

# ANNUAL REPORT 2020

---



---

**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, 2019 - JUNE 30, 2020**

Jolee Hussey	Oxford
Ann Marsh	Brandon
Stephen Cunetto	Starkville
Lori Barnes	Pascagoula
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 FY20 Annual Report for the fiscal year beginning July 1, 2019 and ending June 30, 2020.

# EXECUTIVE REPORT

It is believed to have started and then spread to all parts of Asia. Next it crossed the oceans of the world, coming to other continents as it invaded all parts of the globe, including the United States. Truly, nothing could have prepared us for the challenges that it brought in the year 2020. It registered in each country, sometimes by the name of pandemic virus and sometimes as COVID-19 and in each country, it forced changes to be made. “It” became the new normal by constraining decisions, attitudes, and services. Successful procedures used in the past had to be adjusted and work arounds never before considered became the new norm.

In last year’s Annual Report, as the Executive Director of the Mississippi Library Commission (MLC), I wrote about the challenges that normally accompany the end of a year and at the conclusion of a decade. In those comments there was an evaluation of the achievements made in the year 2019 and resolutions for new efforts on the part of the Library Commission were presented. However, none of the eight resolutions presented proposed how to deal with an illness like COVID-19. The resolutions proposed noted target goals dealing with broad concerns of library services, how these services were to be provided as an efficient, cost-effective deliverables, and how the quality of those services could be improved.

Amazingly, the proposed goals for the new decade were met by the Commission, although not exactly in the manner envisioned when the goals were set.

MLC demonstrated leadership within the state’s library community working cooperatively with other state and national organizations to develop solutions to library services problems created by COVID-19. Deeply held principals of librarianship were maintained and where necessary, compromises were made via courteous and thoughtful discourse seeking to find effective solutions that continued to advance library services throughout Mississippi. Respect, one to another, was maintained under stressful working conditions that included a temporary closure of the full services that are a part of MLC’s in-library assistance to the public. Resulting was the establishment of new ways to meet the public’s need for library services. The team concept of sharing knowledge and thoughts was, during 2020, never more consistent or needed. Using fact-based evidence that supported the actions taken allowed MLC to continue to focus on our vision, mission, and values that were continually enunciated in each action by staff members who represented each department of the Commission.

The following pages provide a report of the impressive labor accomplished by MLC's staff members working to meet the goals established at the beginning of 2020. Equally impressive was the support and encouragement given by the members of MLC's Board of Commissioners to each MLC staff member. Certainly, the support and confidence of the Board contributed greatly to the diligent work accomplished.

Although "it" is still with us across our country and across our state, we shall maintain a steadfast course to serve and aid—wherever we can.

Respectfully,  
Hulen E. Bivins  
Executive Director

## CAPITOL DAY

Library supporters from across Mississippi came to the state capitol on March 10th to advocate for public libraries. They had an opportunity to talk with legislators about the value of public libraries in their communities. It was a grand day of library advocacy!



# LIBRARY SERVICES BUREAU

---

The Library Services Bureau provides direct and indirect services to Mississippi's public libraries by providing materials, answers to reference questions, software so libraries can catalog books and 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 endeavors to meet the information needs of all Mississippians through a variety of professional services. In FY20, MLC staff received 20,729 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.

**In FY20, Mississippi's public libraries saved \$334,559 by borrowing books from each other through interlibrary loan.**

**Mississippians used 7,564 items from MLC's Patent and Trademark Resource Center in FY20.**



# TALKING BOOKS

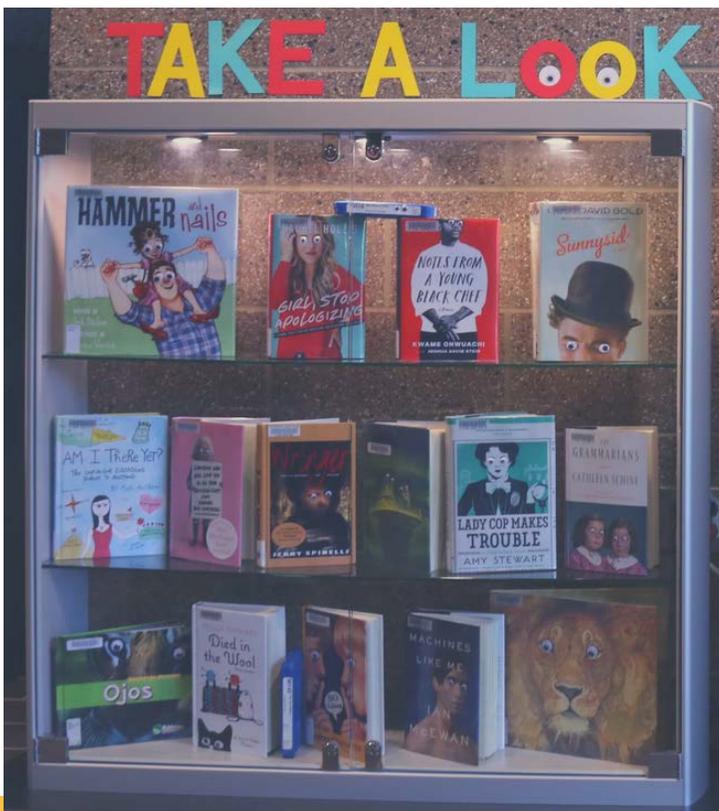
**TALKING BOOK SERVICES (TBS)** provides statewide access to library materials in specialized formats to individuals with disabilities. Individuals eligible for this free program include adults and children with visual impairments (blindness or an inability to read standard print), physical limitations (unable to hold a book or turn a page), and those with a reading disability from an organic dysfunction, such as dyslexia.



