The Massachusetts Library System (MLS) provides services to about 1,600 Massachusetts libraries of all types and sizes throughout the Commonwealth. MLS was established in July 2010 with the following mission:

The Massachusetts Library System, a state-supported collaborative, fosters cooperation, communication, innovation, and sharing among member libraries of all types. The MLS promotes equitable access to excellent library services and resources for all who live, work, or study in Massachusetts.

Our mission has always embraced social justice and the MLS Team is committed to providing services that benefit and contribute to the library profession’s core values: diversity, inclusion, equity, access to information, free expression, privacy, and social justice.
Hello MLS Members, Partners, Supporters, and Friends,

On behalf of the Massachusetts Library System Executive Board and Staff, I am pleased to share our FY 2019 Annual Report.

2019 brought many changes to the MLS team.

- After 8 years at the helm of MLS, our founding Executive Director, Greg Pronevitz, retired in July, 2018. During his tenure, Greg led MLS through 2 office moves, managed expansions to both staff and services, and oversaw the creation of some new services that continue to evolve and benefit our members and communities. A new Executive Director was appointed in May, 2019 (that’s me!) I’ve been incredibly honored to have led MLS through this transitional year, and look forward to the next decade of service.

- After the previous year’s procurement process, OverDrive was selected as the new vendor for Commonwealth eBook Collections.

- The MLS consulting team began a new proactive service of reaching out to our smallest public library members. In FY2019, we reached out to 114 small libraries to offer consulting services, connections, and news to support the critical work they do in their communities. Additionally, MLS has received a grant from The Manton Foundation to provide educational events for librarians working in small libraries.

Please read the following report to learn more about MLS and the work we’ve accomplished and will continue to do. Next year will be an exciting year for MLS: we’ll be celebrating our 10th birthday in July, and embarking on a new strategic plan initiative. I encourage you to continue to share your ideas with us.

Our successes would not be possible without the dedicated work of our board of directors, members, partners, and supporters and especially our talented staff, who, through a year of major transition, worked hard to ensure sustained and stabilized services to our membership.

I thank you for your continued support.

Warm regards,

Sarah Sogigian
Executive Director
GOAL: Co-creator Culture
MLS will build and nurture a co-creator culture within the Massachusetts Library Community.

**Highlights**
- Library of Things Blog
- Young Changemakers in the 21st Century Libraries Grant partnership with the Harvard University Democratic Knowledge Project
- MLS Community Engagement Blog
- Listening Tours
- School and Public Library Collaboration: Continuing the Conversation
- Small Library Lunchtime Forums

*Featured program*
**Project SET: Skills, Empowerment, and Talent:** In 2019 Project SET reached a milestone with the start of its 5th Leadership Cohort. This program serves a range of early to mid-career library professionals from across the state. The vehicle for this leadership training is a capstone presentation which has been a popular portion of our MLS Annual Meeting!

GOAL: Marketing and Communications
MLS will help member libraries to expand capacity for marketing and communications.

**Highlighted Workshops/Webinars**
- “How Can I Help?” Customer Service and Basics and Beyond
- Booktalking Your Way to the Friendliest Library in Town
- Getting Started with Canva
- Marketing Fundamentals: Putting All the Puzzle Pieces Together

*Featured program*
**Word of Mouth Marketing (WOMM):** Offered a series of trainings in the spring to look at past WOMM efforts by fellow Massachusetts libraries, and shared what resources are available to support a WOMM initiative at your library. Cohort 2 taking place in FY20.

Goal: Future Readiness
MLS will position the Massachusetts Library Community for future readiness.

**Highlighted Workshops/Webinars**
- Connect the Dots: Use the Resources You Have to Help Parents and Students Meet this Information Need
- Financial Literacy Training for Libraries
- Planning with Purpose: Strategic Planning at Your Library
- Strategic Planning: Tips, Tools, and Techniques
- Strategic Planning Vignettes
MLS Strategic Plan 2017-2019
Progress Report (cont.)

