

# Annual Report

MISSISSIPPI LIBRARY COMMISSION



FISCAL YEAR 2016

# 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, 2015 - June 30, 2016

Jolee Hussey, Oxford

Ann Marsh, Brandon

Suzanne Poyner, Florence

Pamela Pridgen, Seminary

Glenda Segars, Tupelo

## INTRODUCTION

The Mississippi Library Commission was established in 1926 to ensure 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. While the methods and services provided have evolved over the last 90 years, these goals remain unchanged.

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1, the Mississippi Library Commission respectfully submits the 2016 Annual Report for the fiscal year beginning July 1, 2015 and ending June 30, 2016.

The agency continues to serve communities across Mississippi.

Our facility is committed to offering outstanding services for the public. The state of the art library provides qualified research assistance by reference librarians, computer and internet services, answers to patent and trademark questions, and provides many options for those readers with special needs. In our mission to support libraries across the state, the agency offers guidance on library management issues, and furnishes many professional development opportunities to personnel of all libraries so they may better serve their patrons.

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

Sincerely,  
Susan S. Cassagne  
Executive Director  
Mississippi Library Commission



# EXECUTIVE OFFICE

The Executive Office at MLC houses the Executive Director, the Executive Support Director and the Public Relations Director. This branch of the agency works directly with the Board of Commissioners, the media, the Mississippi Legislature and other branches of government. This department is responsible for communicating with libraries and members of the community through a quarterly online publication, *On the Same Page*, as well as site visits and speaking engagements.

Advocacy plays a large role in the work of this department, as well as working to establish partnerships with other agencies. Planning the annual "Library Day at the Capitol" is the responsibility of the Executive Office, along with the bi-monthly Board of Commissioners meetings.

**In FY2016, members of the Executive Office made 27 site visits, presented information on MLC to 11 organizations, created 10 publications and sent out 10 press releases.**



# 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 the best answer for their questions, and cataloging software 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, which provides free library materials in accessible formats for those unable to read standard print, is also housed in Library Services.



## Building Reception

Insuring staff, guests, visitors, and callers receive a warm welcome is an important part of the agency's mission. Our staff are highly trained to serve as ambassadors to all those who call or visit seeking information or assistance.

● Visitors in FY16 6,113 ●

## MAGNOLIA

MAGNOLIA is a statewide consortium funded by the Mississippi Legislature that provides online research databases for publicly funded K-12 schools, public libraries, community college libraries, and university libraries in Mississippi. Through these locations MAGNOLIA provides Mississippi residents with access to these beneficial electronic databases. MLC staff provide MAGNOLIA training and support to libraries of all kinds across the state.

MAGNOLIA searches have continued to rise since FY11 and have seen significant increases over the last five years as shown in the graph below.

FY12	FY13	FY14	FY15	FY16
28,614,700	33,976,915	63,048,390	70,011,151	<b>70,441,951</b>

## 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.

**Because of these free resource sharing services, libraries across the state were able to save over \$2,169,630 in FY16 by sharing their collections with each other, thereby saving other libraries the expense of purchasing the materials.**



## LearningExpress Library 3.0

This database subscription is provided by MLC for all Mississippi residents free of charge through their local public library. It provides online access to hundreds of standardized practice tests and tutorials ranging from 4th grade math to college entrance exams, professional level exams, and job search skills courses.

**In FY16, 30,452 Mississippians used LearningExpress Library to access 32,917 courses, practice tests and ebooks in order to further their careers and education.**

## Talking Book Services

Talking Book Services provides free statewide access to library materials in specialized formats to individuals with disabilities. Nationally, TBS serves as one of 57 regional libraries designated as a network library for the National Library Service for the Blind and Physically Handicapped (NLS) department of the Library of Congress. Those individuals eligible for this free federal 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. During FY2016, TBS patrons borrowed 151,311 materials representing an increase of 7% from the previous fiscal year. TBS patrons shared their thoughts on the program:

**"This service is indispensable to me. I would be lost without it."**

**"This has opened up a new world for my mom and made her able to regain something she loved dearly."**

**"This is the best thing that has ever happened to me."**



## Reference Services

MLC's reference services endeavors to meet the information needs of all Mississippians. Requests for information on specific topics ranged from quick facts to highly specialized and unique topics that required 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 the primary responsibility for researching subject requests, but they respond to all types of requests received individually or at the information desk.