**TALKING BOOKS PATRONS CHECKED OUT 128,536 ITEMS IN FY20.**

*"My father was a farmer all of his life and never read. When he went blind someone told us about this service. He loves them. He waits every day at the door to see if he will get books. Thank you so much for making my dad's life worth living."*

*--Talking Books patron comment*



## SOCIAL MEDIA

MLC had 7,045 followers on its social media platforms in FY20. Staff responsible for maintaining the agency's Facebook, Twitter, Instagram, and YouTube pages posted 1,053 tweets, posts, photos, and videos, keeping patrons, libraries, and the general public aware of MLC's activities and accomplishments, including in-house book displays.

# CONTINUING EDUCATION

**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 FY20 included E-Rate, Beehive Resource Sharing, STEAM and STEM, small grant resources, and regional frontline training. COVID-19 interrupted plans for more in-person trainings, but live and recorded webinars and meetings filled in the gaps.

# CONSULTING SERVICES

**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 FY20, the consultants made 68 visits to public libraries in order to provide consulting advice, attend programs, and provide trainings.

MLC's consultants provided 4,446 hours of consulting to Mississippi's public libraries in FY20.



In FY20, MLC presented 19 in-person workshops, 14 webinars, and 13 staff trainings.



# SUMMER READING PROGRAM



162,788 Mississippians attended a Summer Reading Program in FY20. Programs were mostly virtual, and were created for children, early literacy, teen, adult, and family audiences.



# PUBLIC LIBRARY STATISTICS

By statute, MLC is responsible for collecting data annually for the federal Public Library Survey (PLS), which gathers and examines information about library services. MLC awards Star Library status to library systems in four expenditure categories whose statistics show them to be exceeding standards in library service in several categories, such as circulation use per capita, number of registered users, and MAGNOLIA database usage.



# DIGITAL COLLECTIONS

MLC's collection of historical public library photos is housed at the Mississippi Digital Library ([www.msdiglib.org](http://www.msdiglib.org)). In FY20, 10 counties' worth of photos were added and visitors viewed 156 of MLC's digital images.



# SPECIAL COLLECTIONS

MLC offers non-traditional items for checkout to libraries and schools for use in programming, such as book club kits, LEGO kits, Santa suits, buttonmakers, board games, puppets, digital cameras, and several types of coding and STEM kits. These non-traditional items allow libraries to expand their programming offerings to the public. Mississippi libraries and schools borrowed 122 kits in FY20, including 42 book club kits for group discussions.

# ADMINISTRATIVE SERVICES BUREAU

---

The Administrative Services Bureau has six divisions providing planning, direction and coordination of supportive services. These include: Business Services, Human Resources, Operations, Grant Programs, Network Services, and Public Relations.

## HUMAN RESOURCES

Human Resources guides recruitment and retention of staff, performance development assessments, employee benefits, compensation assistance, and staff development.

## OPERATIONS

The Operations department maintains the MLC facility and grounds, fleet management, and mail services.

## PUBLIC RELATIONS

The Public Relations department not only distributes updates on agency activities, but also helps promote and advocate for public libraries across the state.

