



## **Mississippi Library Commission**

Providing services to Mississippians since 1926

# **2014 ANNUAL REPORT**

**“The best candy shop a child can  
be left alone in is the library.”**

**– MAYA ANGELOU**



## 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 STATEMENT

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, 2013 - June 30, 2014

Celia Fisher, Okolona  
Jolee Hussey, Oxford  
Ann Marsh, Brandon  
Pamela Pridgen, Hattiesburg  
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 88 years, these goals remain unchanged.



Susan Cassagne

In accordance with the requirements set forth in the Mississippi Code of 1972, §27-101-1 - §27-101-11, the Mississippi Library Commission respectfully submits this 2014 Annual Report for the fiscal year beginning July 1, 2013 and ending June 30, 2014.

The Mississippi Library Commission continues to strive to strengthen and enhance libraries and library services for all Mississippians, while embracing the technology our users expect.

The demand for agency services remained high in FY2014, whether customers were asking a research question, needing talking books when unable to read or hold a printed book, getting help with a library computer or internet issue, learning how to use a new device or download an eBook, securing grants, seeking advice and assistance on a library management issue, or obtaining library staff training in order to better serve local library users.

The format of this report is brief, highlighting specific statistics; more details may be found on our web site: [www.mlc.lib.ms.us](http://www.mlc.lib.ms.us).

This report highlights the past year's work and reflects the agency's ongoing commitment to ensuring all Mississippians have equal access to quality library services.

**Susan S. Cassagne**

Executive Director

Mississippi Library Commission

**LIBRARY SERVICES** bureau provides direct and indirect services to Mississippi's libraries and citizens to improve access to quality library services for all, including special populations.



*Building Reception* – 7,703 visitors, an increase over FY13 of 31%

*MAGNOLIA* – 63,048,390 Searches, an increase in usage over FY13 of 46%

*Resource Sharing* – Supports statewide resource sharing through the Virtual Union Catalog and Interlibrary Loan System, which is free to all Mississippi public library systems and independent library systems

⇒ Interlibrary Loan – 19,672 items were loaned to/borrowed by Mississippians in FY14 (a value of between \$800,000 and \$1,800,000, depending on type of material)

⇒ OCLC Group Cataloging Service – 134,543 items cataloged

*Primary Resource Library* – Designed to supplement the resources found in local libraries, provide access to professional reference specialists, and to circulate materials

⇒ Learn-a-Test – Number of Sessions increased by 10% to 31,912;  
New Users increased by 10.3% to 6,582

⇒ Reference Services – 31,284 requests by public, school, junior college and other libraries, state employees, individuals, out-of-state, and Large Print direct users

⇒ Circulation / Usage of Materials

- Items Circulated – 117,939, an increase of 8.8%
- Large Print Services – 13,075 items circulated, with 248 registered users borrowing 4,366 items through Large Print Direct Mail Service
- Social Media – Over 3,000 followers across all platforms

⇒ Collection Management Services

- Patent & Trademark Resource Center – Requests for services increased by 9.8%, with Patent Orientations increasing by 8.3%
- Federal Document Depository – A partial Federal Document Depository, primarily serial in nature
- State Document Depository – Mississippi State Government Publication List was generated and distributed to all depository libraries. Miss. Code §25-51-1 compliance requires the addition of various state agency annual reports downloaded into MLC's State Documents Digital Collection.

- Acquisitions and Budget – Reductions in prior years’ budgets have resulted in fewer Commodities and Contractual purchases. Restoring funds to the budget is a priority
- Primary Resource Library Collections – Total number of items decreased by 3.89%

*Blind and Physically Handicapped Library Services (BPHLS)* – Provides free statewide access to library materials in specialized formats to individuals with disabilities, serving nationally 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. Eligible individuals include adults and children with visual impairments, physical limitations, and reading disabilities (from an organic dysfunction)

- ⇒ Readers’ Advisors – The first point of contact patrons have with BPHLS staff and service. New patrons numbered 401, an increase of 4.2%, with total active patrons numbering 2,293
- ⇒ BARD (Braille and Audio Recording Download) Service – Provided by NLS, this service allows patrons to download audio books, Braille books, and magazines. BPHLS offers Download on Demand service. Total downloads numbered 27,018, an increase of 7.3%
- ⇒ Volunteers and friends of Handicapped Readers – donated 2,379 hours to provide/promote services.
- ⇒ Collection – 72,600 titles, an increase of 3.5%
- ⇒ Circulation – 141,278

### *Reading Programs*

- ⇒ Center for the Book – To promote Mississippi’s literary heritage and call attention to the importance of books, reading, literacy, and libraries, Mississippi’s Center for the Book in the Library of Congress is housed at the Mississippi Library Commission
- ⇒ Book Club in a Box – Local library program book clubs may borrow a box, containing 10 copies of the book, as well as a discussion guide. Thirty-five (35) boxes circulated to 18 libraries in FY14