**MLC's reference staff answered 10,118 queries in FY16, which reflects a 25% increase from the previous fiscal year.**

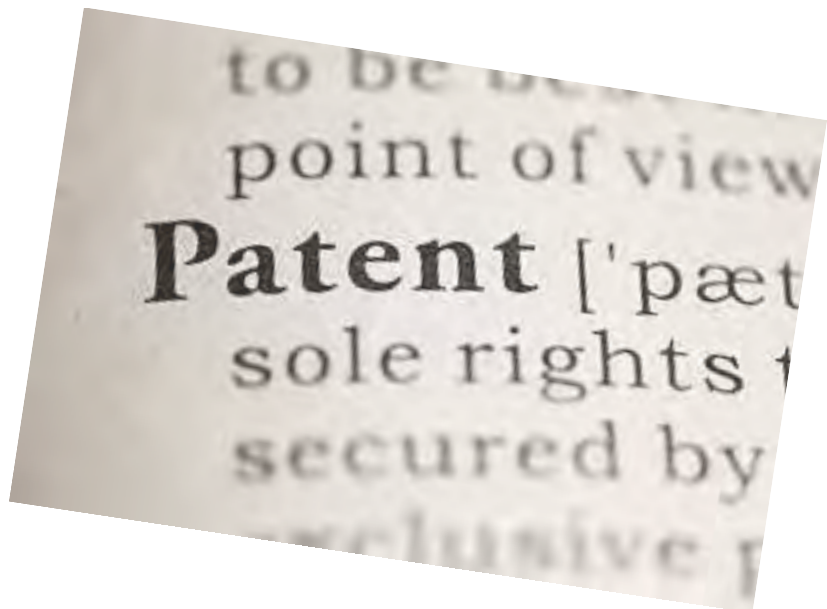
## Social Media

MLC is committed to staying on top of trends as they relate to social media, including the addition of a YouTube channel for the agency. Reference librarians are responsible for actively updating, monitoring, and responding to social media comments as well as maintaining an agency blog, located at <http://www.mlcref.blogspot.com>. MLC has over 5,762 followers across all the social media platforms; this reflects a 25% increase from last year.

## 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 and Trademark Office. A wide variety of services are provided from extensive holdings of patent & trademark resources. While the primary users are inventors, attorneys, and researchers, the services are open to the general public.

**During FY16, MLC's patent librarian received 735 requests for information (up 14% from FY15) and performed 128 patent orientations (up 19% from FY15).**



## 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 FY16, Library Development provided 2,296 hours of direct consulting time (representing a 39% increase from FY15) and went on 83 site visits (representing a 30% increase from FY15).**



## Continuing Education

MLC's continuing education department is an integral part of strengthening public library services by increasing the skills, knowledge, and expertise of public library staff members. Subjects in FY16 included creating an autism resource center, resources for dealing with mental health issues in the library, a collection development webinar series, E-Rate, statistics, summer library programs, Tech Academy and Librarianship 101.

**In FY16 there were 28 programs with 658 people in attendance, and the average score for workshops was 4.49 out of 5.0.**

## Summer Library Program

MLC administers the Summer Library Program for public libraries and is a member of the Collaborative Summer Library Program. This program helps mitigate the "summer slide"...the loss of reading skills often seen over the summer.

**In FY16, 172,917 Mississippi toddlers, children, and teens attended 3,892 summer library programs.**





## Center for the Book

MLC houses Mississippi's Center for the Book in 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

FY16 marked the ninth year Mississippi participated in the Center for the Book's Letters About Literature competition where students in grades 4-12 write letters to the authors of their favorite books explaining how the books changed their lives. Mississippi students submitted 435 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.



## Services to State Government

Our team of professional librarians and researchers are available to search a wide range of resources and provide thorough answers to questions from state employees. Requests for information may be submitted via telephone, email, fax, chat, social media, or in person.

An archival collection of publications by state agencies is also available. With a Library Commission library card, state employees may borrow materials in person or request to have items sent directly to their office.



# ADMINISTRATIVE SERVICES BUREAU

The Administrative Services Bureau has four divisions that provide the planning, directing and coordinating of supportive services. Business Services oversees fiscal management, purchasing, facilities maintenance, inventory control and fleet management; Human Resources guides recruitment and retention, performance development assessments, employee benefits, compensation assistance and staff development; Grants Programs administers and reports for both state and federal subgrant awards; and Technology Services provides technical assistance, training and consulting for Digital Services, E-Rate, and Network Services.



## Personnel/Human Resources 48 Authorized Positions

## Grant Programs

MLC acts as a conduit for state and federal funding in the form of subgrant awards passed through to public library systems to enhance and increase services provided to the taxpayers of Mississippi. The actual amounts of grant awards are dependent on state appropriations and federal grant awarding.