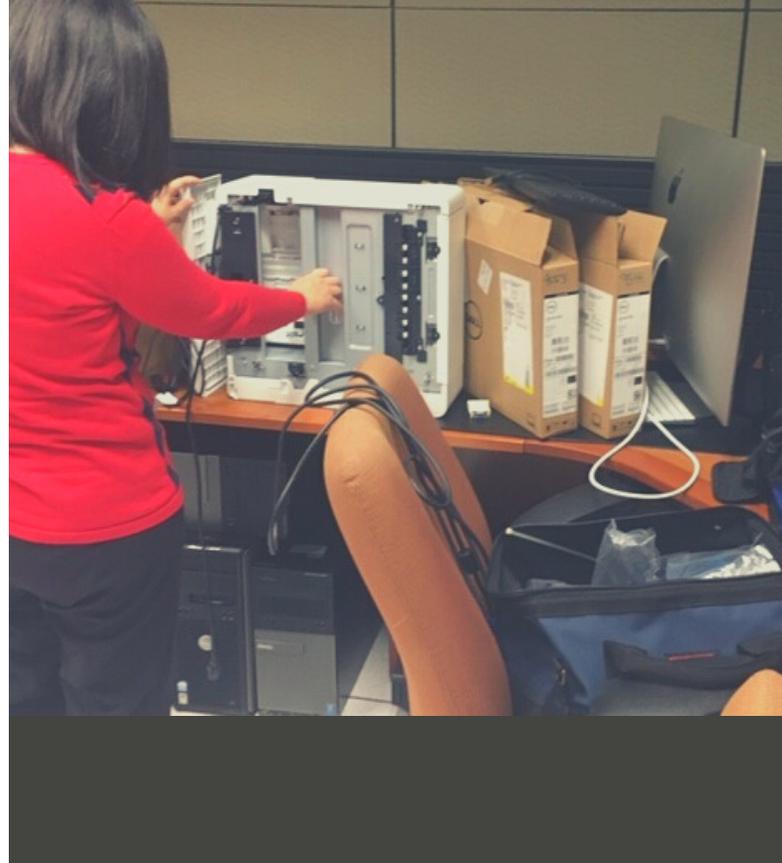
## BUSINESS SERVICES

The Business Services department oversees fiscal management, purchasing, and inventory/property control.



# TECHNOLOGY SERVICES

Technology Services offers a variety of services and support to agency staff and public library staff across the state. Technical requests and issues are reported to a helpdesk system to assist agency and public library staff with software, hardware, internet connectivity, email, and other technology related matters and projects.



In FY20, Technology Services went on 71 site visits and resolved 900 help desk tickets.

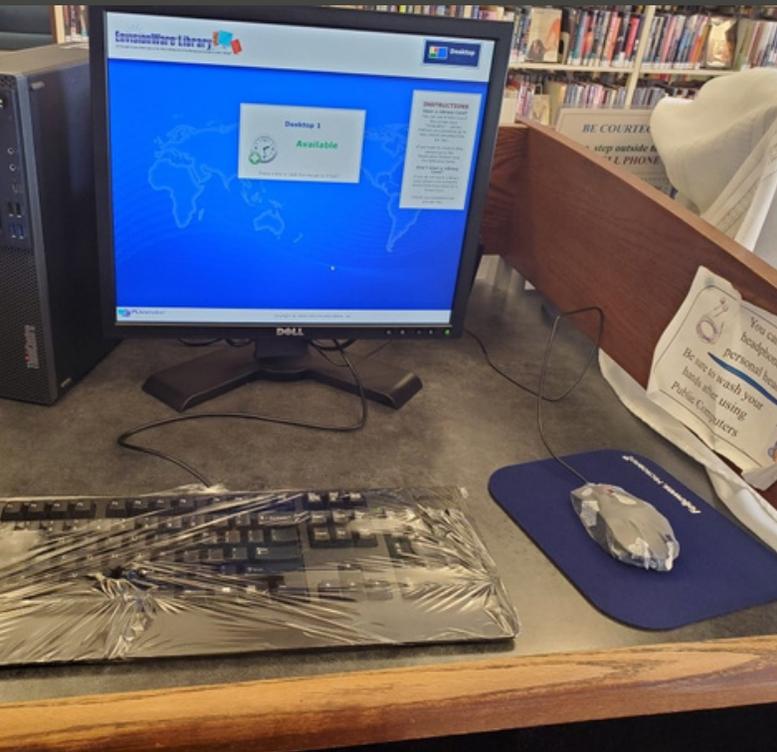
Other services provided to and for public libraries include email hosting, website hosting, offering the Microsoft Office suite to public library staff, monitoring the agency and libraries' networks, training, technology assessments, and E-rate assistance. Technology Services staff also serve as a liaison between technical vendors and library staff.



# GRANT PROGRAMS

Grant Programs at MLC awards subgrants with both state and federal funding to support public library services for all Mississippi residents. Federal funding from the Institute of Museum and Library Services through the Library Service Technology Act (LSTA) offers support for professional development, programming, materials, technology, and more. State Aid subgrants include reimbursing public libraries for the health and life insurance premiums for full-time employees, as well as the Personnel Incentive Grants Program, which was established in 1971 to supplement personnel costs to public libraries.