Strategic Theme: Social Justice
Diversity, Inclusion, and Social Justice

Highlighted Workshops
- From the Mountains to the Sea: Rural Health Issues and Resources
- Librarians Fostering Civic Engagement
- Massachusetts Libraries Partner with Climate Preparedness Week
- Planning for Library Accessibility: What Accessibility Means for your Community

Featured program
Young Changemakers Democratic Knowledge Project: Partnered with Harvard University on a Laura Bush 21st Century Grant from the Institute of Museum and Library Services to engage youth-serving librarians in creating civics education programs with the “10 Questions for Young Changemakers.”

Strategic Theme: Assessment and Advocacy
Assessment, Advocacy, and Data-driven Decisions

Highlighted Core Service Workshops/Webinars
- Accidental Reference Librarian
- Best Practices: Surviving the Pitfalls of License Negotiation
- Content Strategy
- Reference Field Trips to New England Historical Genealogical Society, American Antiquarian Society, and Merriam Webster Dictionary
- Why YS? Advocating for the Youth Services Profession

Featured program
Basic Library Techniques (BLTs): Migrated the BLT classes into a hybrid online/in-person format which allowed increased attendance. These classes are required for MBLC certification of libraries serving populations under 10,000 if the director does not have a Masters in Library Science degree.

Strategic Theme: Align with the MBLC
Aligning with the Massachusetts Board of Library Commissioners

Highlights
- MLS and MBLC staff met regularly to clarify roles and identify opportunities for collaboration.
- MLS and MBLC staff formed a team to streamline strategic planning support.
- MLS and MBLC staff collaborated on the Summer Library Program.
- Successful legislative advocacy with the MLS Value to Members Libraries Tool.
MLS consultants are committed to offering outstanding continuing education opportunities for librarians to promote equitable access to excellent library services for all who live, work, or study in Massachusetts. This year, MLS offered workshops on a broad range of topics including accessibility, civic engagement, marketing, reference, strategic planning, and the summer library program.

**Highlights**

- Basic Library Techniques (BLTs)
- Financial Literacy Trainings
- Project SET (Skills, Empowerment, Talent)
- Reference Field Trips
- Word Of Mouth Marketing (WOMM)
- Young Changemakers Democratic Knowledge Project
- Approved as a Department of Elementary and Secondary Education (DESE) certified PDP provider.

"Thank you so much for all of the work you put into creating the event for us, and I am so glad that you were able to turn it into a fantastic resource for libraries across the state."

<table>
<thead>
<tr>
<th>Consulting</th>
<th>Continuing Education</th>
<th>Summer Library Program</th>
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<tbody>
<tr>
<td>701</td>
<td>172</td>
<td>306</td>
</tr>
<tr>
<td>one-on-one consulting hours</td>
<td>events</td>
<td>participating libraries</td>
</tr>
<tr>
<td></td>
<td>3,164</td>
<td>492,409</td>
</tr>
<tr>
<td></td>
<td>workshop attendees</td>
<td>program participants</td>
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MLS administers Commonwealth eBook Collections and collaborates with the automated resource sharing networks on statewide eBook strategy. In addition, MLS provides training and support for the statewide database program that is funded jointly by MLS and Massachusetts Board of Library Commissioners.

**Commonwealth eBook Collections**

- Selected OverDrive as the vendor for the K-12 shared school collection and enrolled 201 schools in the new iteration of the program.
- Began partnership with the SAILS Library Network so that non-networked public, academic, and special libraries can join OverDrive.

**Statewide Databases**

- With input from Galepages Revision Task Force and member libraries, launched a revitalized and refreshed Galepages template for member libraries of each type with improved searching features, widgets, and more.

"The databases alone [are] one of the most important parts of our school library."
Resource Sharing
Delivery - Document Delivery - Interlibrary Loan - MassCat

MLS provides statewide delivery, document delivery, and interlibrary loan services that foster equity of access to library resources to everyone in Massachusetts. In addition, MassCat offers a low-cost solution for small libraries of all types that enables resource sharing for their library users.