- ⇒ Created Equal – The Center for the Book received a grant from the Gilder Lehmann/National Endowment for the Humanities for “Created Equal: America’s Civil Rights Struggle” film set. The films were combined with related titles and were included in Created Equal Book Club Kit for distribution to public libraries
- ⇒ Biblioteca en una Caja – A participant of the Mississippi Library Leadership Institute created Spanish-language book club kits to distribute to Mississippi public library patrons. Materials, appropriate for parents and children, include books and movies. Young adult kits are available in Spanish and English
- ⇒ Letters About Literature – For the sixth year, Mississippi participated in the Center for the Book’s Letters About Literature competition. Students in grades 4-12 submitted 550 letters, an increase of 77%; nine students in three age categories were declared winners
- ⇒ National Book Festival – Two MLC staff attended the Festival, held in Washington, DC, which highlighted Mississippi’s literary history

**“Google can bring you back 100,000 answers.  
A librarian can bring you back  
the right one.”**

**– Neil Gaiman**

**DEVELOPMENT SERVICES BUREAU** consists of the Library Development and the Network Development divisions and provides consulting, continuing education, programming, and technical assistance and support to Mississippi's public libraries, staff, and trustees to improve library services to all Mississippians.



### *Library Development Division*

The Library Development Division includes general support of public libraries through consulting services, an extensive continuing education program to support the learning needs of public library staff statewide, support of the statewide Summer Library Program, and a wide variety of specialized projects that contribute to the development of public library services.

⇒ Consulting – Provides advice and guidance on library services, policies, planning, and management to strengthen and enhance public library service throughout the state. In FY14 the Library Development Division provided 2,112 hours of direct consulting and 108 site visits to public libraries

⇒ Continuing Education – An integral part of strengthening public library services by increasing the skills, knowledge, and expertise of public library staff members, directors and trustees. In FY14, thirty continuing education programs to improve the skills of public library personnel, administrators, and public library trustees were attended by 929 individuals with an average rating of 4.8 out of 5.0



- o Librarianship 101 Institute – Supports training needs for paraprofessional public library staff
- o Directors’ Symposium – Supports training and development needs of public library directors
- o Mississippi Library Leadership Institute – Designed to “grow” the next generation of library leaders and directors
- o Technology Academy – Provides front-line library staff training to improve computer skills in order to increase their ability to assist public library patrons who have a low level of digital literacy skills

⇒ Reading Programs – Provides guidance and materials for public library summer reading programs to help mitigate “summer slide” (an average student may lose up to one month of grade-level equivalency; a lower income student may lose up to three months of grade-level equivalency before the start of the next school year)

o Numbers include:

■ Children’s programs

- 38,828 children registered to participate
- Public libraries held 2,301 programs for children
- 669 early literacy programs were held

■ Programs for teens

- 643 programs for teens were held in public libraries
- 30 library systems offered a teen summer library program
- 4,056 teens registered to participate

■ Adult programs

- 19 library systems offered an adult summer library program
- 4,813 adults participated

The theme for the 2015 Summer Library Program is Heroes: “Every Hero has a Story” – Children, “Unmask!” – Teens and Adults, “Escape the Ordinary”

### *Network Development Division*

The Network Development Division provides remote support of local networks, PCs, servers, and Internet circuits of public library systems, including email and website hosting, troubleshooting network and computer problems and support and maintenance of a wide area network.

The Network Development Division maintains and supports PC’s, printers, local area connections, multiple software applications, email issues, and wireless connections for the staff and patrons of the Mississippi Library Commission.

In FY14, the Network Development Division:

- o Resolved 1,105 help desk tickets
- o Supported an average of 1,130 outgoing emails per day
- o Supported an average of 4,538 legitimate incoming emails per day while cleaning for spam and viruses
- o Blocked 290,355 incoming spam emails

**ADMINISTRATION** Provides financial management and administrative support for the Mississippi Library Commission. Responsibilities include: fiscal management, budget monitoring and management, purchasing services, facilities and property management, human resources and developing/management of agency grant programs and reporting.



### *Financial Management*

⇒ FY14 Appropriation - \$14,000,943 (an increase of \$24,259 or .2%)

### *Personnel/Human Resources*

⇒ 49 Authorized Positions

### *Grant Programs*

- ⇒ Personnel Incentive Grant Program – \$5,212,599 (Established in 1971, this program supplements public libraries’ funding for salaries to ensure qualified personnel are available to assist patrons)
- ⇒ Health and Life Insurance Program – \$4,380,614 (Health and one-half of Life insurance premiums for all qualified public library employees)
- ⇒ Library Services and Technology Act (LSTA) Grants – These statewide grants are funded under the federal Library Services and Technology Act administered by the Mississippi Library Commission for the Institute of Museum and Library Services.
  - Federal subgrants awarded directly to public libraries - \$553,781
  - Statewide programs benefitting all public libraries - \$1,759,212

“Libraries will get you through times of no money better than money will get you through times of no libraries.”

- Anne Herbert

# NOTES

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

General Information	601.432.4111 or 800.647.7542
Executive Director's Office	601.432.4039
Administrative Services Bureau:	
Bureau Director	601.432.4042
Fiscal Services	601.432.4098
Grant Management Programs	601.432.4054
Purchasing	601.432.4049
Human Resources/Payroll	601.432.4071
Development Services Bureau:	
Bureau Director	601.432.4068
Consulting Services	601.432.4067
Network 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
Government Information	601.432.4450
Interlibrary Loan	601.432.4127
Large Print	601.432.4126
Blind & Physically Handicapped Library Services	601.432.4123 or 800.446.0892



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