



Mississippi Library Commission

Library Services and Technology Act

Five-Year Plan

Federal Years 2018 – 2022

**Prepared for the Institute of Museum and Library Services
June 2017**

The Mississippi Library Commission was established in 1926 by an Act of the Mississippi Legislature. The agency was charged with giving advice, when asked, to schools and public libraries and to communities desiring to establish libraries. Further, the agency was required to obtain annual reports from all libraries in the state and to make a biennial report to the legislature of its work. The Act also authorized the Board of Commissioners to purchase and operate traveling libraries that may circulate to libraries, organizations or groups, including charitable and penal institutions. Today, the Mississippi Library Commission offers a wide variety of direct and indirect services to libraries, government agencies, and the citizens of Mississippi.

Vision

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 Statement

The Mississippi Library Commission is committed – through leadership, advocacy, and service – to strengthening and enhancing libraries and library services for all Mississippians.

Core Values

We believe that all Mississippians deserve quality library services. We recognize that our staff is the essential asset in delivering services that ensure customer expectations are met or exceeded. We commit to work hard, to exhibit honorable behavior, to know what is right, and to do it. We believe in being fair, honest, and respectful. We value a workplace distinguished by open, direct, and timely communication. To that end, we pursue new ideas with energy and rely upon the talents, skills, knowledge, and abilities of staff and colleagues to meet the changing needs of the people we serve.

Needs Assessment

The economic climate in Mississippi has recently experienced a drop of epic proportions. The Mississippi legislature has substantially decreased funding to all state agencies and specifically to the Mississippi Library Commission by approximately 19.76% since FY2016, due to low tax revenue being generated across the state. This continued decrease in funding has a devastating impact on services to Mississippians. Given this climate, Mississippi libraries will depend more heavily on the Mississippi Library Commission to meet their needs.

The Mississippi Library Commission contracted with Stephen H. Spohn, Jr., Independent Library Consultant, to prepare the Library Services Technology Act (LSTA) Five Year Evaluation Report. In preparation, he reviewed the past years' SPRs, agency annual reports, and departmental annual reports; met with and interviewed Commission staff; and led a series of focus groups around the state to gather input from the library community. The evaluator also administered a survey to gather input into the outcomes set in the previous five-year plan.

To further assess the needs of Mississippi libraries, the Mississippi Library Commission held an LSTA Town Hall Meeting, a day-long workshop for public library leadership so that they could ask questions about the past five years and give input on their specific needs under the LSTA priorities for the next five years. This was an opportunity for library system directors to provide advisory input of what each system would benefit from the most considering the economic climate Mississippians are now faced with in the coming years, as well as for agency staff to answer questions raised in the focus groups held by the evaluator.

Additionally, the Mississippi Library Commission reviewed past surveys of programs offered through MLC, user statistics, anecdotal documentation, and other sources to determine the needs to target in this LSTA Five-Year Plan. A review and discussion of these data sources were used in the process to help determine the goals in the creation of the 2018-2022 Five-Year Plan. Annual surveys will be completed to determine how to update and respond to the needs of Mississippi libraries over the next five years.

MLC's priority is to continue to develop broader communication channels between the agency and Mississippi libraries in order to effectively meet libraries' needs over the next five years, which are:

1. Technology Support Services – Technology Services was rated as a critical area of support for Mississippi libraries. Many library systems have experienced reduced funding and are unable to afford technology staff, a service that can be offset by MLC staff supporting this area. MLC staff provides much-needed IT training, consulting, and website/email management and support, increasing MLC's importance to the library systems in Mississippi. Libraries also indicated the need for more onsite consulting services to be offered. MLC will continue to adapt to the changing needs and technologies and deliver programs and services accordingly.
2. Library Development – Consulting and Continuing Education were rated as critical areas of support for Mississippi libraries. Guidance, advice, and support on a wide range of subjects to libraries by MLC staff is integral to their success. Increasing the variety of formats for continuing education opportunities, such as webinars, regional trainings, and MLC-hosted workshops, is important for many libraries.
3. Shared Resources – MLC enhances information resources available to all Mississippians both inside and outside their local communities through programs

such as statewide resource sharing, access to cataloging assistance, access to professional research staff, and access to materials in a variety of formats. These activities equalize library services to all Mississippians. MLC will continue to develop ways to increase access to information.

4. Access for All – MLC strives to reach those with difficulty using traditional library services. As the regional library for Library of Congress’s National Library Service for the Blind and Physically Handicapped program, MLC will continue to serve and to identify Mississippians who qualify for the service.

The Library Commission’s primary stakeholders include:

- The directors, staff, and trustees of Mississippi public libraries
- State of Mississippi employees
- People with visual and physical disabilities
- The Mississippi public at large

Goal 1: Enhance the technological environment of Mississippi libraries

MLC seeks to enhance the technological environment of Mississippi libraries by offering support and services through a variety of programs and projects that will address external and internal factors around technology needs that impact their operations.

