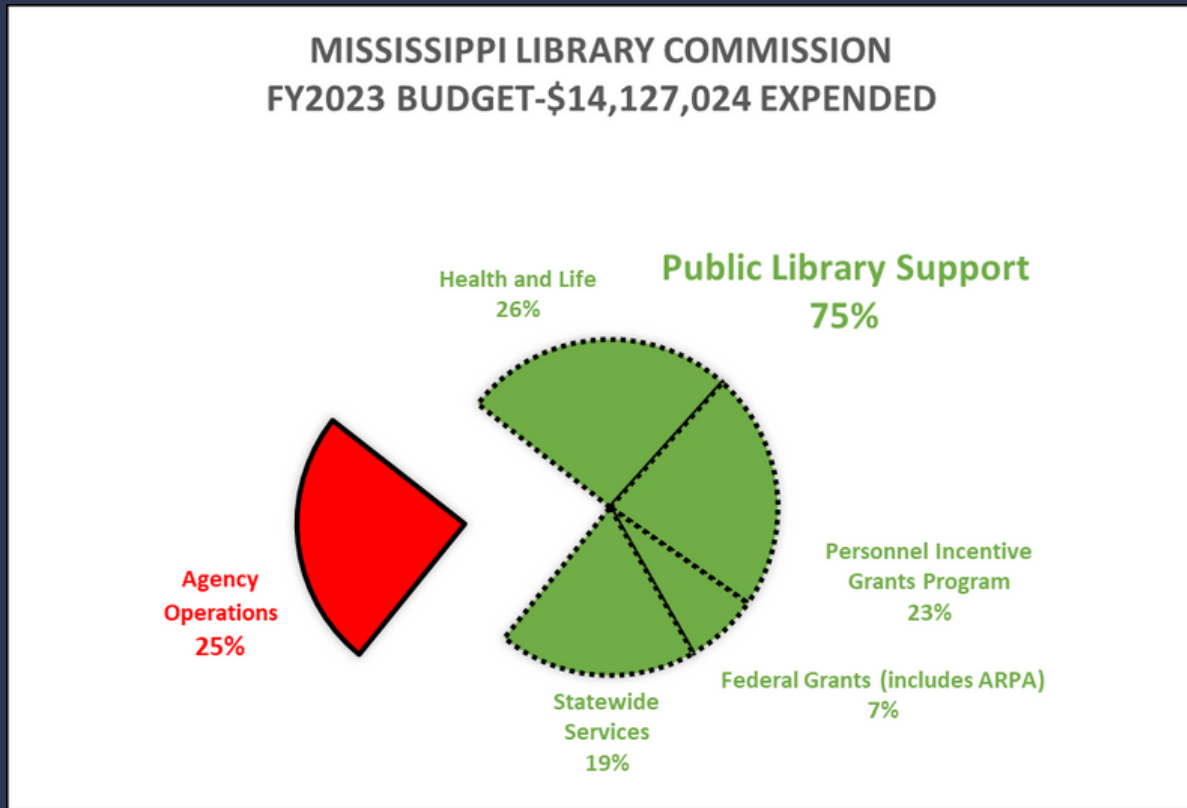
The MLC Technology Services department offers comprehensive technical support for public libraries and agency staff. It provides support in resolving various technical issues experienced by agency and public library staff related to equipment hardware, software troubleshooting, email management, and internet connectivity.

Services provided to public library staff extend beyond troubleshooting. They include website hosting, staff access to Office 365, spam email filtering, E-rate assistance, Internet Service Provider network monitoring, customized training programs, serving as intermediaries between technical vendors and library staff, and conducting on-site consultations. The department conducts network assessments to evaluate current setups and delivers suggestions for future requirements.

In FY23, the team conducted 107 site visits and successfully resolved 1,099 help desk tickets. The department's focus is to ensure the seamless and efficient operation of technology resources in libraries.



FY 2023 EXPENDITURES



Agency Grant Expenditures

- Health & Life Insurance for public library employees - **\$3,688,806.49**
- Federal Grants to public libraries (includes IMLS/ARPA)- **\$1,001,329.08**
- Personnel Incentive Grants Program- **\$3,247,824.50**





Many of the services provided in this publication are made possible by funding from the Institute of Museum and Library Services.

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