This year, CARES funding was received from IMLS to help cover COVID-19 related expenses on supplies and technology to allow libraries to continue to serve patrons.



# FY20 EXPENDITURES

## AGENCY OPERATIONAL EXPENSES

**\$3,439,836.59**

Health and Life Insurance program for Public Library employees

**\$509,888.84**

Federal Grants to Public Libraries

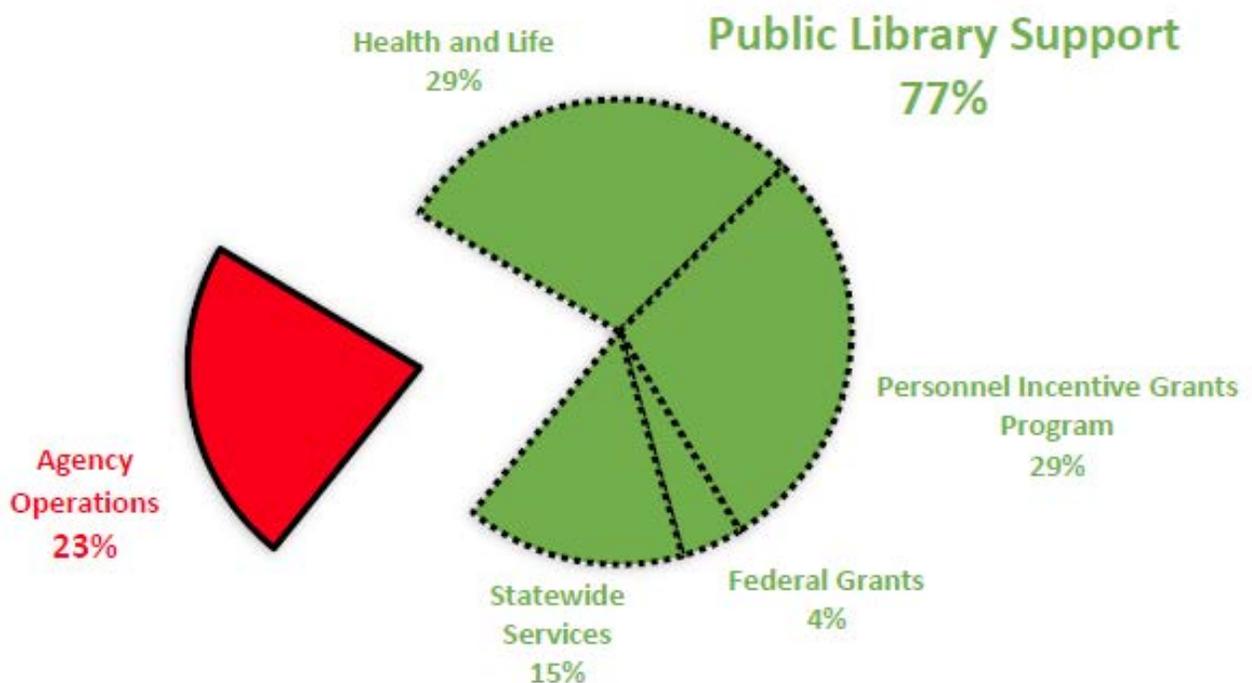
**\$3,421,654.00**

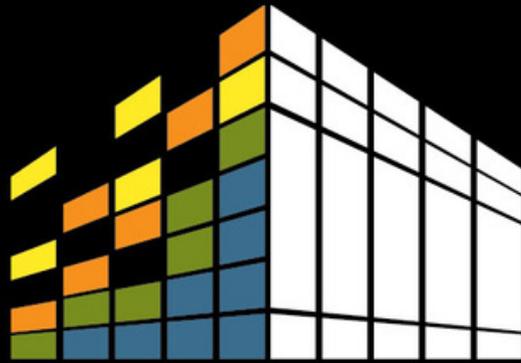
Personnel Incentive Grants that supplement local funding for Public Library salaries

**\$1,806,746.42**

Statewide services offered to Public Libraries

## MISSISSIPPI LIBRARY COMMISSION FY2020 BUDGET-\$12,900,837 APPROPRIATED





**MISSISSIPPI  
LIBRARY  
COMMISSION**

**LEADERSHIP    ADVOCACY    SERVICE**

**3881 EASTWOOD DRIVE JACKSON MS 39211**

**601.432.4111    WWW.MLC.LIB.MS.US**