Needs Addressed:

Technology Support Services

LSTA Priorities:

2) establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.

4) Develop public and private partnerships with other agencies and community-based organizations.

7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

Supporting Projects:

In order to accomplish this goal, the following projects will be executed:

1. **Technology support and services** - Advice, research, and support will be offered to each public library as needed in any area of technology.

Activities:

- Provide Information Technology help desk support.
- Provide remote and on-site support with Local and Wide Area Networks (LAN and WAN).
- Create, design, support and host websites.
- Offer procurement support.
- Provide mobile technology program.

2. **Create Partnerships** - collaborate with the Mississippi Information Technology Services agency to provide enhanced internet access.

Activities:

- Offer project management of internet circuit connectivity.
- Ensure CIPA compliance as required by E-rate.

- Obtain statewide pricing and options for internet speeds.
3. **E-rate guidance and support** - assistance in preparing and submitting all required forms will be provided so that libraries obtain the most value and understanding of the program.

Activities:

- Provide E-rate training on changes, guidelines, and administration of processes.
- Provide roundtable sessions to complete E-rate applications with individualized support.
- Serve as liaison between libraries and USAC for program integrity assurance, review and audits.
- Provide group communication capabilities (listserv) in order to share deadline reminders, problem solving, and knowledge base.

Benefits/Outputs:

This goal will be evaluated based on the number of outputs to each measure listed below. These services will strive to provide the highest quality technology-based services possible, in the most cost-effective manner, to facilitate each library's mission as it applies to management and community service.

- Number of help desk tickets resolved
- Number of websites hosted
- Number of hours of library site visits made by Technology staff per year
- Number of technology training hours taught per year

Expenditure of Funds:

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

Timeline:

All activities will take place 2018-2022, unless otherwise indicated.

Goal 2: Support and Enhance the Library Workforce

Mississippi public library staff will have the advice, training, and support necessary to provide quality services and programs in their communities.

Needs Addressed:

Library Development

LSTA Priorities:

3) (a) provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.

4) develop public and private partnerships with other agencies and community-based organizations.

Supporting Projects

In order to accomplish this goal, the following projects will be executed:

1. **Continuing Education:** Learning opportunities on a variety of topics designed to address the needs of library employees from directors to front-line staff, as well as trustees, will be offered.

Activities:

- Provide learning opportunities for library staff on traditional and emerging library topics through face-to-face and virtual meetings.
- Annually assess library staff training needs.
- Provide learning opportunities for library staff in response to identified needs.

Benefits/Outputs:

Library staff who participate in learning opportunities demonstrate new skills that improve library services for all Mississippians. This will be measured through the following outputs:

- Number of learning opportunities
 - Number of attendees
 - Satisfaction rating of each learning opportunity
2. **Consulting:** Advice, research, and support will be offered to each public library through a team of library consultants and other staff.

Activities:

- Provide advice to public library staff upon request.
- Annually assess library staff needs based on topics queried.
- Provide training to consultants in response to identified needs.

Benefits/Outputs:

Library staff who receive advice from library consultants and other staff demonstrate new skills that improve library services for all Mississippians. This will be measured through the following outputs:

- Number of consulting hours
- Number of site visits
- Number of staff trainings on common topics
- Number of custom staff trainings

Expenditure of Funds:

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

Timeline:

All activities will take place 2018-2022, unless otherwise indicated.

Goal 3: Strengthen Libraries by Sharing Resources

By sharing resources, information, and access, Mississippi libraries will have strong, diverse collections available to all Mississippians so that they may discover resources and engage in their communities.

Needs Addressed

Shared Resources

LSTA Priorities

- 1) expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such

individuals' needs for education, lifelong learning, workforce development, and digital literacy needs.

- 2) establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as describes in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.
- 4) develop public and private partnerships with other agencies and community based organizations.
- 7) Develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.

Supporting Projects

In order to accomplish this goal, the following projects will be executed:

1. **Shared Resources:** MLC will encourage, enable, and pursue resource sharing opportunities for public libraries for print, electronic, and non-traditional resources.

Activities:

- Provide access to interlibrary loan system(s).
- Provide a resource library consisting of general and special collections to expand available resources.
- Provide access to cataloging resources.
- Provide access to professional research specialists to respond to queries.

Benefits/Outputs:

Mississippians are satisfied with resources available due to enhanced offerings through public libraries and MLC. This will be measured through the following outputs:

- Number of items available in MLC's collection
- Number of items available across all Mississippi public library collections
- Number of items shared statewide
- Number of reference queries received
- Number of items cataloged
- Number of electronic resources available

2. **Reading Programs:** MLC will make resources available so that Mississippians may enrich their lives through reading, through the arts and humanities, and through community discussions.