Highlights

- Interstate delivery with Rhode Island
- Open houses at sorting facilities
- Delivery audits: Once a month MLS completes a Delivery audit at one of our three sorting facilities.
- In accordance with MLS Mission, the Resource Sharing Team has spread the word about free mailing for materials for the blind and visually impaired.
- Phase 2 of MassCat connecting members to ComCat completed.

“Just wanted to say thank you for all you do to get materials as quickly as possible to our patrons. We really appreciate all the work that goes into you making that happen!”

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<tr>
<th>Delivery</th>
<th>ILL &amp; Document Delivery</th>
<th>MassCat</th>
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<tbody>
<tr>
<td>13.7 million items delivered</td>
<td>21,814 requests processed</td>
<td>4,348 items shared</td>
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Other MLS Programs

BiblioTemps - Cooperative Purchasing

MLS offers two additional services that help libraries to save time and money. BiblioTemps offers a temporary library staffing service, and our partnership with MHEC offers access to discounts on everything from library books to 3D printers.

Cooperative Purchasing

14.6 million dollars saved

BiblioTemps

59 temporary placements
3 temp-to-perm placements

Highlights

- Temp-to-Perm service
- Increased marketing to reach new BiblioTemp customers.
- MLS and MHEC launched new contract for Digital Library Technologies.
- Welcomed new MHEC Library Contracts Manager Katherine Moskos.

“I work in a school library. If we did not have access to cooperative purchasing, my buying power would be almost half what it is now. I cannot put into words how much this means to my patrons.”

"[BiblioTemps] Being short staffed only hurts public service and puts stress on employees. Having the ability to place someone in the short term helps immeasurably."
People
MLS is people-powered! We couldn’t do what we do without our dedicated Executive Board, our
talented staff and our committed members who volunteer their time and wisdom. Thank you!

Executive Board Members

William Adamczyk  
Milton Public Library
Matthew Berube  
Jones Library
Christine Brown  
Bridgewater State University
Clare Dombrowski  
Amesbury Public Library
Stephanie Freree Ford  
McLean Hospital
Catherine Halpin  
Boston Public Library
Sarah Hooke Lee*  
Northeastern University
School of Law
Amy Lewontin  
Northeastern University
James Lonergan  
Massachusetts Board of Library Commissioners
Laura Luker  
Pioneer Valley Chinese Immersion Charter School
Melinda Webster Loof  
Bowman Elementary School
Tina McAndrew  
Westborough Public Library
Anne Meringolo  
New England Historic Genealogical Society
Becky Plimpton  
Joshua Hyde Public Library
Joseph Rodio  
South Hadley Public Library
Kathryn Geoffrion Scannell  
Merrimack College
Elena Schuck  
Nathaniel H. Wixon School
Sarah Sogigian  
Massachusetts Library System
Liz Teoli  
Northern Essex Community College

*resigned during FY19

Staff

Laura Bogart  
Resource Sharing Assistant
Kristi Chadwick  
Consultant
Shelah Coullard  
BiblioTemps Manager
Alison DeMers  
Resource Sharing Assistant
Sarah Donnelly  
Event Coordinator
Michelle Eberle  
Consultant
Christi Farrar  
Consultant
Amanda Fauver  
Project Manager
Dodie Gaudet  
MassCat Cataloger
Hansie Grignon  
Resource Sharing Librarian
Sue Kaler  
Interlibrary Loan Manager
Scott Kehoe  
Senior Manager of Information Technology, Interlibrary Loan, and MassCat
Shirley MacLean  
Member Services and Office Support
Amanda Malikowski  
Communications and Delivery Coordinator
April Mazza  
Consultant
Betsy Meaden  
Business and Human Resources Director
Vincent Nguyen  
Resource Sharing Assistant
Anna Popp  
Consultant
Lida Refah  
Staff Accountant
Tressa Santillo  
Electronic Resources Coordinator
Sarah Sogigian  
Executive Director
Stephen Spohn  
Resource Sharing Director
Amos Thomas  
IT Support Specialist
Kelly Jo Woodside  
Consultant