**Personnel Incentive Grant Program (PIGP) – established in 1971 to supplement funding for salaries to ensure libraries have qualified personnel.**

**FY16 \$5,115,451**

**Health and Life Insurance Program – provides assistance with health and life insurance premiums for all qualified public library personnel.**

**FY16 \$3,402,892**

**Library Services and Technology Act (LSTA) – funded through the Institute of Museum and Library Services and administered by MLC, these competitive and noncompetitive subgrants offer additional opportunities for libraries to strengthen their library services for all Mississippians.**



**FY16 \$546,682**



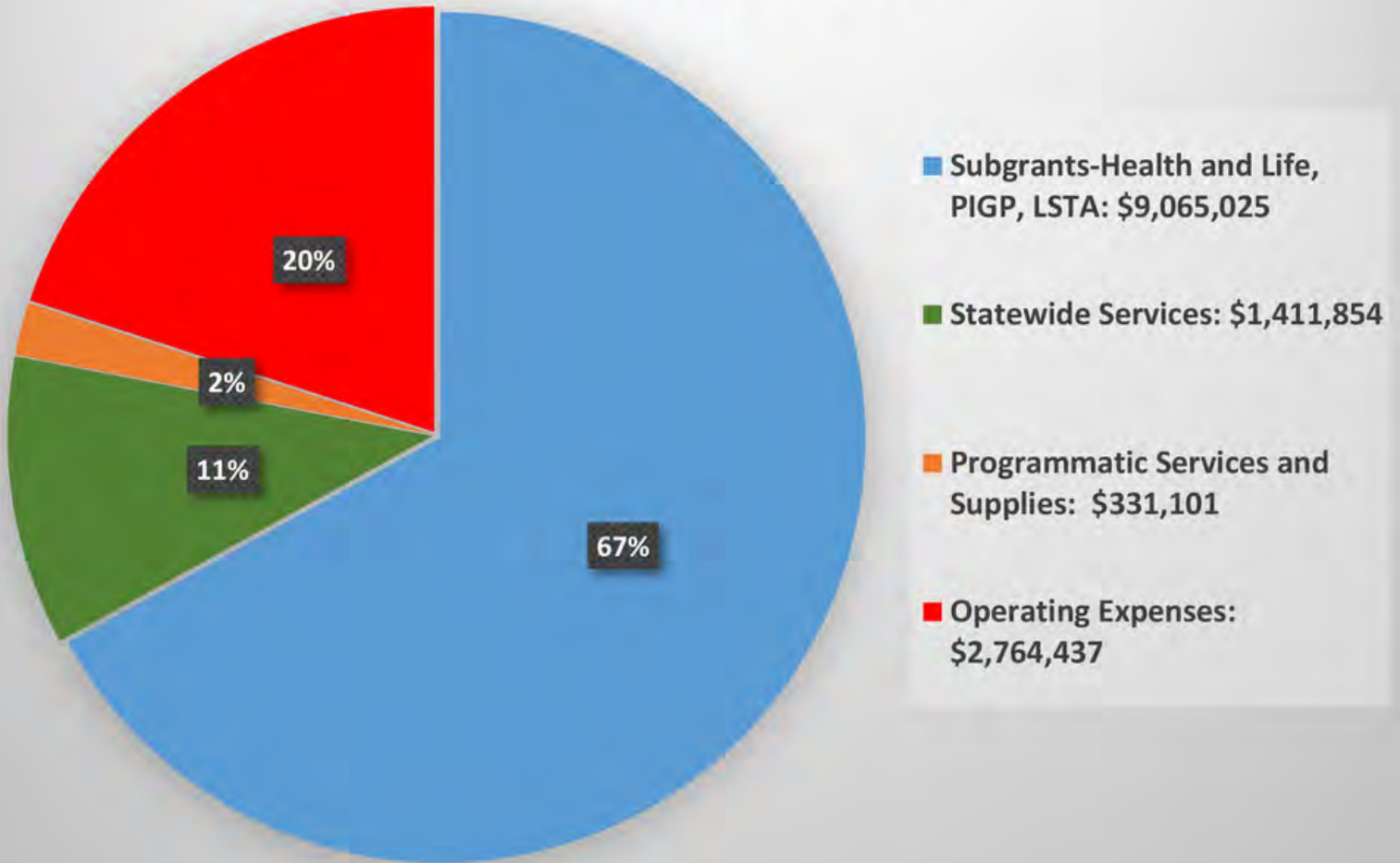
## **Technology Services**

Technology Services offers a helpdesk system so that agency and public library staff can report any technical issues they may have with computers, hardware, software, email, internet connectivity, and any other issues a library may encounter in the technology field. In addition, Technology Services offers support to all public library systems by providing email and website hosting; a data center that conducts daily backups and monitors the agency's and libraries' networks 24/7; and consultation and training on a variety of technical topics.



# Total Funds Allocated FY16

**FY16 Budget  
Total: \$13,572,417**



MISSISSIPPI LIBRARY COMMISSION

**General Information** 601.432.4111 or 800.647.7542

**Executive Director's Office** 601.432.4039

**Administrative Services Bureau**

Bureau Director 601.432.4042  
Business Services 601.432.4098  
Grant Programs 601.432.4054  
Human Resources/Payroll 601.432.4071  
Technology Services HelpDesk 601.432.4158 or 877.652.8324

**Library Services Bureau**

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



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