Activities:

- Develop and administer the Summer Library Program for public libraries.
- Provide reading programs for all Mississippians.
- Partner with relevant organizations to develop reading and discussion programs.

Benefits/Outputs:

Mississippians have increased opportunity to engage in their communities through reading, discussion, or other activities. This will be measured through the following outputs:

- Number of reading programs held
- Number of participants
- Survey results
- Number of partnerships

Expenditure of Funds:

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

Timeline:

All activities will take place 2018-2022, unless otherwise indicated.

Goal 4: Serve All Mississippians

Mississippians, including those with visual and physical disabilities, will have access to materials in the appropriate format.

Needs Addressed:

Access for All

LSTA Priorities:

- 1) expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy needs.

- 4) develop public and private partnerships with other agencies and community-based organizations.
- 5) target library and information services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- 7) develop library services that provide all users access to information through local, state, regional, national, and international collaborations and networks.

Supporting Projects

In order to accomplish this goal, the following projects will be executed:

1. **Talking Book Services:** MLC will administer the Library of Congress's National Library Service for the Blind and Physically Handicapped program to equalize library service.

Activities:

- Provide access to resources in appropriate formats, professional staff, and adaptive equipment.
- Identify individuals and institutions that qualify for the service.
- Partner with other organizations to further program goals.

Benefits/Outputs:

Mississippians are satisfied with specialized service. This will be measured through the following outputs:

- Number of patrons
- Number of materials circulated
- Number of outreach events attended
- Survey results

Expenditure of Funds:

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

Timeline:

All activities will take place 2018-2022, unless otherwise indicated.

Goal 5: Empower Libraries

Subgrants allow funding for libraries to determine what services are best needed in their communities and provide funding for resources to meet those needs.

Needs Addressed:

Technology Support Services
Library Development
Shared Resources
Access for All

LSTA Priorities:

- 1) Expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals' needs for education, lifelong learning, workforce development, and digital literacy skills.
- 2) establish or enhance electronic and other linkages and improve coordination among and between libraries and entities, as described in 20 U.S.C. § 9134(b)(6), for the purpose of improving the quality of and access to library and information services.
- 3) (a) Provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services, and (b) enhance efforts to recruit future professionals to the field of library and information services.
- 4) Develop public and private partnerships with other agencies and community-based organizations.
- 5) Target library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- 6) Target library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with 42 U.S.C. § 9902(2)) applicable to a family of the size involved.
- 7) Develop library services that provide all users access to information through local, State, regional, national, and international collaborations and networks.

Supporting Projects:

In order to accomplish this goal, the following projects will be executed:

1. **Competitive Grants:** MLC will offer funding for public libraries to offer programs on a large scale to meet the needs of their communities.

Activities:

- Assess available grant needs.
- Create subgrants around needs identified.
- Monitor reporting for adherence to rules and regulations.

2. **Non-Competitive Grants:** MLC will offer funding for public libraries to offer programs on a small scale to meet the needs of their communities.

Activities:

- Assess available grant needs.
- Create subgrants around needs identified.
- Monitor reporting for adherence to rules and regulations.

3. **Cooperative Agreements:** MLC will offer funding for cooperative agreements that meet the needs of Mississippi libraries statewide.

Activities:

- Assess available grant needs.
- Create subgrants around needs identified.
- Monitor reporting for adherence to rules and regulations.

Benefits/Outputs:

The benefits and outcomes for this goal will be measured based on the final reports from subgrantees and will vary each year depending on the project.

Expenditure of Funds:

LSTA funds will be used for, but not limited to, personnel, equipment, materials, supplies, printing, travel and training to support programs and activities to assist in meeting this goal. Federal regulations and guidelines will be followed, along with guidance from IMLS, to ensure appropriate expenditure of LSTA funds.

Timeline:

All activities will take place 2018-2022, unless otherwise indicated.

CROSSWALK

	GOAL	FOCAL AREA	PROJECT	INTENT
1	<u>ENHANCE THE TECHNOLOGICAL ENVIRONMENT OF MISSISSIPPI LIBRARIES</u>	Institutional Capacity	IT Support and Management	Improve library's physical and technological infrastructure
2	<u>SUPPORT AND ENHANCE THE LIBRARY WORKFORCE</u>	Institutional Capacity	Continuing Education	Improve the library workforce
			Consulting	Improve library operations
3	<u>STRENGTHEN LIBRARIES BY SHARING RESOURCES</u>	Information Access	Shared Resources	Improve user's ability to discovery information resources
				Improve user's ability to obtain and/or use information resources
			Reading Programs	Improve user's ability to discovery information resources
Improve User's Formal Education				
				Improve Users' Ability to Participate in their Community
4	<u>SERVE ALL MISSISSIPPIANS</u>	Information Access	Talking Book Services	Improve users' ability to obtain information resources
5	<u>EMPOWER LIBRARIES</u>	Can cover all focal intents	Can cover numerous projects	Can cover all Intents